

REPORT TO: BTPA Professional Standards Committee
DATE: 28th July 2009
SUBJECT: BTP 1st Quarter Report to the Police Authority
 Reporting Period 01 April 2009 to 30 June 2009
SPONSOR: Detective Chief Superintendent CARROLL
APPROVED BY: Deputy Chief Constable

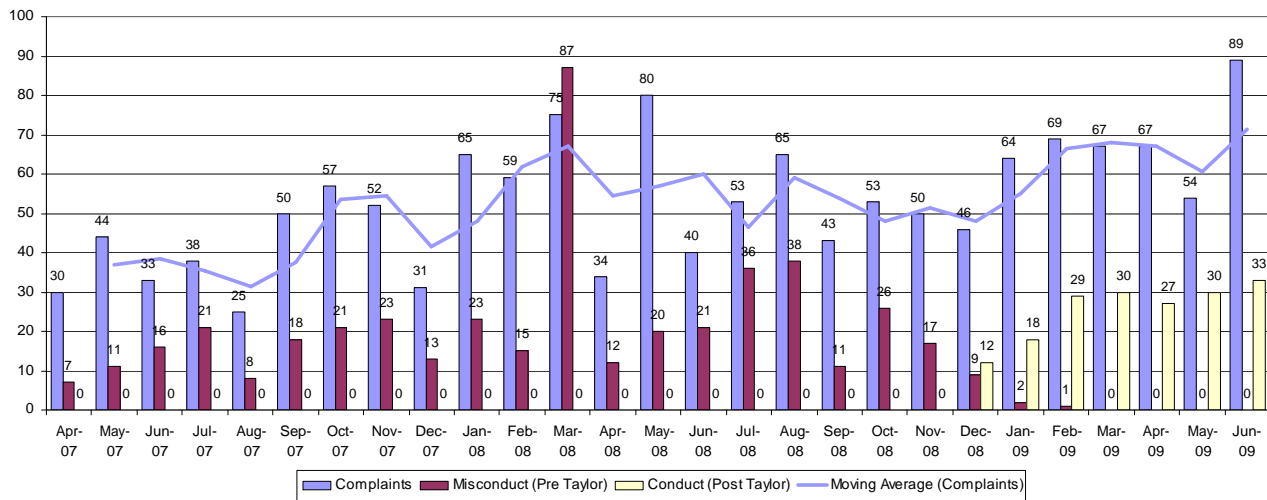


INTRODUCTION

This report covers the performance of the Professional Standards Department during the 1st quarter period of 2009/10. The report is based on data from Centurion, the British Transport Police complaints recording system. The time period covered is from 1st April 2009 until 30th June 2009. Figures are shown for complaint and misconduct allegations recorded per month between the 1st April 2007 and 30th June 2009 for comparison. The monthly change in the number of complaints is displayed as a bar chart.

1. SECTION ONE

1.1 Recorded Complaints and Misconduct Allegations



Conduct and Misconduct

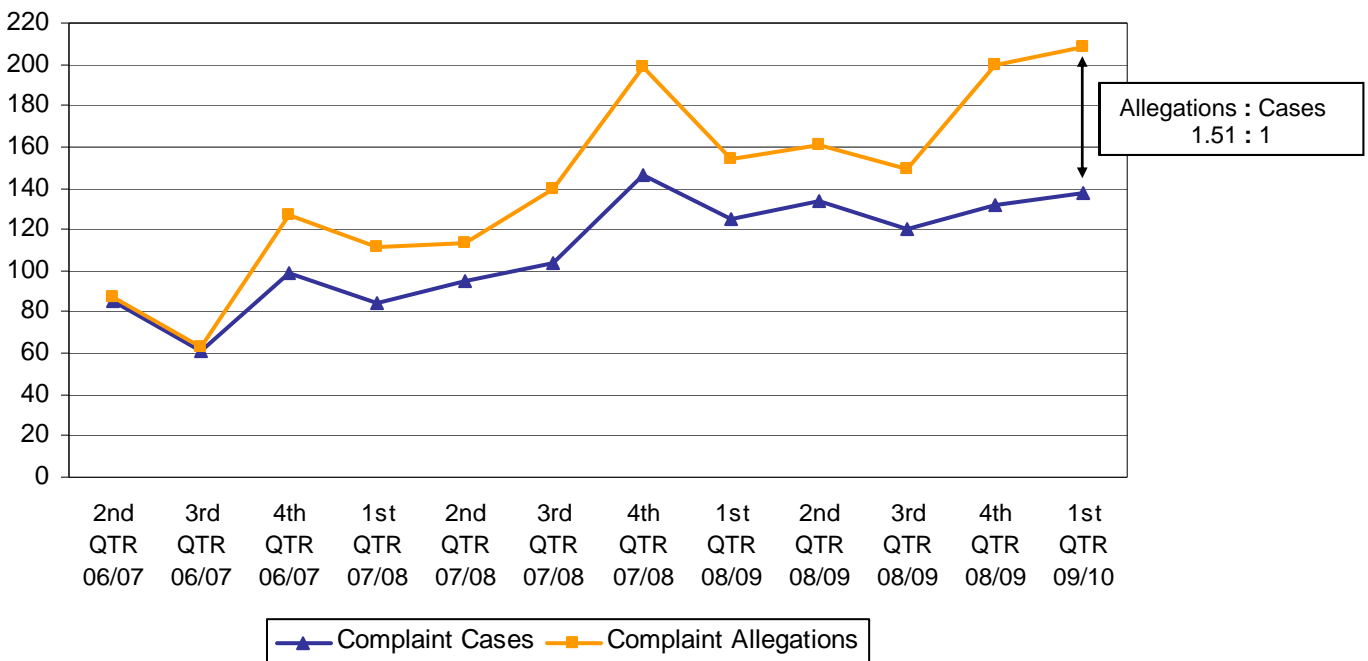
This quarter is the first to contain no pre Taylor Misconduct allegations, as all allegations have been recorded under the new legislation. Since February 2009, the number of Post Taylor Misconducts has remained relatively stable with approximately 30 allegations recorded per month.

Complaints

During this quarter there have been a total of 210 complaint allegations recorded within 139 cases, and these 139 complaint cases have been received from 141 complainants. The total number of complainants is not always equal to the total number of complaints recorded because several complainants may make one complaint. Accordingly, one case may involve any number of complaints and/or complainants.

The graph demonstrates a steady upward trend in complaint allegations over time, although closer inspection of the moving average reveals that, since February 2008, allegation levels have largely fluctuated between 50 and 70 allegations per month. June 2009 has received the highest number of complaint allegations since April 2007. This appears to be the result of a lag in the recording of cases received in May, possibly due to the Bank holiday break, as indicated by the high number of reports recorded on Centurion in the first week of June.

