

## **Response to BTPA FOI request 2012-04**

### **Who takes responsibility for complaints made against your police staff, the Force's HR department or their Professional Standards Department?**

PSD - as the regulations around police complaints are so complex all complaints are dealt with by PSD who have the expert knowledge in this area.

### **Could you please copy me a brief summary of the complaints procedure, this could include, for example, info on committees; do HR take responsibility for staff and PSD for officers?; any dedicated complaints officers; The Authority's involvement, etc.**

From an Authority perspective the Professional Standards Committee (PSC) reviews complaint statistics for all officers and staff. The Authority does not hold a copy of the complaints procedure for staff and this is not currently available on the Force Intranet. I have attached a copy of a redacted Quarterly Report received by BTPA's PSC to demonstrate the information received.

**REPORT TO:** BTPA Professional Standards Committee  
**DATE:** 11 October 2011  
**SUBJECT:** PSD 2<sup>nd</sup> Quarter 2011/12 Report to the Police Authority  
Reporting Period 01 July 2011 to 30 September 2011  
**OWNER:** Temporary Detective Superintendent BUNYARD  
**SPONSOR:** Deputy Chief Constable



## INTRODUCTION

This report covers the performance of British Transport Police in relation to Professional Standards matters during the 2<sup>nd</sup> quarter period of 2011-12. The time period under review is from 01 July 2011 to 30 September 2011. The report is based on data from Centurion, the British Transport Police complaints recording system.

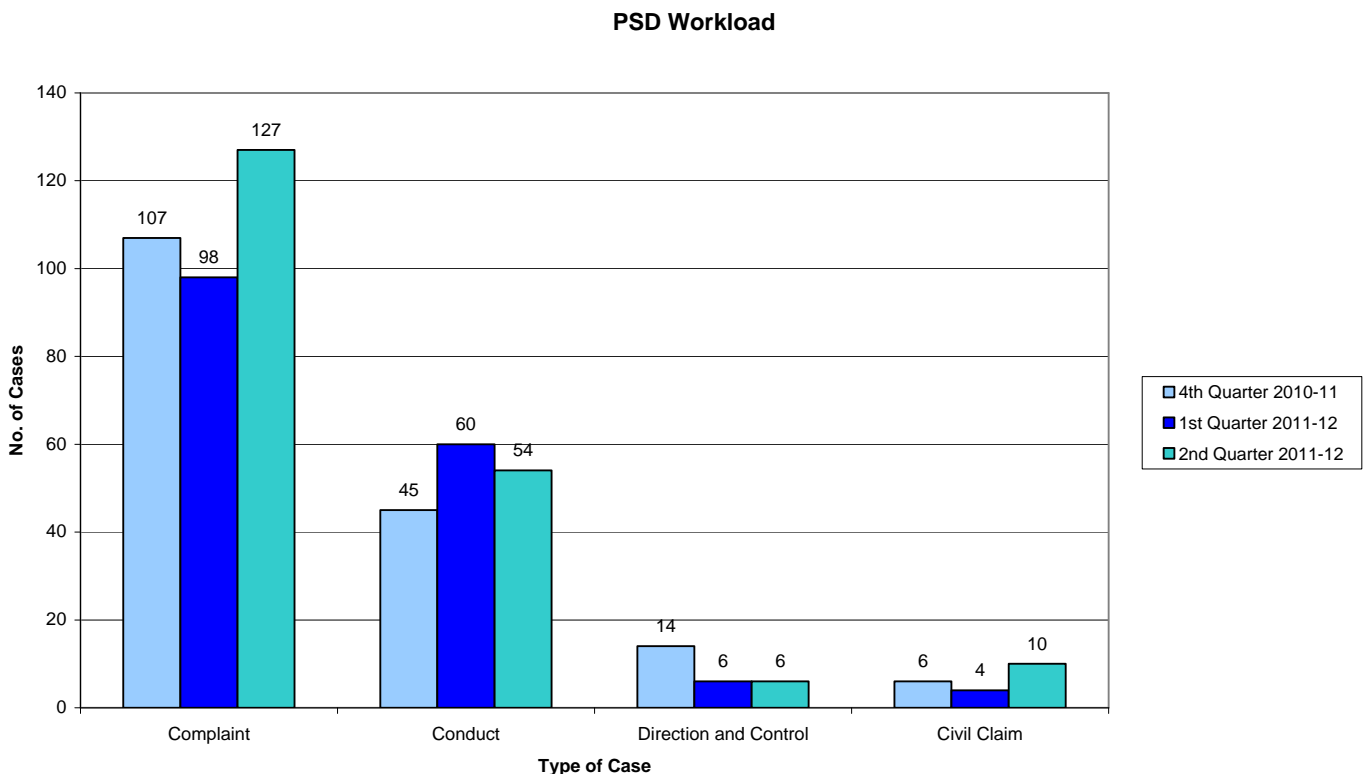
## PURPOSE

The purpose of this report is to inform members of the Police Authority on Professional Standards matters within the force from the 01 July 2011 to 30 September 2011.

## 1. SECTION ONE

### 1.1. PSD WORKLOAD

The chart below illustrates the number of cases recorded by PSD in the last three quarters.

