

**REPORT TO:** BTPA Professional Standards Committee  
**DATE:** 27<sup>th</sup> October 2009  
**SUBJECT:** BTP 2<sup>nd</sup> Quarter Report to the Police Authority  
 Reporting Period 01 July 2009 to 30 September 2009  
**SPONSOR:** Detective Chief Superintendent CARROLL  
**APPROVED BY:** Deputy Chief Constable

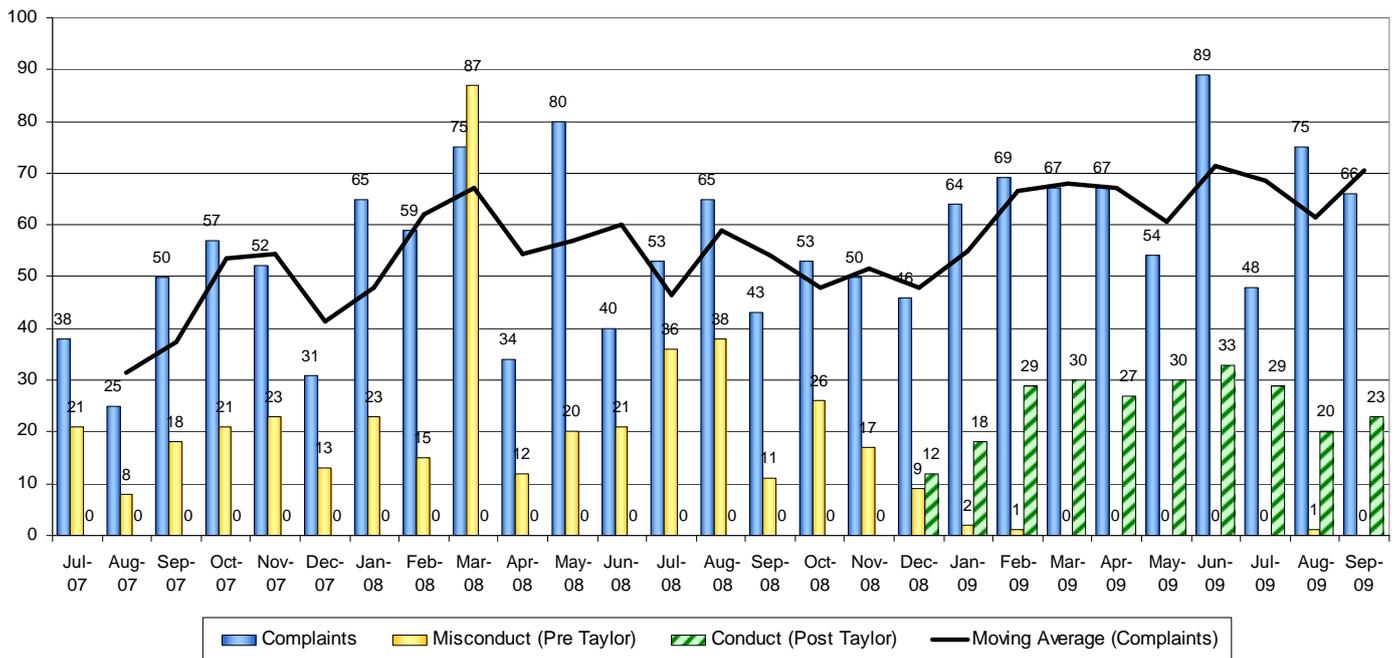


## INTRODUCTION

This report covers the performance of the Professional Standards Department during the 2<sup>nd</sup> 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 1<sup>st</sup> July 2009 until 30<sup>th</sup> September 2009. Figures are shown for complaint and misconduct allegations recorded per month between the 1<sup>st</sup> July 2007 and 30<sup>th</sup> September 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