The ratio of complaint allegations to cases continues to be higher than in previous quarters owing to the improved efforts to record each element of a complaint as a separate allegation in a complaint case. As of the 1st quarter 2009/10, the number of allegations stands at 1.5 times the number of complaint cases. It is noted that this is now more commensurate with, although still less than, the national average which was calculated as 1.66 allegations per case across all Forces (IPCC 2007/08 statistics).



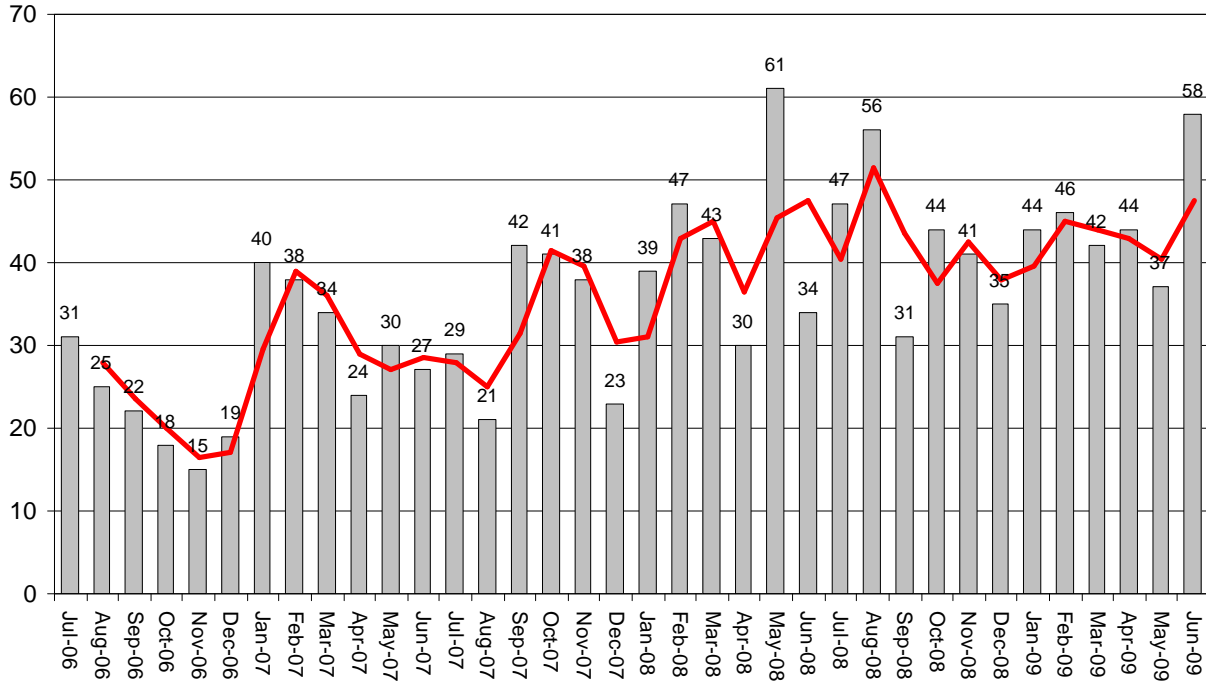
Complaint Cases

The number of complaint cases fluctuates each quarter. Of the 139 cases recorded in this quarter, 44 were recorded in April, 37 in May and 58 in June. The monthly average over the last 6 months of recording is 45.

In the 2nd quarter report of 2008-9 the decision was taken to show complaint cases recorded by month rather than by quarter as the integrity of the data is better preserved. The below graph illustrates complaint case data over the last 3 years. Trend analysis of complaint cases, as opposed to allegations, may permit more accurate interpretation of the problem as the recording of allegations is subject to the identification of the various grounds for the complaint, the number of which may vary considerably from one case to another.

The longer term data in the below graph clearly demonstrates an increase in recorded complaint cases over time, although data recorded over the last 9 months provides evidence to suggest that the number of complaint cases may be plateauing (with the aforementioned recording lag resulting in an

inflated peak in June). The steady upward trend in complaints over the last 3 years is likely to have been the result of a number of contributing factors. These include efforts made by BTP and external bodies to improve access to the police complaints system, increased public awareness and confidence in the complaints system and improved reporting and recording processes.



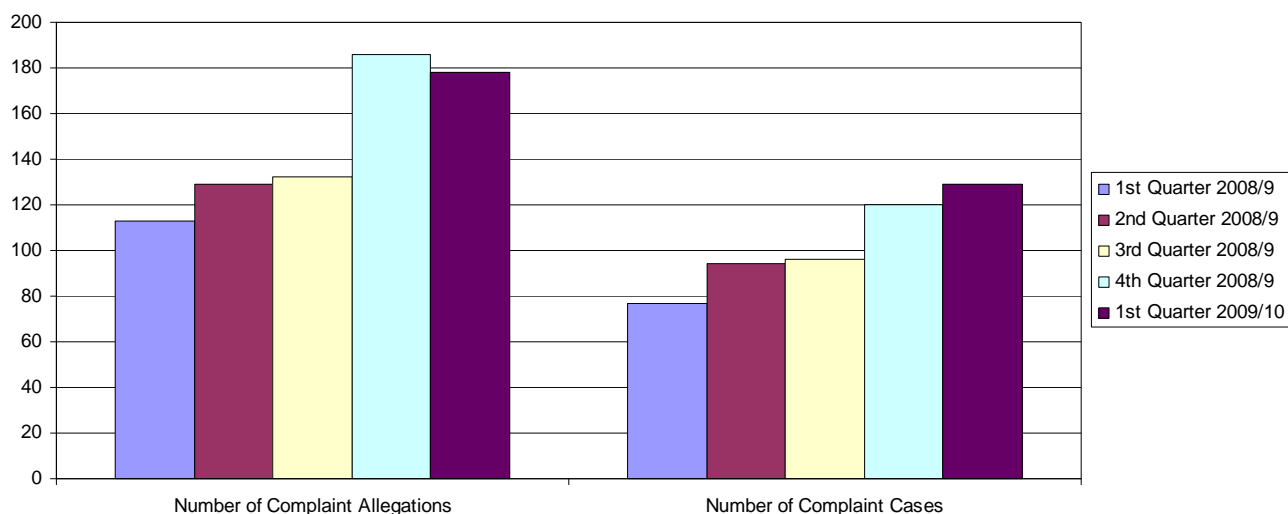
1.2 Completed Complaints

| | 3 rd Quarter 2008/9 | 4 th Quarter 2008/9 | 1 st Quarter 2009/10 | Percentage Change |
|---------------------------------|-----------------------------------|-----------------------------------|------------------------------------|----------------------|
| Number of Complaint Allegations | 132 | 186 | 178 | - 4% |
| Number of Complaint Cases | 96 | 120 | 129 | + 7.5% |

The figures for the number of complaints and cases completed refer to all complaints and cases completed in that quarter, regardless of what quarter they were recorded in.