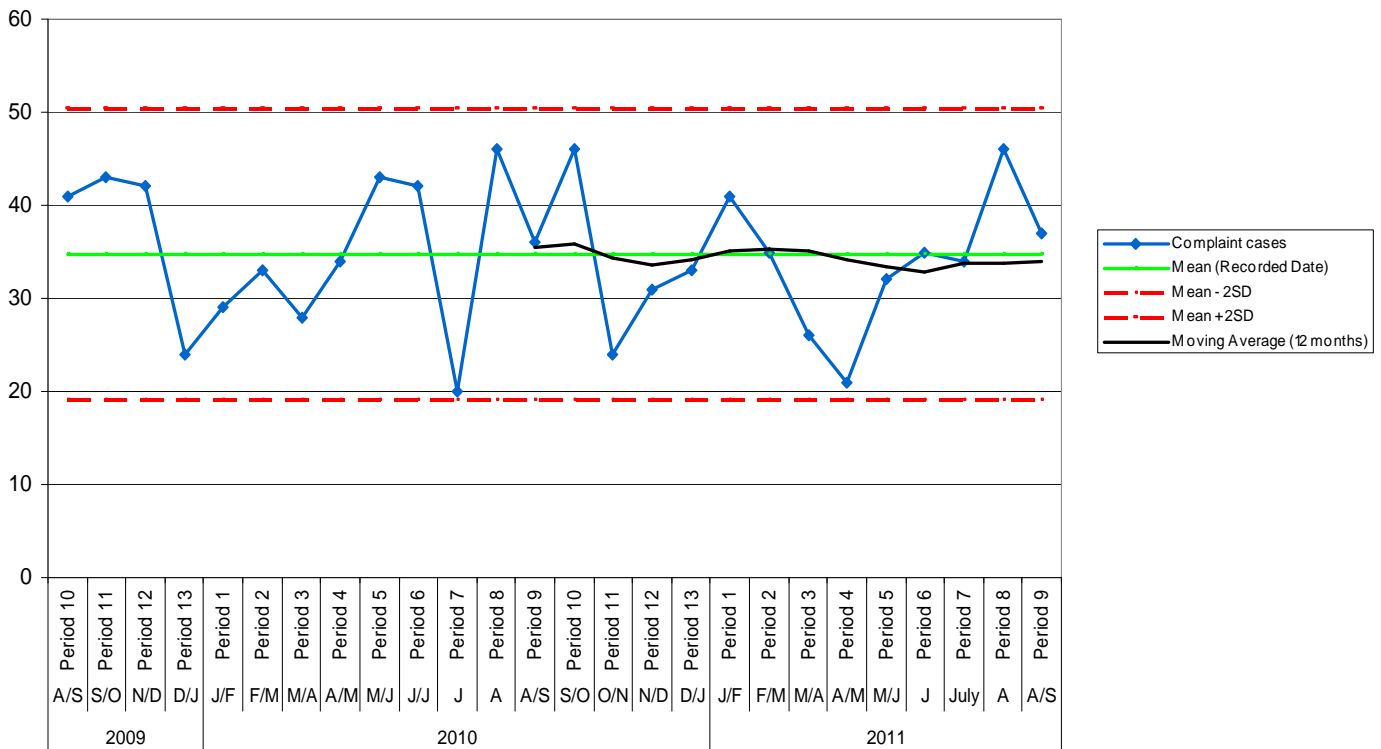


**2. SECTION TWO**  
**2.1. RECORDED COMPLAINTS**

	<b>4<sup>th</sup> Quarter 2010-11</b>	<b>1<sup>st</sup> Quarter 2011-12</b>	<b>2<sup>nd</sup> Quarter 2011-12</b>
Complaint cases	107	98	127
% change	-8%		30%
Complaint allegations	151	149	218
% change	-1%		46%

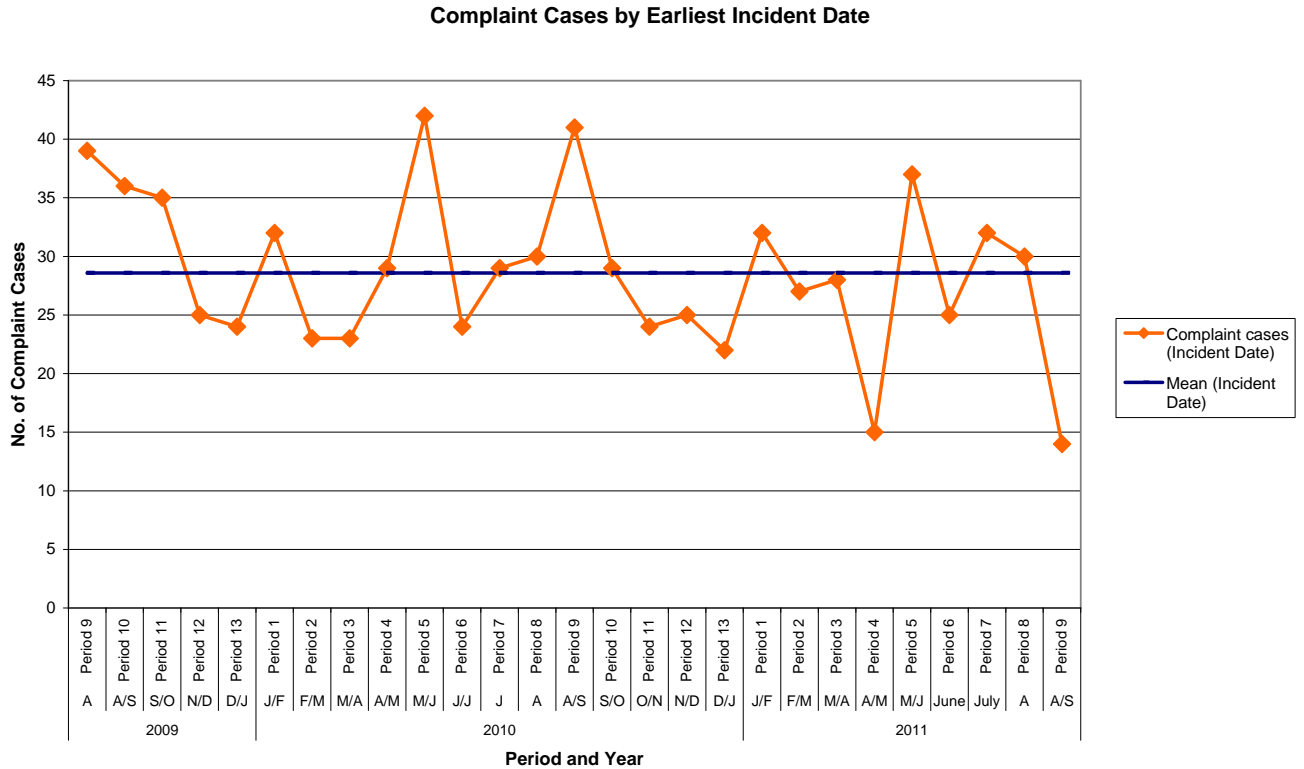
- Both the number of recorded Complaint cases and Complaint allegations have risen in the 2<sup>nd</sup> Quarter of 2011-12 from the 1<sup>st</sup> Quarter of 2011-12, which is a change to the trend from the previous two Quarters where both experienced a reduction.
- The percentage increase from the 1<sup>st</sup> Quarter to the 2<sup>nd</sup> Quarter of 2011-12 is almost a third.