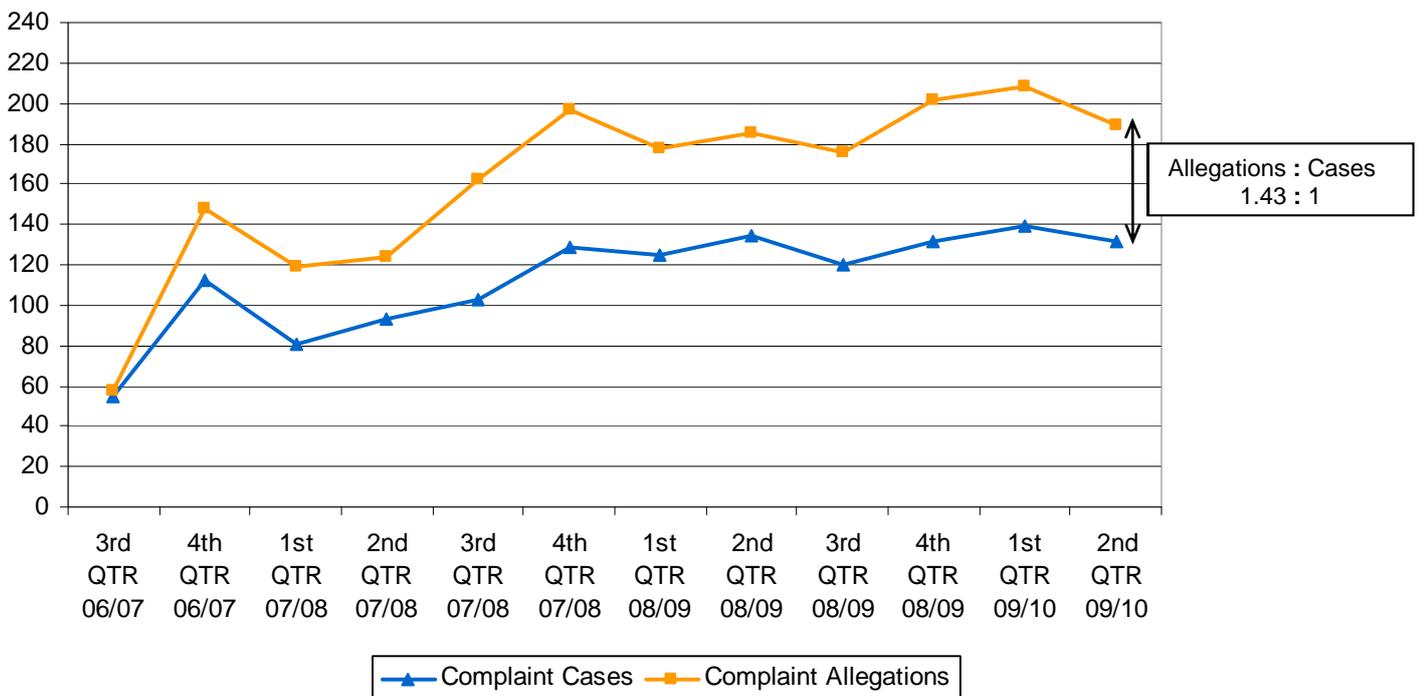
This quarter contains one pre Taylor misconduct case, with all remaining allegations recorded under the new legislation. This misconduct case, recorded in August 2009, originates from an ongoing complaint investigation which commenced in May 2008 and is being supervised by the IPCC. Since February 2009, the number of Post Taylor misconducts has remained relatively stable with a decline observed in August and September 2009. This decline may be in part due to the impact of the Taylor reforms, with matters being dealt with swiftly before escalation.

## Complaints

During this quarter there have been a total of 189 complaint allegations recorded within 132 cases, and these 132 complaint cases have been received from 127 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 below 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.

The ratio of complaint allegations to cases remains within the range of 1.4:1 and 1.5:1; as of the 2<sup>nd</sup> quarter 2009/10 the number of allegations stands at 1.43 times the number of complaint cases. This is likely to reflect sustained efforts to record each element of a complaint as a separate allegation in a complaint case. It is noted, however, that the ratio is still less than the national average which was calculated as 1.71 allegations per case across all Forces (IPCC 2008/09 statistics).