Completion of complaint cases saw an increase this quarter, although fewer allegations were resolved compared to the previous period.

Completed Complaint Allegations and Cases



1.3 Method of Completion of Complaints

| | 3 rd Quarter 2008/9 | 4 th Quarter 2008/9 | 1 st Quarter 2009/10 |
|-----------------------------------------------------------------------|--------------------------------|--------------------------------|---------------------------------|
| Percentage Locally Resolved (actual figure in parentheses) | 35.61% (47) | 37.10% (69) | 46.62% (83) |
| Percentage Dispensed (actual figure in parentheses) | 17.42% (23) | 5.91% (11) | 12.92% (23) |
| Percentage Withdrawn (actual figure in parentheses) | 18.94% (25) | 13.44% (25) | 15.73% (28) |
| Percentage Not Substantiated (actual figure in parentheses) | 18.94% (25) | 33.33% (62) | 16.85% (30) |
| Percentage Substantiated (actual figure in parentheses) | 6.82% (9) | 10.22% (19) | 4.49% (8) |
| Percentage Discontinued (actual figure in parentheses) | 2.27% (3) | 0% (0) | 3.37% (6) |
| Total | 100% (132) | 100% (186) | 100% (178) |

The total number of Local Resolutions being completed increased by almost 10% this quarter. Of the 83 complaints resolved by means of Local Resolution, 56 (67%) were secured on Area. This may be the result of sustained efforts by PSD to encourage Areas to Locally Resolve more cases.

The percentage of both Substantiated and Unsubstantiated complaints halved this period, whilst the percentage of Dispensations doubled, largely due to the finalisation of historic dormant cases. It is noted that the workload of the Complaints Manager will have a bearing on the number of Dispensations that can be processed in any given quarter.

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1.4 Recorded Complaints by Category

| | 3 rd Quarter 2008/9 | 4 th Quarter 2008/9 | 1 st Quarter 2009/10 | Percentage Change |
|--------------------------------------------|-----------------------------------|-----------------------------------|------------------------------------|----------------------|
| A Serious non-sexual assault | 3 | 2 | 2 | 0% |
| B Sexual assault | 0 | 1 | 0 | -100% |
| C Other assault | 27 | 40 | 49 | 22.5% |
| D Oppressive conduct or harassment | 6 | 8 | 10 | 25% |
| E Unlawful/unnecessary arrest or detention | 10 | 18 | 10 | -44.4% |
| F Discriminatory Behaviour | 3 | 9 | 1 | -88.9% |
| G Irregularity in evidence/perjury | 2 | 0 | 6 | 100% |
| H Corrupt Practice | 0 | 3 | 1 | -66.7% |
| J Mishandling of Property | 0 | 2 | 4 | 100% |
| K Breach Code A PACE | 5 | 4 | 5 | 25% |
| L Breach Code B PACE | 0 | 5 | 1 | -80% |
| M Breach Code C PACE | 2 | 6 | 6 | 0% |
| N Breach Code D PACE | 0 | 0 | 0 | 0% |
| P Breach Code E PACE | 0 | 0 | 1 | 100% |
| Q Lack of fairness and impartiality | 2 | 3 | 4 | 33.3% |
| R Multiple or unspecified breaches of PACE | 0 | 0 | 0 | 0% |
| S Other neglect or failure in duty | 21 | 22 | 26 | 18.2% |
| T Other irregularity in procedure | 1 | 4 | 3 | -25% |
| U Incivility, Impoliteness and intolerance | 53 | 59 | 67 | 13.6% |
| V Traffic Irregularity | 3 | 2 | 1 | -50.0% |
| W Other | 10 | 9 | 10 | 11.1% |
| X Improper disclosure of information | 1 | 3 | 3 | 0% |
| Y Other sexual conduct | 0 | 0 | 0 | 0% |
| TOTAL | 149 | 200 | 210 | 5% |

Complaint allegations have risen by 5% this quarter. Incivility, Impoliteness and Intolerance remains the most frequently received allegation type and has seen a further 13.6% increase compared to the previous quarter. The three London Areas account for approaching two thirds of Incivility allegations recorded this period.

Allegations of Other Assault saw a 22.5% rise this quarter. The majority of these complaints relate to alleged use of excessive force during arrest. London South exhibited a substantial increase in this category, representing 41% of all Other Assault allegations recorded this period.

Cases of Discriminatory Behaviour have decreased this period from 9 to 1. Unlawful Arrest/Unnecessary Detention complaints have returned to the level reported in the 3rd quarter period 2008/09.

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There have been two serious non-sexual assault allegations received during this quarter; one relates to injuries sustained due to violence at the G20 protests whilst the second concerns the use of excessive force on arrest resulting in a broken wrist.

Significant Complaint Categories by Area

Other Assault

| Area | London Underground | London North | London South | North West | North East | Wales and Western | Scotland | Force Headquarters | Total |
|----------------------|--------------------|--------------|--------------|------------|------------|-------------------|----------|--------------------|-------|
| Number of Complaints | 9 | 7 | 20 | 8 | 3 | 0 | 1 | 1 | 49 |

Other neglect or failure in duty

| Area | London Underground | London North | London South | North West | North East | Wales and Western | Scotland | Force Headquarters | Total |
|----------------------|--------------------|--------------|--------------|------------|------------|-------------------|----------|--------------------|-------|
| Number of Complaints | 5 | 3 | 10 | 2 | 0 | 6 | 0 | 0 | 26 |

Incivility, Impoliteness & Intolerance

| Area | London Underground | London North | London South | North West | North East | Wales and Western | Scotland | Force Headquarters | Total |
|----------------------|--------------------|--------------|--------------|------------|------------|-------------------|----------|--------------------|-------|
| Number of Complaints | 10 | 13 | 21 | 7 | 7 | 7 | 2 | 0 | 67 |