The chart below illustrates the number of complaint cases recorded over a two year period.



- The 12 month moving average above shows that there is a general level of around 35 Complaint Cases being recorded in every four week period. All of the four weekly periods in the second quarter of 2011-12 have fallen close to or above the two year mean, which is almost the complete opposite of the first quarter in which periods fell below the two year mean.
- The peak in August would appear to be an inexplicable spike, however there were excessive staffing issues within the team that records complaints which continues to impact on the levels recorded in particular periods (there are three posts, only one of which is currently operating, with one currently being filled and the other member of staff being on restricted duties and based within another department). It is anticipated that this will not be fully resolved until at least the fourth quarter of 2011-12 when the newly

recruited member of staff will be in post and trained in systems and the situation around the restricted member of staff is resolved. The chart below shows the pattern of earliest incident date of the cases recorded over the two year period reviewed above.



- The pattern is significantly different with the periods covered by the second quarter of 2011-12 being close to or below the mean, with the first quarter showing an extreme high, and an extreme low. Interestingly the low period (Period 4 2011) was during a hot spell of weather that coincided with a concentration of public holidays.
- There is no identified reason for the peak in Period 5 2011, however it was also apparent in 2010.
- The low figure for Period 9 2011 is expected to rise in future as it is likely to be partly due to a queue of cases to be recorded.

## 2.1.1. COMPLAINT ALLEGATIONS<sup>1</sup>

	4 <sup>th</sup> Quarter 2010-11	1 <sup>st</sup> Quarter 2011-12	2 <sup>nd</sup> Quarter 2011-12
A Serious non-sexual assault	0	2	0
B Sexual assault	2	1	0
C Other assault	31	23	30
D Oppressive conduct or harassment	6	16	10
E Unlawful/unnecessary arrest or detention	8	14	13
F Discriminatory Behaviour	6	6	9
G Irregularity in evidence/perjury	4	2	5
H Corrupt Practice	1	1	0
J Mishandling of Property	2	3	11
K Breach Code A PACE	2	3	8
L Breach Code B PACE	0	1	5
M Breach Code C PACE	4	4	5
N Breach Code D PACE	0	0	0
P Breach Code E PACE	0	0	0
Q Lack of fairness and impartiality	14	6	5
R Multiple or unspecified breaches of PACE	0	0	1
S Other neglect or failure in duty	17	16	32
T Other irregularity in procedure	4	4	11
U Incivility, Impoliteness and intolerance	34	33	59
V Traffic Irregularity	4	3	4
W Other	8	6	8
X Improper disclosure of information	4	5	2
Y Other sexual conduct	0	0	0
<b>TOTAL</b>	<b>151</b>	<b>149</b>	<b>218</b>

Further details regarding the Allegations recorded in the 2<sup>nd</sup> Quarter of 2011-12 are:

- Other Assault
  - Sixteen of the 30 allegations were the result of an Arrest or Detention situation, five of which were in the Area of London Underground. This is similar to the previous quarter when 12 of the 23 allegations were for Other Assault and London Underground were most prevalent with five.
  - Seven of the allegations of Other Assault related to the use of handcuffs, all but one were relating to arrest or detention, the other was a situation resulting from a ticket dispute.
  - Six of the allegations of Other Assault allegedly resulted in some form of facial or head injury (sometimes along with other body parts).
  - London Underground had the most allegations of this nature in the quarter under review for the second quarter however the percentage has decreased (26 per cent of Other Assaults in Q2 2011-12 and 35 per cent Q1 2011-12).
- Unlawful/unnecessary arrest or detention
  - There were 13 allegations this quarter which is a reduction from the last quarter which had 14.

<sup>1</sup> Note that whilst the reported figures are correct at the time of data extraction from Centurion, there may be some variance if the data is retrieved at a later date. This is because allegations may be added to (or removed from) a case after it is initially recorded.

- The previous quarter this type of allegations mainly arose from an Arrest or Detention situations. This quarter Police and Public Interaction was the main precursor with 10 allegations.
- Five allegations were from a third person viewpoint.
- Discriminatory Behaviour
  - Two of the nine allegations of this nature that were recorded in the quarter have also been closed in the quarter. Both were Not Upheld following a locally handled enquiry.
  - Disability was the most frequent strand with three allegations (one allegation related to a speech impediment and the other two allegations related to undefined disabilities).
  - London Underground was most prevalent with four of the nine allegations.
- Mishandling of Property
  - In the previous two quarters there were two and three allegations (respectively) of this nature recorded, this quarter recorded 11 of this nature. The overall increase in complaint allegations this quarter is 46 per cent, the increase in this allegation type is 267 per cent.
  - These allegations fall into two main categories: seizing property without authority; and failing to return seized property. There were also two allegations of damage to property whilst in police possession.
- Breach of Code A PACE
  - In two of the eight allegations the complaint related to self class ethnicity.
  - Four of the eight allegations occurred within the London Underground Area.
  - The other four allegations occurred in four separate Areas.
- Breach of Code B PACE
  - Three of the five allegations related to the justification and legality of searches of premises, the other two related to the method of entry to premises.
- Lack of Fairness and Impartiality
  - Having recorded 14 allegations of this nature for the last two quarters of 2010-11, and then dropping to six in the 1<sup>st</sup> Quarter of 2011-12 it has fallen again to four in this Quarter. The reduction is more significant given the increase in allegations overall between quarters.
  - The general theme of these allegations are that complainants feel that they have not been listened to or assumptions have been made without foundation.
- Other Neglect or Failure in Duty
  - The number of this type of allegation has doubled from the last quarter to this to 32.
  - For the third quarter running with the exception of FHQ all Areas have recorded complaint allegations of this nature in the reporting quarter. This quarter FHQ have also recorded allegations of the nature (2).
  - The three London Areas (London North, London South and London Underground) represent the vast majority of these allegations with seven, seven and eight respectively.
  - Complaints in this category continue to concern failure to investigate an alleged incident or crime in an efficient and expeditious manner.
- Other Irregularity in Procedure
  - The number of allegations of this nature have more than doubled from last quarter to this (four to 11).
  - The basis for the complaints are varied by reason and Area, with the only theme being three allegations related to complainant being issued with cautions or penalty notices either by being coerced or without reason, all three were in different Areas.