## Complaint Cases

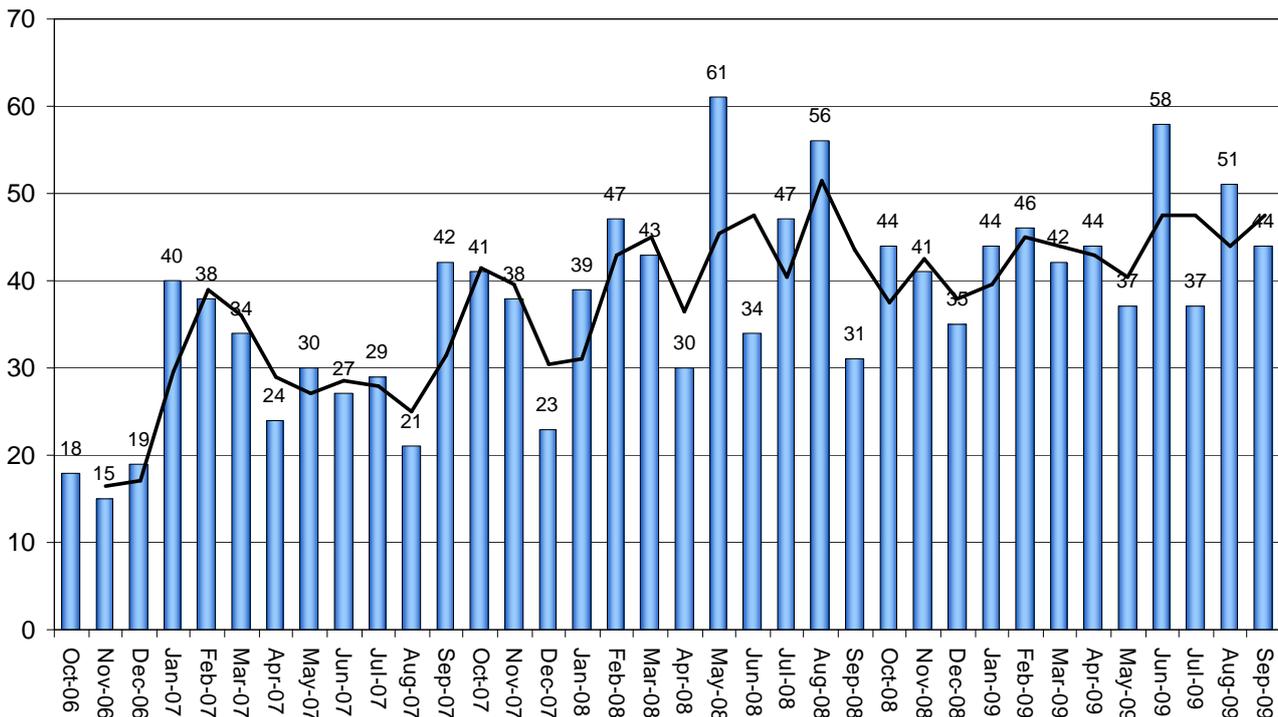
The number of complaint cases fluctuates each quarter. Of the 132 cases recorded in this quarter, 37 were recorded in July, 51 in August and 44 in September. The monthly average over the last six months of recording is 45.

In the 2<sup>nd</sup> 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 three 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 graph below clearly demonstrates an increase in recorded complaint cases over time, although data recorded over the last nine months suggests that the number of complaint cases may be stabilising.

The steady upward trend in complaints seen over the last three 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.



Recently published IPCC statistics for England and Wales show an 8% increase in complaint cases across all forces in 2008/09. By comparison, BTP recorded a 26% increase.