Discriminatory Behaviour

| Area | London Underground | London North | London South | North West | North East | Wales and Western | Scotland | Force Headquarters | Total |
|----------------------|--------------------|--------------|--------------|------------|------------|-------------------|----------|--------------------|-------|
| Number of Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |

| Discriminatory Behaviour Complainant Ethnicity | White British | White Irish | Other White | Asian Pakistani | Other Asian | Unknown | Not Stated |
|------------------------------------------------|---------------|-------------|-------------|-----------------|-------------|---------|------------|
| Number of Complainants | 0 | 0 | 0 | 0 | 0 | 1 | 1 |

| | |
|---------------------------------------------------|---------|
| Discriminatory Behaviour Officer Ethnicity | Unknown |
| Number of Complainants | 1 |

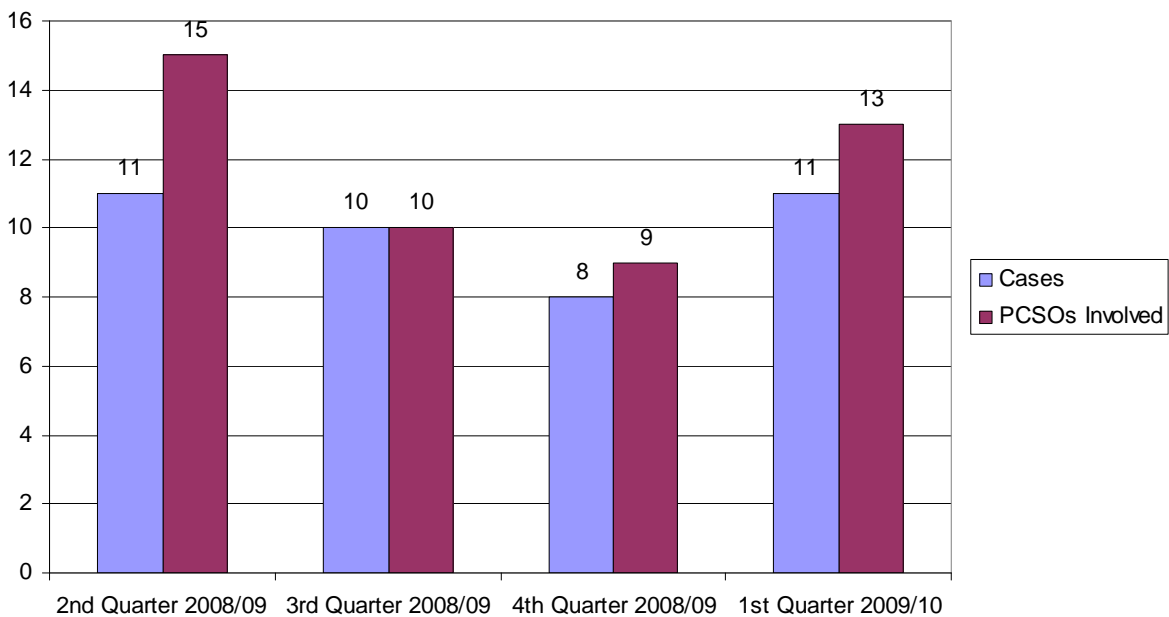
1.5 Use of Batons, Captor Spray and Handcuffs

Last quarter there were no complaints regarding the use of batons, 1 for the threatened use of captor spray, and 11 cases regarding the use of handcuffs.

This quarter there are 3 complaints regarding the use of batons, 2 for the use of captor spray and 11 cases relating to the use of handcuffs. There are 3 further complaints regarding the joint use of baton/captor, baton/handcuffs and captor/handcuffs. All 3 baton complaints concern alleged assaults by Police Officers at the G20 protests in April 2009.

1.6 PCSO Statistics – Trend Analysis

Complaints involving PCSOs - Trend Analysis



For this quarter, there were 11 complaint cases arising from incidents involving PCSOs, relating to 13 individual PCSOs. Within these cases were a total of 17 allegations. These figures are largely comparable to previous periods. The majority of allegations related to Incivility (60%) and 60% of all allegations were received by London South PCSOs.

The maximum number of allegations recorded against an officer this quarter was 3. One officer featured in 2 complaint cases, both related to the alleged use of excessive force. These have been Locally Resolved on Area.

Relative to their respective populations in the Force, PCSOs were less likely this quarter to attract complaints than Police Officers (including SPCs) with 4.90 complaints per PCSO compared to 5.47 complaints per Officer.

1.7 Section 44-related complaints

There were three complaints relating to Section 44 Anti-Terrorism Stop and Search recorded this period. Two of the cases concern perceived abuse of powers, with the necessary criteria not being met. The third complaint involves alleged missing money subsequent to the search.

All cases are currently live; 2 are being dealt with locally on Area and 1 has been referred to the IPCC for advice.

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1.8 Context from which complaints have arisen

| | Arrest | Complaint Enquiry | Crime Enquiry | Domestic dispute | Other | Police detention | Police/ Public encounter | Public order | Rail ticket enquiry | Removal from station/ train | Search of person | Search of premises | Search of vehicle | Stop and account | Traffic | Off duty conduct | Total |
|-------------------------------------------|--------|-------------------|---------------|------------------|-------|------------------|--------------------------|--------------|---------------------|-----------------------------|------------------|--------------------|-------------------|------------------|---------|------------------|-------|
| A Serious non-sexual | 1 | | | | | | | 1 | | | | | | | | | 2 |
| B Sexual assault | | | | | | | | | | | | | | | | | 0 |
| C Other assault | 18 | 1 | | | 6 | 6 | 8 | 6 | 4 | 1 | 2 | | | 1 | | | 53 |
| D Oppressive conduct or harassment | | | 1 | | 1 | | 3 | | 2 | 1 | 1 | | | | 1 | | 10 |
| E Unlawful/ necessary arrest or detention | 6 | | | | | 3 | | | 1 | | | | | | | | 10 |
| F Discriminatory Behaviour | | | | | 2 | | | | | | | | | | | | 2 |
| G Irregularity in evidence/perjury | 2 | | | | 2 | | 3 | | | | | | | | | | 7 |
| H Corrupt practice | | 1 | | | | | 1 | | | | | | | | | | 2 |
| J Mishandling of property | 2 | | | | 1 | 2 | | | | | 2 | | | | | | 7 |
| K Breach Code A PACE | | | | | | | 1 | | | | 3 | | | 1 | | | 5 |
| L Breach Code B PACE | 1 | | | | | | | | | | | | | | | | 1 |
| M Breach Code C PACE | 1 | | | | 1 | 5 | | | | | | | | | | | 7 |
| N Breach Code D PACE | | | | | | | | | | | | | | | | | 0 |
| P Breach Code E PACE | | | | | | | | | | | | | | | | | 0 |
| Q Lack of fairness and impartiality | | 2 | 1 | | 2 | | | | 2 | | 1 | | | | | | 8 |
| R Multiple or unspecified PACE breach | | | | | | | | | | | | | | | | | 0 |