- Other reasons included complainants being provided with incorrect policy advice, inaccurate recording of personal details and mass removal of members of the public from a train.
- Incivility, Impoliteness and Intolerance
  - This allegation type has displayed a 79 per cent increase on the previous quarter. An Incivility Profile for the Force is currently being produced to understand and address this, the most common allegation type.
  - This type of allegation continues to occupy the largest share of complaint allegations, with 27 per cent of the quarter's complaints, which is an increase from the last quarter when it represented 22 per cent.
  - 57 Cases are linked to the 59 allegations of this nature in the 2<sup>nd</sup> Quarter of 2011-12.
  - London South Area had the most allegations of this type with 18 recorded in the quarter. North East that had most last quarter have only three this quarter.
  - Fifty-six per cent of allegations occurred in a Railway Station, 20 per cent onboard a train.
  - Twenty of the 29 allegations resulted from a situation of Police and Public Interaction, seven from Ticket Disputes, six from Arrests or Detentions and five from Stop and Searches.
- Other
  - Three of the eight allegations of this nature recorded in the quarter related to cases which have been De Recorded.
  - The five 'Other' allegations vary from complainants being separated from their children, a third persons view point of police response and an attempt to travel on a warrant card off duty.

### 2.1.2. COMPLAINTS (ALLEGATIONS) BY AREA

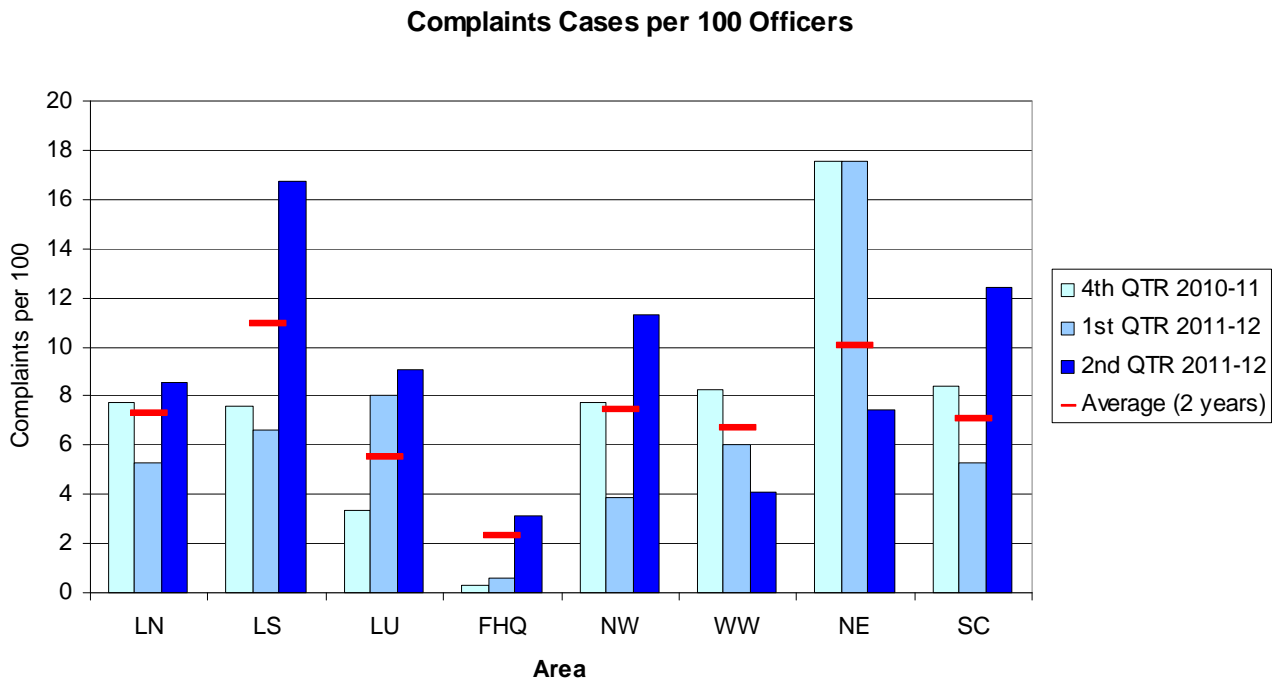
	4 <sup>th</sup> Quarter 2010-11	1 <sup>st</sup> Quarter 2011-12	2 <sup>nd</sup> Quarter 2011-12
LN – London North	23 (17 Cases)	20 (16 Cases)	41 (23 Cases)
LU – London Underground	20 (13 Cases)	34 (21 Cases)	43 (21 Cases)
LS – London South	36 (25 Cases)	27 (16 Cases)	50 (30 Cases)
FHQ – Force Headquarters	1 (1 Cases)	2 (2 Cases)	10 (5 Cases)
NW – North Western	16 (12 Cases)	12 (9 Cases)	27 (18 Cases)
WW – Wales & Western	17 (17 Cases)	14 (12 Cases)	13 (9 Cases)
NE – North Eastern	27 (14 Cases)	29 (16 Cases)	20 (12 Cases)
SC – Scotland	11 (9 Cases)	11 (6 Cases)	14 (9 Cases)

- The seesaw between London Areas continues with London South recording the most allegations this quarter (as opposed to London Underground last quarter). London South had previously been experiencing a trend of decline, but allegations have almost doubled this quarter from last.
- Notably London Underground have recorded the same number of Cases, although allegations have increased by 27 per cent.

- London North has more than doubled in terms of recorded allegations from the 1<sup>st</sup> Quarter of 2011-12 to the 2<sup>nd</sup> Quarter of 2011-12, and also experienced just shy of a 50 per cent increase in Cases.
- Having previously recorded levels similar to those experienced in the London Area's, North East Area has reduced this quarter to more 'expected' levels, with it and Wales and Western, being the only two Areas to recorded a reduced number of allegations.

### 2.1.3. COMPLAINTS per 100 Officers<sup>2</sup>

The chart below illustrates the number of complaint allegations per 100 officers<sup>3</sup>.