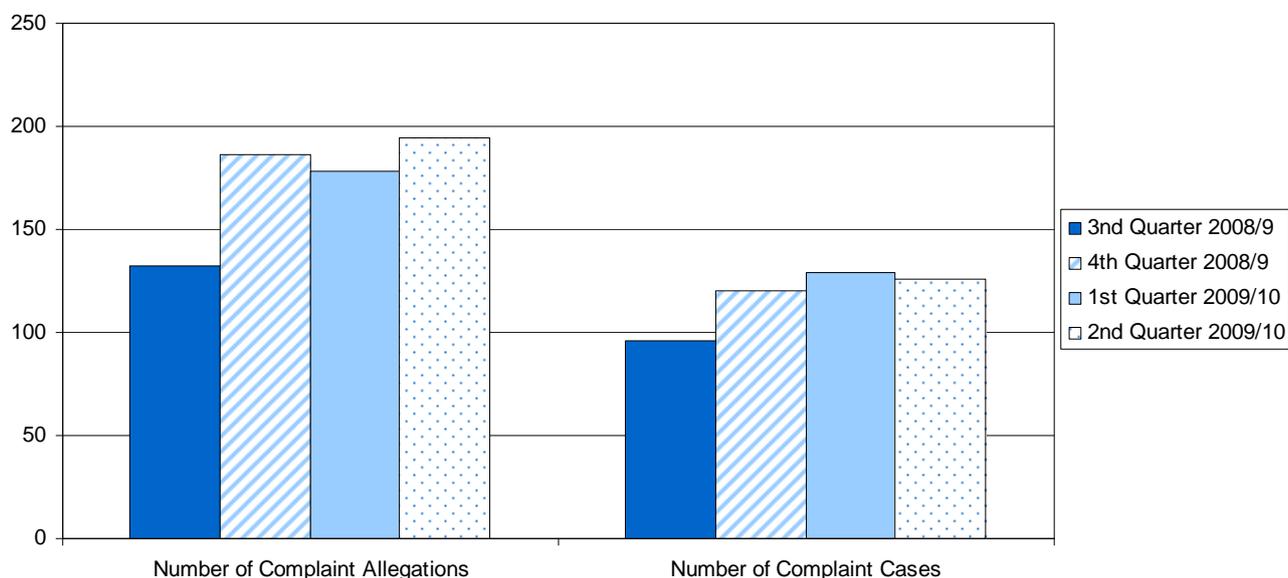
Compared to the same period in 2008/09, the 1<sup>st</sup> and 2<sup>nd</sup> quarters of 2009/10 collectively demonstrated a 6.43% increase in complaint cases. This suggests that the rate of increase has significantly reduced and supports the idea that the level of complaints may be attaining a plateau.

## 1.2 Completed Complaints

	4 <sup>th</sup> Quarter 2008/9	1 <sup>st</sup> Quarter 2009/10	2 <sup>nd</sup> Quarter 2009/10	Percentage Change
Number of Complaint Allegations	186	178	194	<b>+ 9.0%</b>
Number of Complaint Cases	120	129	126	<b>- 2.3%</b>

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 a small decrease this quarter, although more allegations were resolved compared to the previous period.



## 1.3 Method of Completion of Complaints

	4 <sup>th</sup> Quarter 2008/9	1 <sup>st</sup> Quarter 2009/10	2 <sup>nd</sup> Quarter 2009/10
Percentage <b>Locally Resolved</b> (actual figure in parentheses)	<b>37.10%</b> (69)	<b>46.62%</b> (83)	<b>45.36%</b> (88)
Percentage <b>Dispensed</b> (actual figure in parentheses)	<b>5.91%</b> (11)	<b>12.92%</b> (23)	<b>8.76%</b> (17)
Percentage <b>Withdrawn</b> (actual figure in parentheses)	<b>13.44%</b> (25)	<b>15.73%</b> (28)	<b>15.46%</b> (30)
Percentage <b>Not Substantiated</b> (actual figure in parentheses)	<b>33.33%</b> (62)	<b>16.85%</b> (30)	<b>27.32%</b> (53)

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Percentage <b>Substantiated</b> (actual figure in parentheses)	<b>10.22%</b> (19)	<b>4.49%</b> (8)	<b>2.58%</b> (5)
Percentage <b>Discontinued</b> (actual figure in parentheses)	<b>0%</b> (0)	<b>3.37%</b> (6)	<b>0.52%</b> (1)
<b>Total</b>	<b>100%</b> (186)	<b>100%</b> (178)	<b>100%</b> (194)

Over 45% of complaints completed this quarter were locally resolved. This figure compares favourably with the national figures which show that, on average, 41% of complaints are being dealt with by means of local resolution (IPCC statistics 2008/09).

Of the 88 complaints resolved by means of Local Resolution this quarter, 70 (79%) were secured on Area. This compares to 67% of Local Resolutions being completed on Area in the previous quarter. This is likely to be the result of sustained efforts by PSD to encourage Areas to Locally Resolve more cases and an ongoing initiative in which Areas are taking ownership of and managing their own complaint cases.

The percentage of unsubstantiated complaints increased this period to a figure nearer that recorded in the 4<sup>th</sup> quarter 2008/09.