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| | Arrest | Complaint Enquiry | Crime enquiry | Domestic dispute | Other | Police detention | Police/public encounter | Public order | Rail ticket enquiry | Removal from station/train | Search of person | Search of premises | Search of vehicle | Stop and account | Traffic | Off duty conduct | Total | |
|---------------------------------------|-----------|-------------------|---------------|------------------|-----------|------------------|-------------------------|--------------|---------------------|----------------------------|------------------|--------------------|-------------------|------------------|----------|------------------|-------|------------|
| S Other neglect or failure in duty | 1 | | 12 | | 6 | 2 | 3 | 1 | 4 | | | | | | | | | 29 |
| T Other irregularity in procedure | 1 | | | | | 1 | | | 1 | | | | | | | | | 3 |
| U Incivility/impoliteness/intolerance | 7 | | 3 | | 7 | 1 | 19 | 3 | 17 | 4 | 2 | | | 1 | 2 | | | 66 |
| V Traffic irregularity | | | | | | | | | | | | | | | 1 | | | 1 |
| W Other | 1 | | | | 5 | | 2 | | | 1 | | | | | | | | 9 |
| X Improper disclosure of information | | | | | 1 | | 1 | | 1 | | | | | | | | | 3 |
| Y Other sexual conduct | | | | | | | | | | | | | | | | | | 0 |
| Total | 41 | 4 | 17 | 0 | 34 | 20 | 41 | 11 | 32 | 7 | 11 | 0 | 0 | 3 | 4 | 0 | | 225 |

This table outlines the context from which complaints have arisen. It must be noted that the figures are not mutually exclusive; a complaint recorded as Arrest related may also feature under another category such as Search of Person. In a number of cases, specific details of the exact context from which the complaint arose have not been received from the complainant. This leads to a disparity between the number of complaints recorded by category in Figure 1.4 and those recorded in Figure 1.8.

It can be seen from the above table that a sizable proportion of complaints arise from either customary Police/public encounters or Arrest situations (each accounting for 18% of all complaint situations). In this quarter, 1 in 7 complaint allegations arose from a rail ticket enquiry, with complainants often citing the dismissive attitude and overbearing manner of an Officer following a ticket dispute.

The circumstances from which complaints arise will continue to be monitored in the next quarter to see whether any further context categories can be discerned or whether the present categories suffice.

1.9 Cases supervised, managed or independently investigated by the IPCC

Supervised: 6 cases

CO/110/08 – Case recorded 19/03/2008.

CO/171/08 – Case recorded 09/05/2008.

CO/191/08 – Case recorded 19/05/2008.

CO/266/08 – Case recorded 03/07/2008.

CO/218/09 – Case recorded 02/06/2009.

CO/220/09 – Case recorded 02/06/2009.

Managed:

There are currently no investigations being managed by the IPCC.

Independent: 1 case

CO/145/06 – Case recorded 15/06/2006.

1.10 PCCS Reviews

None this quarter.

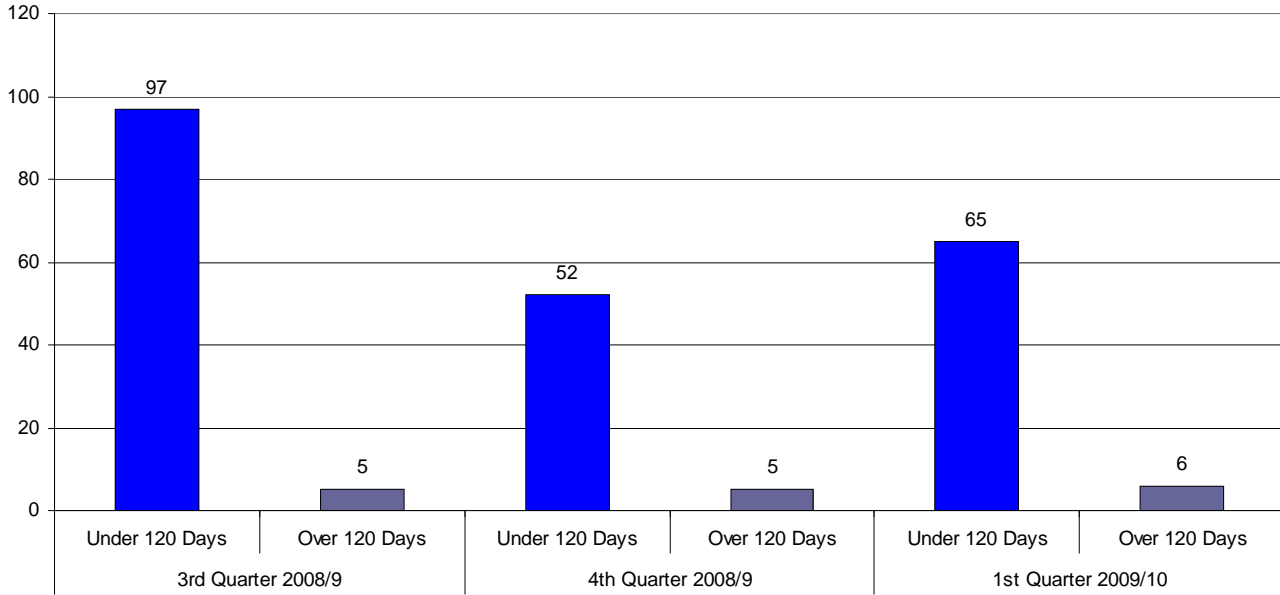
1.13 Outstanding Complaint Cases

The cases detailed below are those that are over 120 days old and those that are under 120 days and are still actively under investigation by the Force.