- Five of the eight Areas display an above average numbers of complaint allegations per 100 officers for the 2<sup>nd</sup> Quarter of 2011-12.
- The large number of complaint per 100 officers for London South can be explained by the same reasons as that in Section 2.2 Subject Characteristics, below with an average of 2.83 subjects per allegation for the Area in the 2<sup>nd</sup> Quarter of 2011-12.
- North East which was previously notably above its average is now below it.
- North West and Scotland have both displayed large increases into the quarter under review. In the case of Scotland one complaint case had eight subjects, one six and one four. North West also had a case recorded with eight subjects, however they also did experience an increased number of cases with all the others having only one or two subjects which is more in line with norms.
- One officer (from London Underground) was the subject in seven allegations (two cases). Seven members of staff were subjects in five allegations and nine were the subject in four.

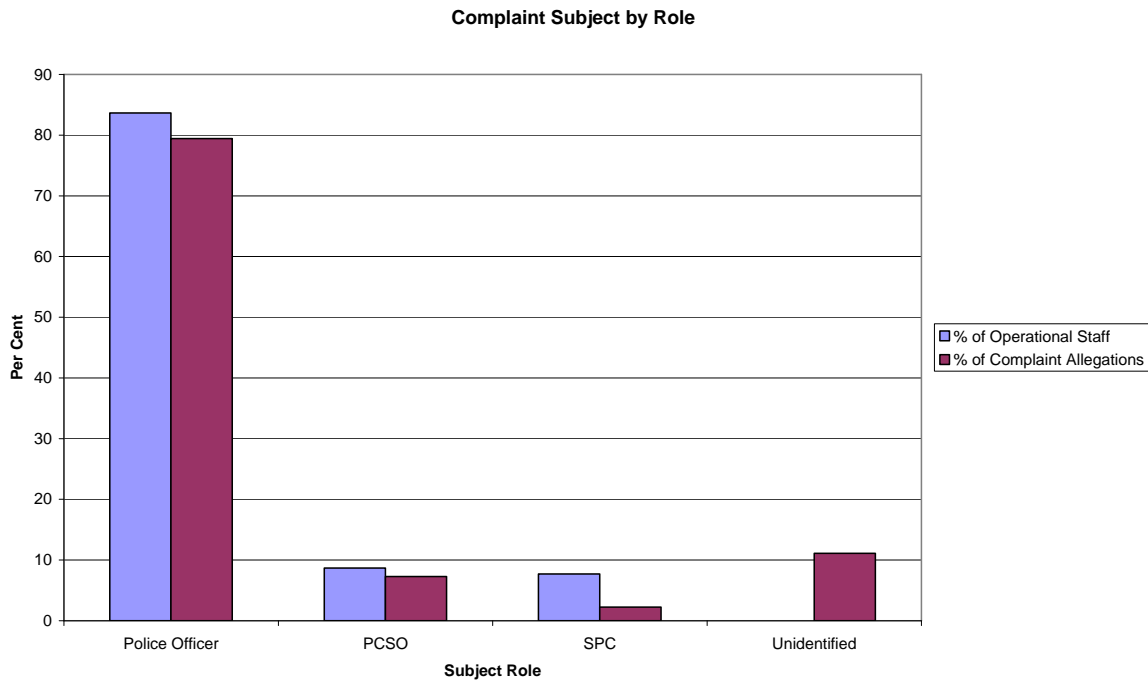
<sup>2</sup> The data has been changed to give a truer picture of likelihood of members of staff to be subject to a complaint, basing the data on number of subjects as opposed to complaint cases.

<sup>3</sup> Includes Police Officers, PCSOs and Special Constables. Excludes Police Staff who do not interact with the public.





## 2.1.4. COMPLAINTS by SUBJECT ROLE<sup>4</sup>



- As with last quarter Police Officers represent a marginally lower percentage of complaint allegations than percentage of operational staff.
- As with last quarter PCSO Complaints are comparable to their proportion of Staff, with this quarter showing a marginally larger difference than the last.
- If the Unidentified members of staff (11.08 per cent of subjects) became identified the chart would change.

<sup>4</sup> Includes Police Officers, PCSOs and Special Constables. Excludes Police Staff who do not interact with the public.

## 2.2. SUBJECT CHARACTERISTICS

<b>Ethnic Groups</b>	<b>Ethnic Subgroups</b>	<b>BTP Population<sup>5</sup> as at 30/09/11<sup>6</sup></b>	<b>4<sup>th</sup> Quarter 2010-11</b>	<b>1<sup>st</sup> Quarter 2011-12</b>	<b>2<sup>nd</sup> Quarter 2011-12</b>
<b>White</b>	British	2971	109 3.93%	95 3.42%	218 7.34%
	Irish	52	0 0%	2 3.64%	2 3.85%
	Other white background	117	5 4.07%	6 4.84%	15 12.82%
<b>Mixed</b>	White & Black Caribbean	14	2 13.33%	0 0.00%	0 0.00%
	White & Black African	12	0 0%	0 0.00%	5 41.67%
	White & Asian	20	1 5%	1 5.00%	7 35.00%
	Other mixed background	24	1 4.76%	1 4.17%	4 16.67%
<b>Asian/Asian British</b>	Indian	40	2 5%	1 2.50%	2 5.00%
	Pakistani	32	2 6.06%	0 0.00%	3 9.38%
	Bangladeshi	16	0 0%	1 6.25%	0 0.00%
	Other Asian Group	18	0 0%	1 5.00%	3 16.67%
<b>Black/Black British</b>	Caribbean	35	1 2.63%	1 2.78%	7 20.00%
	African	41	1 2.27%	5 11.36%	4 9.76%
	Other Black background	12	0 0%	0 0.00%	0 0.00%
<b>Other</b>	Chinese	6	0 0%	1 16.67%	2 33.33%
	Any other ethnic group	8	1 10%	0 0.00%	2 25.00%
<b>Not Stated</b>	Not Stated	150	10 6.54%	27 17.88%	42 28.00%
<b>TOTALS</b>		<b>3418</b>	<b>135</b>	<b>142</b>	<b>316</b>

<sup>5</sup> Includes Police Officers, PCSOs and Special Constables. Excludes Police Staff who do not interact with the public.

<sup>6</sup> The data in the BTP Population Column is the population at the end of the most recent quarter, therefore the percentages of population displayed in the two quarters prior cannot be calculated with the data on the table.