#### 1.4 Recorded Complaints by Category

	4 <sup>th</sup> Quarter 2008/9	1 <sup>st</sup> Quarter 2009/10	2 <sup>nd</sup> Quarter 2009/10	Percentage Change
A Serious non-sexual assault	2	2	4	100%
B Sexual assault	1	0	1	100%
C Other assault	40	49	26	-46.64%
D Oppressive conduct or harassment	8	10	5	-50%
E Unlawful/unnecessary arrest or detention	18	10	14	+40%
F Discriminatory Behaviour	9	1	8	700%
G Irregularity in evidence/perjury	0	6	5	-16.67%
H Corrupt Practice	3	1	3	200%
J Mishandling of Property	2	4	1	-75%
K Breach Code A PACE	4	5	5	0%
L Breach Code B PACE	5	1	1	0%
M Breach Code C PACE	6	6	4	-33.33%
N Breach Code D PACE	0	0	0	0%
P Breach Code E PACE	0	1	0	-100%
Q Lack of fairness and impartiality	3	4	12	200%
R Multiple or unspecified breaches of PACE	0	0	0	0%
S Other neglect or failure in duty	22	26	19	-26.92%
T Other irregularity in procedure	4	3	2	-33.33%
U Incivility, Impoliteness and intolerance	59	67	66	-1.49%
V Traffic Irregularity	2	1	1	0%

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W Other	9	10	8	-20%
X Improper disclosure of information	3	3	4	+33.33%
Y Other sexual conduct	0	0	0	0%
<b>TOTAL</b>	<b>200</b>	<b>210</b>	<b>189</b>	<b>-10%</b>

Complaint allegations have seen a 10% reduction this quarter. Incivility, Impoliteness and Intolerance remains the most frequently received allegation type and has remained stable compared to the previous period. The three London Areas account for almost two thirds of the Incivility allegations recorded this period.

Compared to the same period last year, BTP witnessed a 67% increase in Incivility allegations in the 1<sup>st</sup> and 2<sup>nd</sup> quarters of 2009/10. This compares to a 35% increase in complaints of Other Assault and a 0% increase in complaints of Other Neglect or Failure in Duty.

Allegations of Other Assault saw a 47% decline this period. London South received only one allegation of Other Assault, a significant reduction on the previous quarter. London North and London Underground Areas accounted for almost 70% of Other Assault complaints, receiving nine complaints each.

Complaints of Lack of Fairness and Impartiality have increased this period from four to 12 allegations. The peak Area for this complaint type was London Underground which recorded four allegations.

Four serious non-sexual assault allegations were received this quarter, one of which was later withdrawn by the complainant. The remaining cases related to injuries sustained during handcuffing and alleged violence at the G20 protests.

Complaints of Discriminatory Behaviour increased to eight this quarter, impacting five BTP Areas. Seven out of the eight complaints explicitly alleged racial discrimination.

### 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	9	1	2	2	2	1	0	<b>26</b>

#### 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	4	7	1	0	1	5	0	1	<b>19</b>

**Incivility,  
Impoliteness &  
Intolerance**

Area	London Underground	London North	London South	North West	North East	Wales and Western	Scotland	Force Headquarters	Total
Number of Complaints	11	18	14	2	5	9	1	6	<b>66</b>

**Discriminatory Behaviour**

Area	London Underground	London North	London South	North West	North East	Wales and Western	Scotland	Force Headquarters	Total
Number of Complaints	3	1	1	0	0	2	1	0	<b>8</b>

Discriminatory Behaviour Complainant Ethnicity	White British	Asian Pakistani	Other Asian	Black African	Black Caribbean	Any Other Ethnic Group	Unknown
Number of Complainants	1	2	1	1	1	1	1