In the 4th quarter for this year the number of outstanding complaint cases fell by 46%, which may have been due to the relatively high number of Unsubstantiated complaint cases that period. The 1st quarter has seen a 25% rise in cases still outstanding under 120 days old. This is in part due to the number of complaints which have not been finalised as they are in the process of being Locally Resolved on Area.

| | 3 rd Quarter 2008/9 | | 4 th Quarter 2008/9 | | 1 st Quarter 2009/10 | |
|--------------------------|--------------------------------|---------------|--------------------------------|---------------|---------------------------------|---------------|
| | Under 120 Days | Over 120 Days | Under 120 Days | Over 120 Days | Under 120 Days | Over 120 Days |
| Total Number Outstanding | 97 | 5 | 52 | 5 | 65 | 6 |

Outstanding Complaints



Summary of Complaints Investigations Over 120 Days in the 1st Quarter 2009/10

6 cases

Summary of Complaints Over One Year Old

There is currently 1 complaint case that has been under investigation for more than one year

CO/145/06

- Recorded on 15th June 2006

2. SECTION TWO

2.1 Ethnicity of Complainants (complaints finalised in this quarter)

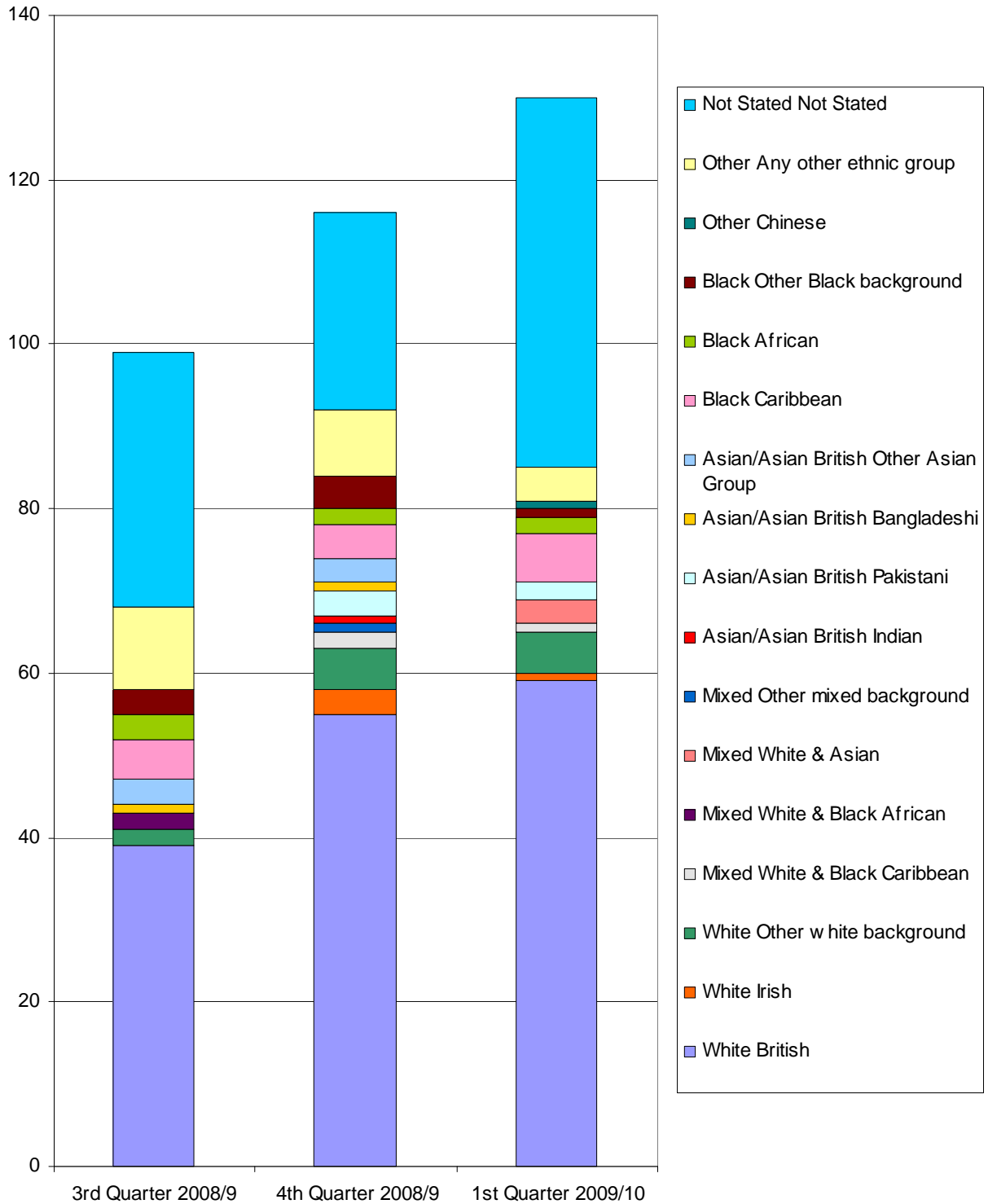
| | | 3 rd Quarter 2008/9 | 4 th Quarter 2008/9 | 1 st Quarter 2009/10 |
|----------------------------|-------------------------|-----------------------------------|-----------------------------------|------------------------------------|
| White | British | 39.39% (39) | 47.41% (55) | 45.38% (59) |
| | Irish | 0% (0) | 2.59% (3) | 0.77% (1) |
| | Other white background | 2.02% (2) | 4.31% (5) | 3.85% (5) |
| Mixed | White & Black Caribbean | 0% (0) | 1.72% (2) | 0.77% (1) |
| | White & Black African | 2.02% (2) | 0% (0) | 0% (0) |
| | White & Asian | 0% (0) | 0% (0) | 2.31% (3) |
| | Other mixed background | 0% (0) | 0.86% (1) | 0% (0) |
| Asian/Asian British | Indian | 0% (0) | 0.86% (1) | 0% (0) |
| | Pakistani | 0% (0) | 2.59% (3) | 1.54% (2) |
| | Bangladeshi | 1.01% (1) | 0.86% (1) | 0% (0) |
| | Other Asian Group | 3.03% (3) | 2.59% (3) | 0% (0) |
| Black/Black British | Caribbean | 5.05% (5) | 3.45% (4) | 4.62% (6) |
| | African | 3.03% (3) | 1.72% (2) | 1.54% (2) |
| | Other Black background | 3.03% (3) | 3.45% (4) | 0.77% (1) |
| Other | Chinese | 0% (0) | 0% (0) | 0.77% (1) |
| | Any other ethnic group | 10.10% (10) | 6.90% (8) | 3.10% (4) |
| Not Stated | | 31.31% (31) | 20.69% (24) | 34.62% (45) |
| TOTALS | | 100% (99) | 100% (116) | 100% (130) |

Table 2.1 details the ethnicity of complainants for those cases finalised during this quarter rather than the ethnicity of those complainants who had cases recorded this quarter. This is due to number of complainants who do not provide details of their ethnicity when initially making a complaint; this information is often recorded at a later date as an investigation progresses.

This quarter has seen a 14% increase in complainants who have not stated their ethnicity. It is noted that complainants who submit a complaint online often decline to provide this information by selecting the 'Prefer not to say' option. PSD will monitor the number of complainants who choose this option and give consideration to providing reasons to the public regarding the value of such information.

The highest number of complaints recorded continues to be received from those classified as White British, although a 2% decrease has been observed this period. Overall in this quarter 15% of complainants identified themselves as being of BME origin whilst 50% of complaints recorded were from persons defining themselves as White.