- There has been a considerable rise in the number of Subjects of Complaint Allegations (123 per cent). This is due to a number of cases having multiple allegations and subjects associated to them. One Case has 20 subjects (four officers involved in five allegations). Two cases have nine subjects and five have eight subjects. Sixty of the 218 Cases only have one subject and allegation.
- Caution should be exercised in interpreting these figures due to the small numbers involved for some of the categories.
- The percentage of subjects defining themselves as 'White' in this quarter is the highest for four quarters (Q2 2011-12 = 74%, Q1 2011-12 = 73%, Q4 2010-11 = 71%, Q3 2010-11 = 69%).
- Eleven per cent of subjects for complaints recorded this quarter relate to officers defining themselves within a BME category which is an increase on previous quarter (8%).
- Of the 42 subjects in receipt of complaints whose ethnicity is 'Not Stated', 12 specifically have not stated their self classified ethnicity and 30 are unidentified officers.

### 2.3. COMPLAINANT CHARACTERISTICS

<b>Ethnic Groups</b>	<b>Ethnic Subgroups</b>	<b>4<sup>th</sup> Quarter 2010-11</b>	<b>1<sup>st</sup> Quarter 2011-12</b>	<b>2<sup>nd</sup> Quarter 2011-12</b>
<b>White</b>	British	71 (54.20%)	55 (51.40%)	51 (44.35%)
	Irish	1 (0.76%)	2 (1.87%)	1 (0.87%)
	Other white background	3 (2.29%)	5 (4.67%)	4 (3.48%)
<b>Mixed</b>	White & Black Caribbean	2 (1.53%)	1 (0.93%)	0 (0%)
	White & Black African	0 (0%)	0 (0%)	0 (0%)
	White & Asian	0 (0%)	0 (0%)	0 (0%)
	Other mixed background	1 (0.76%)	1 (0.93%)	1 (0.87%)
<b>Asian/Asian British</b>	Indian	2 (1.53%)	3 (2.80%)	3 (2.61%)
	Pakistani	2 (1.53%)	1 (0.93%)	1 (0.87%)
	Bangladeshi	1 (0.76%)	1 (0.93%)	1 (0.87%)
	Other Asian Group	0 (0%)	1 (0.93%)	1 (0.87%)
<b>Black/Black British</b>	Caribbean	2 (1.53%)	3 (2.80%)	1 (0.87%)
	African	5 (3.82%)	1 (0.93%)	5 (4.35%)
	Other Black background	5 (3.82%)	1 (0.93%)	1 (0.87%)
<b>Other</b>	Chinese	2 (1.53%)	0 (0%)	0 (0%)
	Any other ethnic group	1 (0.76%)	2 (1.87%)	0 (0%)

**PROTECTIVE MARKING: RESTRICTED**  
BRITISH TRANSPORT POLICE

<b>Not Stated</b>	Not Stated	33 (25.19%)	30 (28.04%)	45 (39.13%)
<b>TOTALS</b>		<b>131</b> <b>(100%)</b>	<b>107</b> <b>(100%)</b>	<b>115</b> <b>(100%)</b>

- The above table details the ethnicity of complainants for those cases finalised, rather than recorded, during this quarter. This is due to a number of complainants who do not initially provide their ethnicity details when making a complaint; this information is often recorded at a later date as an investigation progresses.
- The percentage of complainants classifying their self class ethnicity as White British that in allegations finalised in the 2<sup>nd</sup> Quarter of 2011-12 has continued the recent pattern and declined for the third quarter in a row.
- In the 4<sup>th</sup> Quarter of 2010-11 around 17 per cent of complainants identified themselves as of BME origin, this dropped to around 14 per cent in the 1<sup>st</sup> Quarter of 2011-12. This has dropped again to around 12 per cent in the 2<sup>nd</sup> Quarter of 2011-12.
- Thirty-nine per cent are listed as 'Not Stated' as their self classified ethnicity, this percentage has been steadily increasing over the quarters and includes those which are unknown as well as those where the complainant has specified that they do not wish to state their self classified ethnicity. It is unknown if the current lack of administration team is impacting on this, or if the Investigating Officers are failing to establish, or record the information.
- Caution should be exercised in interpreting these figures due to the small numbers involved.

### 2.3.1. COMPLAINANT ACCESS

<b>Received Means</b>	<b>4<sup>th</sup> Quarter 2010-11</b>	<b>1<sup>st</sup> Quarter 2011-12</b>	<b>2<sup>nd</sup> Quarter 2011-12</b>
External Force	1	2	3
Internet	13	10	11
Email	20	22	34
Fax	2	0	2
In person	4	4	10
IPCC	7	9	10
Letter	13	17	15
Solicitor	1	0	1
Telephone	21	37	23
BTPA	0	0	0
Other	3	4	5
Not recorded	23	0	1
<b>TOTAL</b>	<b>108</b>	<b>105</b>	<b>115</b>

- There has been a slow steady increase in the number of complainants accessing the complaint process via the IPCC.
- The number of complainants accessing the complaints process via email is increasing, at the same time that by telephone is declining.

## 2.4. INVESTIGATION TIMES

The table below reports on the number of complaint cases which are still being actively investigated by BTP, and whether they are either under 120 days' or 120 days or over investigation time.

	4 <sup>th</sup> Quarter 2010-11		1 <sup>st</sup> Quarter 2011-12		2 <sup>nd</sup> Quarter 2011-12	
	Under 120 Days	120 Days or Over	Under 120 Days	120 Days or Over	Under 120 Days	120 Days or Over
Total Number Outstanding	55	0	42	0	55	0

Summary of complaints over 120 days:

There are currently no complaint cases which have been under investigation for more than 120 days.

## 2.5. FINALISED COMPLAINTS

	4 <sup>th</sup> Quarter 2010-11	1 <sup>st</sup> Quarter 2011-12	2 <sup>nd</sup> Quarter 2011-12
Complaint cases	125	105	120
% change	-16%		+14%
Complaint allegations	199	178	196
% change	-11%		+10%

Disposal	4 <sup>th</sup> Quarter 2010-11	1 <sup>st</sup> Quarter 2011-12	2 <sup>nd</sup> Quarter 2011-12
	<i>(Number of allegations in brackets)</i>		
Locally Handled Enquiries – Upheld	n/a	2.25% (4)	11.73% (23)
Locally Handled Enquiries – Not Upheld	n/a	24.7% (44)	38.78% (76)
Locally Resolved – Area	16.58% (33)	16.9% (30)	3.57% (7)
Locally Resolved – Police Authority	0% (0)	0% (0)	0.51% (1)
Dispensed	2.01% (4)	3.37% (6)	1.02% (2)
Withdrawn/Not Proceeded With	10.55% (21)	10.7% (19)	5.61% (11)
Unsubstantiated/Not Upheld*	56.28% (112)	33.7% (60)	27.04% (53)
Substantiated/Upheld*	10.55% (21)	7.82% (14)	9.18% (18)
Discontinued (Reg. 17)	0% (0)	0% (0)	0% (0)
De Recorded	4.03% (8)	0.56% (1)	2.56% (5)
<b>TOTAL</b>	<b>100% (199)</b>	<b>100% (178)</b>	<b>100% (196)</b>

\* Change in terminology due to Revised IPCC Statutory Guidance in relation to Complaints against the Police, which came into effect in April 2010. Complaints recorded prior to that date are subject to the previous guidance. The revised guidance provides Disposals of 'Not Upheld' and 'Upheld'

- With complaints received on or after 01/04/2011 no longer being subject to 'Local Resolution', Locally Handled Enquiries are an option for the Complaints Processing Manager as a method of dealing with the complaint. Whilst there are live cases that were received

prior to 01/04/2011 the table will have more disposal types (currently 10). Once all complaint cases that were received in Force prior to 01/04/2011 have been finalised Local Resolution will be removed from the table.

- Predictably the number of allegations that were disposed of by Locally Handled Enquiries has increased as more Cases that qualified to be disposed of in that manner are now being finalised. Of those having been finalised following Locally Handled Enquiries almost a quarter were Upheld. Once the process has become fully embedded trends will be able to be commented on.
- With more cases being subject to Locally Handled Enquiries the numbers of those being Unsubstantiated/Not Upheld and Substantiated/Upheld have been correspondingly decreasing as those investigated on Area are now captured in the new Disposal.
- The pattern for those that are Unsubstantiated/Not Upheld and Substantiated/Upheld has changed slightly with 25 per cent of those finalised in 2<sup>nd</sup> Quarter of 2011-12 being Substantiated/Upheld, compared to 19 per cent in the 1<sup>st</sup> Quarter and 16 per cent in the 4<sup>th</sup> Quarter of 2010-11.
- De-Recorded cases represent those that have been recorded by BTP then either:
  1. it has transpired that the person involved is not a BTP member of staff (i.e. Home Office Force Officer or member of Rail Staff) so the case is closed with the outcome of De-Recorded. Or
  2. the case is recorded in error (i.e. a duplicate case) and is therefore closed with the outcome of De-Recorded.

### **3. SECTION THREE**

#### **3.1. IPCC CASES**

##### **Supervised:**

One case is currently being supervised.

##### **Managed:**

Two cases are currently being managed.

##### **Independent:**

Two cases are currently being independently investigated.

### **4. SECTION FOUR**

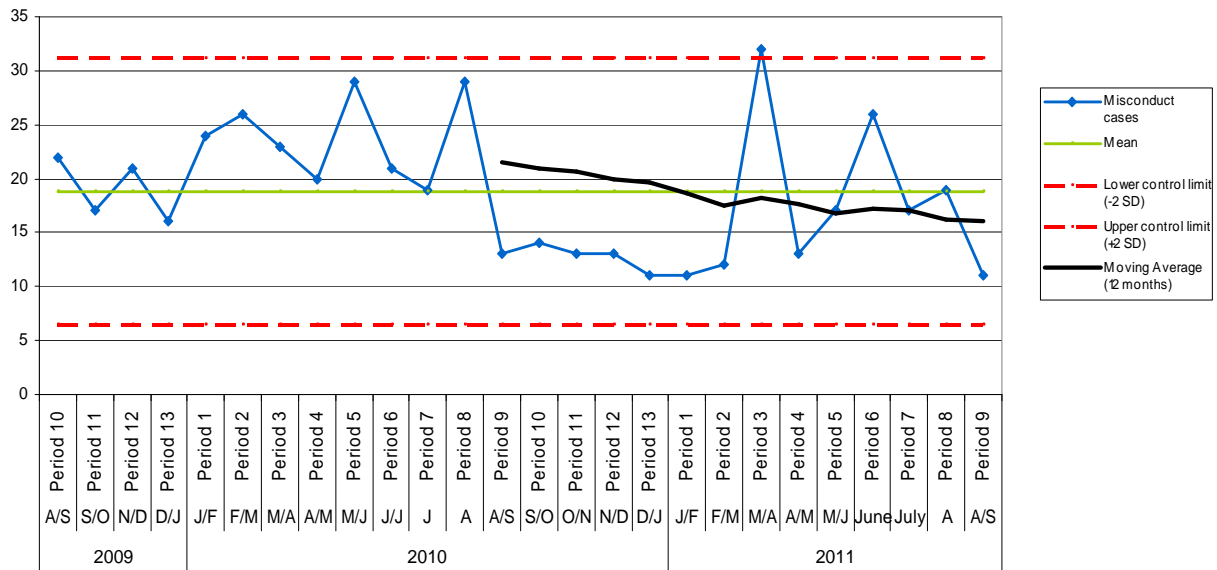
#### **4.1. CONDUCT MATTERS<sup>7</sup>**

	<b>4<sup>th</sup> Quarter 2010-11</b>	<b>1<sup>st</sup> Quarter 2011-12</b>	<b>2<sup>nd</sup> Quarter 2011-12</b>
Conduct cases	45	60	54
% change	<b>+33%</b>		<b>-10%</b>
Conduct allegations	53	69	56
% change	<b>+30%</b>		<b>-19%</b>

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<sup>7</sup> These figures do not show Conduct matters that have arisen from Complaint Cases

The chart below illustrates the number of conduct cases recorded over a two year period.



The 2<sup>nd</sup> Quarter of 2011-12 has seen a decrease in the numbers of Conduct cases raised compared to the previous quarter. This follows a similar pattern to the year of 2010 when towards the period covering August and September (Period 9) experienced a drop.