Ethnicity of Complainants



2.2 Ethnicity of Officers Complained About

| | | BTP Population* | 3rd Quarter 2008/9 | 4th Quarter 2008/9 | 1st Quarter 2009/10 | Percentage of Population |
|----------------------------|--------------------------------------------|----------------------------|----------------------------------------------|----------------------------------------------|-----------------------------------------------|-----------------------------------------|
| White | White British | 3184 | 98 | 108 | 124 | 3.89% |
| | White Irish | 60 | 1 | 2 | 3 | 5.00% |
| | White Other white background | 122 | 5 | 1 | 6 | 4.92% |
| Mixed | Mixed White & Black Caribbean | 16 | 0 | 0 | 0 | 0% |
| | Mixed White & Black African | 12 | 0 | 0 | 1 | 8.33% |
| | Mixed White & Asian | 23 | 2 | 0 | 1 | 4.35% |
| | Mixed Other mixed background | 34 | 2 | 0 | 1 | 2.94% |
| Asian/Asian British | Asian/Asian British Indian | 49 | 1 | 2 | 2 | 4.08% |
| | Asian/Asian British Pakistani | 39 | 8 | 4 | 2 | 5.13% |
| | Asian/Asian British Bangladeshi | 19 | 0 | 0 | 1 | 5.26% |
| | Asian/Asian British Other Asian background | 24 | 0 | 0 | 1 | 4.17% |
| Black/Black British | Black/Black British Caribbean | 47 | 0 | 1 | 1 | 2.13% |
| | Black/Black British African | 53 | 0 | 1 | 2 | 3.77% |
| | Black/Black British Other Black background | 14 | 1 | 0 | 0 | 0% |
| Other | Chinese | 5 | 1 | 0 | 0 | 0% |
| | Other Any other ethnic group | 15 | 0 | 1 | 1 | 6.67% |
| Not Stated | | 158 | 14 | 52 | 30 | 18.99% |
| TOTALS | | 3878 | 133 | 172 | 176 | 4.54% |

* Includes Police Officers, PCSOs and Special Constables. Excludes Police Staff who do not customarily interact with the public.

Of the complaints received during this quarter, 76% were made against officers defining themselves as White. 7% of complaints received related to officers defining themselves within a BME category. Of the 30 officers in receipt of complaints whose ethnicity is not stated, 22 are unidentified officers. Therefore, discounting officers whose identity is unknown, there are 154 officers, of which 8 have not stated their ethnicity (5%).

2.3 Age of Complainants

| | Total Complainants |
|------------|--------------------|
| 0 - 19 | 3 |
| 20 - 29 | 25 |
| 30 - 39 | 14 |
| 40 - 49 | 24 |
| 50 - 59 | 7 |
| 60 + | 6 |
| Not Stated | 50 |
| Total | 130 |

2.4 Gender of Complainants

| | Total Complainants |
|---------|--------------------|
| Female | 40 |
| Male | 88 |
| Unknown | 2 |
| Total | 130 |

2.5 Means Complaint Received

| | Received Means |
|--------------------|----------------|
| Email | 21 |
| Fax | 2 |
| In Person | 8 |
| IPCC | 12 |
| Letter | 20 |
| Solicitor | 1 |
| Telephone | 37 |
| BTPA | 0 |
| Other/Not recorded | 29 |
| Total | 130 |

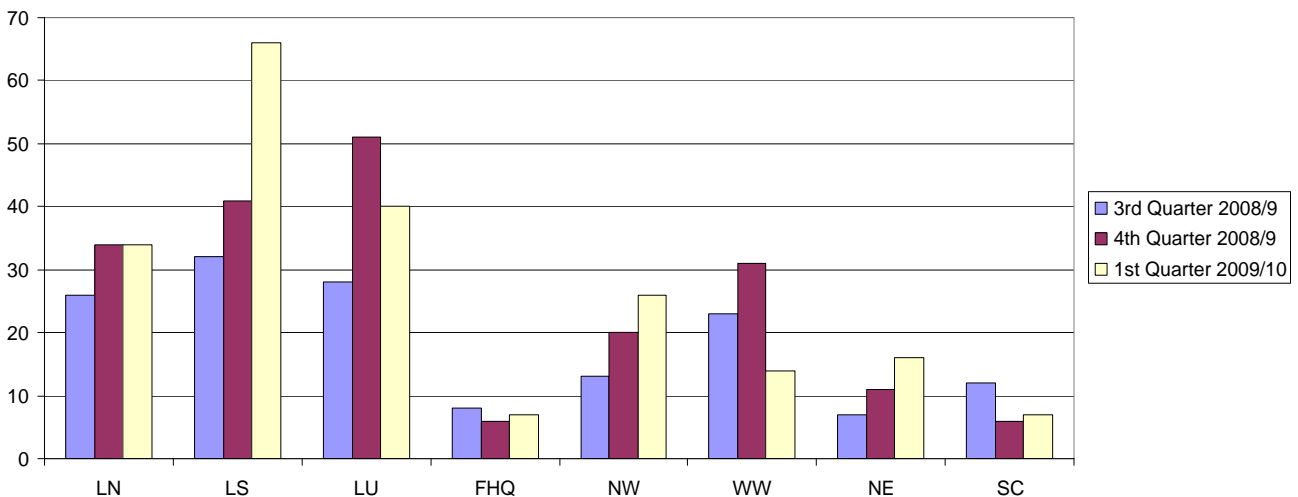
3. SECTION THREE

3.1 Complaints by Area

| | BTP Population* | 3 rd Quarter 2008/9 | 4 th Quarter 2008/9 | 1 st Quarter 2009/10 | Percentage Change |
|--------------------------|-----------------|--------------------------------|--------------------------------|---------------------------------|-------------------|
| LN - London North | 692 | 26 | 34 | 34 | -0.00% |
| LS - London South | 583 | 32 | 41 | 66 | +60.98% |
| LU - London Underground | 894 | 28 | 51 | 40 | -21.57 |
| FHQ – Force Headquarters | 439 | 8 | 6 | 7 | +16.67% |
| NW – North Western | 322 | 13 | 20 | 26 | +30.00% |
| WW – Wales & Western | 329 | 23 | 31 | 14 | -54.84% |
| NE - North Eastern | 302 | 7 | 11 | 16 | +45.45% |
| SC – Scotland | 306 | 12 | 6 | 7 | +16.67% |

* Includes Police Officers, PCSOs and Special Constables. Excludes Police Staff who do not customarily interact with the public.