It is unknown what the reason for the decline was last year, so it is not possible to predict that the pattern will reoccur fully and numbers will remain low, however if it is replicated in the 3<sup>rd</sup> Quarter of 2011-12 the reason may either become apparent or require to be explored.

Avenues for exploration may be:

- Organisational Change – new supervisors settling in to posts and not being aware of ‘issues’.
- Annual Leave Periods – with members of staff working in teams with more abstractions standards slip and misconducts occur in summer months so a drop is experienced in autumn.
- Annual Leave Periods – with teams working with fewer staff irritations may become less manageable and observations are reported more frequently in the summer months (this is not replicated in anonymous reporting trends).
- Departmental Projects – e.g. Information Security focusing on email traffic or internet usage during particular periods therefore uncovering more conduct issues.

#### 4.2. CONDUCT ALLEGATIONS

Breach of Conduct	4 <sup>th</sup> Quarter 2010-11	1 <sup>st</sup> Quarter 2011-12	2 <sup>nd</sup> Quarter 2011-12
01 Honesty and Integrity	2	4	4
02 Authority, Respect and Courtesy	8	10	5
03 Equality and Diversity	0	2	0
04 Use of Force	1	0	1
05 Orders and Instructions	11	16	11
06 Duties and Responsibilities	7	5	5
07 Confidentiality	1	0	1
08 Fitness for Duty	0	0	0
09 Discreditable Conduct	23	32	29
10 Challenging and Reporting Improper Behaviour	0	0	0



<b>TOTAL</b>	<b>53</b>	<b>69</b>	<b>56</b>
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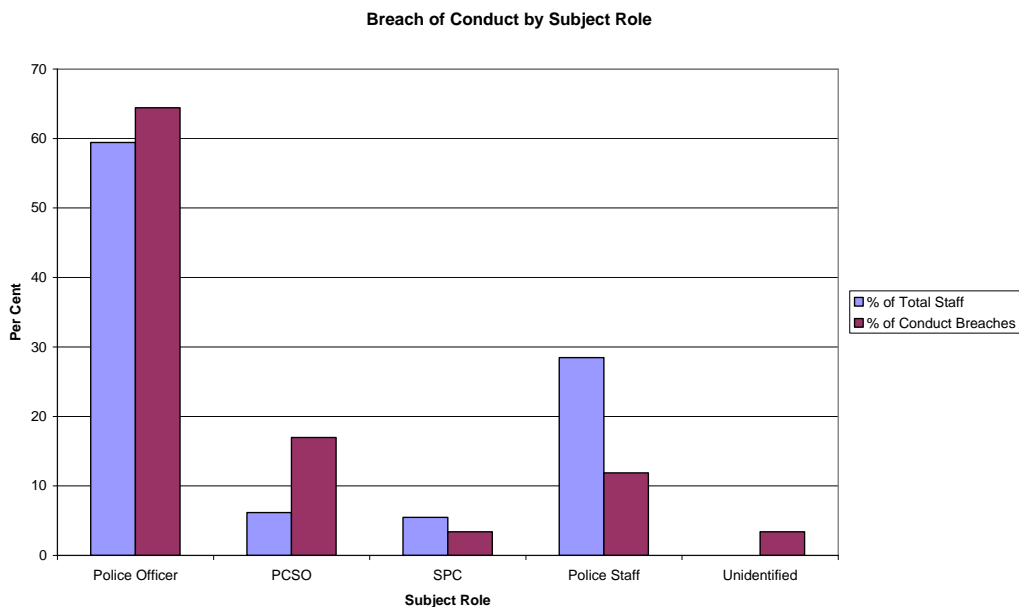
### 4.3. CONDUCT BY AREA

The table below shows the number of conduct allegations and cases (in brackets) recorded against each Area.

	4 <sup>th</sup> Quarter 2010-11	1 <sup>st</sup> Quarter 2011-12	2 <sup>nd</sup> Quarter 2011-12
LN - London North	9 (8)	10 (10)	12 (11)
LS - London South	9 (9)	10 (8)	5 (5)
LU - London Underground	9 (6)	9 (8)	5 (4)
FHQ – Force Headquarters	11 (9)	9 (8)	11 (11)
NW – North West	1 (1)	1(1)	5 (5)
WW – Wales & Western	8 (6)	16 (14)	7 (7)
NE - North East	4 (4)	9 (8)	10 (10)
SC – Scotland	2 (2)	5 (3)	1 (1)

The number of London South, London Underground, Wales and Western and Scotland Conduct Cases and allegations have dropped significantly. North West have increased, however, given the previously low levels a rise was inevitable. London North, Force Headquarters and North East have displayed similar levels to previous quarters.

### 4.4. CONDUCT by SUBJECT ROLE



- As with the previous Quarter Police Officers represent a higher percentage of breaches than they do of the BTP population.
- PCSO's have continued to represent more as a percentage of breaches than they do of staff. The difference is particularly significant this Quarter, this is partially due to a four PCSO's applying to become Police Officers, in the recent recruitment campaign, and committing Conduct breaches when completing application forms. Two further allegations related to two PCSO's who were arrested by Home Office Forces following incidents which were domestic in nature.
- Police Staff represent considerably less of a percentage of breaches than they do of the BTP population.

## 5. SECTION FIVE

### 5.1. DIRECTION AND CONTROL

Allegation	4 <sup>th</sup> Quarter 2010-11	1 <sup>st</sup> Quarter 2011-12	2 <sup>nd</sup> Quarter 2011-12	TOTAL
Football	4	0	1	5
Handling of specific incident or investigation	1	3	4	8
Level of service (not specific to investigation)	2	0	1	3
Personal data	0	0	0	0
Policing tactics inc. policing presence and enforcement	4	3	0	7
Policies/processes	3	0	0	3
Publicity	0	0	0	0
Section 44	0	0	0	0
Stop and search (not S44)	0	0	0	0
Ticket/revenue related	0	0	0	0
Other	0	0	0	0
<b>TOTAL</b>	<b>14</b>	<b>6</b>	<b>6</b>	<b>26</b>

## 6. SECTION TEN

### 6.1. LESSONS LEARNED

Ten cases have been published this period.