Complaints by Area



London South Area recorded the highest number of complaints this quarter and saw the largest numerical rise in complaints compared to the previous period. Of the complaint allegations recorded against London South this quarter, 21 relate to Incivility, 20 to Other Assault and 10 to Other Neglect or Failure in Duty. The next highest complaint category is Irregularity in Evidence/Perjury with 4 allegations.

Compared to the 3rd quarter, the largest increase for London South Area has been observed for allegations of Other Assault. As discussed in Section 1.4, these complaints often related to arrest situations or when the officer made physical contact with the complainant during an altercation.

The 20 Other Assault allegations received by London South Area this quarter relate to 19 known officers of which 4 are probationers and 3 are PCSOs. One complaint case accounted for 4 of the 20 complaints.

| Force Area | Ratio of Complaints per 100 employees |
|--------------------|---------------------------------------|
| London North | 4.91 |
| London South | 11.32 |
| London Underground | 4.47 |
| Force Headquarters | 1.59 |
| North Western | 8.10 |
| Wales and Western | 4.26 |
| North Eastern | 5.30 |
| Scotland | 2.29 |
| TOTAL FORCE | 5.43 |

4. SECTION FOUR

4.1 Misconduct Matters

| | 3 rd Quarter 2008/9 | 4 th Quarter 2008/9 | 1 st Quarter 2009/10 | Percentage Change |
|------------------------------------|-----------------------------------|-----------------------------------|------------------------------------|----------------------|
| Number of Allegations Recorded | 52 Pre Taylor 12 Post Taylor | 3 Pre Taylor 77 Post Taylor | 0 Pre Taylor 90 Post Taylor | +12.50% |
| Number of Allegations Completed | 82 Pre Taylor 2 Post Taylor | 59 Pre Taylor 20 Post Taylor | 42 Pre Taylor 49 Post Taylor | +15.19% |

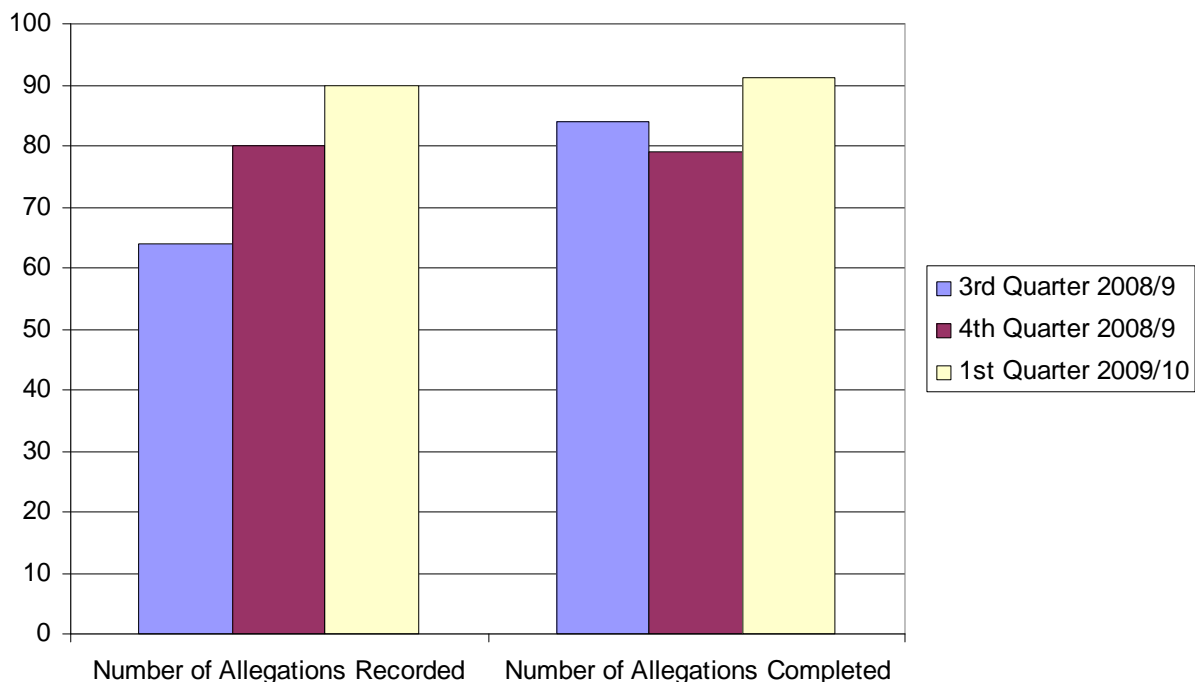
The Misconduct allegations are shown with separate figures for Pre and Post Taylor allegations for information. Both types have been added together to calculate the percentage change.

90 post Taylor misconduct allegations and 0 pre Taylor allegations have been recorded in this quarter, an overall increase of 10 allegations compared to the previous period.

The comparable number of misconducts received and completed this quarter indicates a stable throughput of cases. Emphasis is still being placed on the recording of individual allegations within cases, so the level of recorded allegations is not expected to decline in the next quarter.

4.2 Misconduct Matters by Category

Misconduct Matters



Post Taylor Misconduct Matters

| | 3 rd Quarter 2008/09 | 4 th Quarter 2008/9 | 1 st Quarter 2009/10 |
|-------------------------------------------------|------------------------------------|-----------------------------------|------------------------------------|
| Breach of Conduct | | | |
| 01 Honesty and Integrity | 0 | 18 | 8 |
| 02 Authority, Respect and Courtesy | 1 | 2 | 8 |
| 03 Equality and Diversity | 1 | 0 | 2 |
| 04 Use of Force | 0 | 4 | 1 |
| 05 Orders and Instructions | 3 | 14 | 19 |
| 06 Duties and Responsibilities | 3 | 12 | 14 |
| 07 Confidentiality | 0 | 0 | 1 |
| 09 Discreditable Conduct | 4 | 27 | 37 |
| 10 Challenging and Reporting Improper Behaviour | 0 | 0 | 0 |
| TOTALS | 12 | 77 | 90 |

Geographic breakdown of post Taylor misconducts

| Geographical Location | Total |
|-----------------------|-----------|
| London North | 10 |
| London South | 21 |
| London Underground | 13 |
| Force Headquarters | 12 |
| North Western | 9 |
| Wales and Western | 8 |
| North Eastern | 14 |
| Scotland | 3 |
| Grand Total | 90 |

8.2 Direction & Control Issues

There have been 24 Direction and Control complaints received during this period. This is 7 more complaints than in the previous quarter. PSD are continuing to encourage the Force as a whole to understand the need for referral of such complaints to PSD for recording and action.

8.5 Lessons Learned

Lessons Learned were identified from three cases this period.