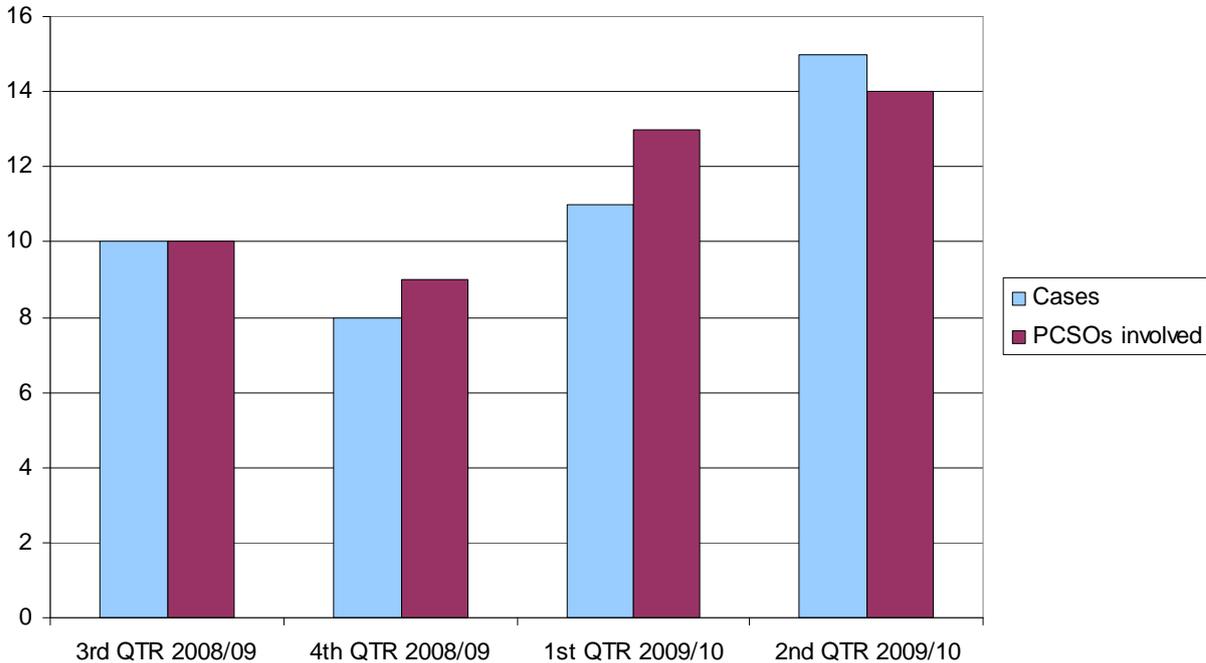
Discriminatory Behaviour Officer Ethnicity	White British	White Irish	Other White
Number of Officers	10	1	1

**1.5 Use of Batons, Captor Spray and Handcuffs**

Last quarter there were three complaints regarding the use of batons, two for the use of captor spray, and 11 cases regarding the use of handcuffs.

This quarter there were two complaints regarding the use of batons, one for the use of captor spray and 10 cases relating to the use of handcuffs. There were two further complaints regarding the joint use of baton/captor and handcuffs/captor. One of the baton complaints concerned an alleged assault by a BTP officer at the G20 protests in April 2009.

### 1.6 PCSO Statistics – Trend Analysis



For this quarter, there were 15 complaint cases arising from incidents involving PCSOs, relating to 14 individual PCSOs. Within these cases were a total of 19 allegations. These figures are slightly higher compared to previous periods. The majority of allegations related to Incivility (53%). London North PCSOs attracted the largest proportion of complaints (47%), of which 67% concerned Incivility.

The maximum number of allegations recorded against an officer this quarter was three. One officer featured in two complaint cases, both related to Incivility. These are currently being Locally Resolved on Area.

### 1.7 Section 44-related complaints

One complaint relating to Section 44 Anti-Terrorism Stop and Search was recorded this period. The complainant alleged that an unknown BTP officer breached procedures by failing to provide a record of the search and failing to identify himself. This case is being dealt with locally on Area.

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**1.8 Context from which complaints have arisen**

	Arrest	Complaint Enquiry	Crime Enquiry	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	3						1									4
B Sexual assault					1											1
C Other assault	11	1	2	2	3		1	5	2					1		28
D Oppressive conduct or harassment		1		1						1			1	1		5
E Unlawful/ necessary arrest or detention	11					1			1					1		14
F Discriminatory Behaviour	2		1	2		2				1				1		9
G Irregularity in evidence/perjury			3	1		1		1								6
H Corrupt practice	1	1														2
J Mishandling of property				2												2
K Breach Code A PACE	1									5						6
L Breach Code B PACE											1					1
M Breach Code C PACE			1		3	1										5
N Breach Code D PACE																0
P Breach Code E PACE			1													1
Q Lack of fairness and impartiality	1		2			6	1	2						1		13
R Multiple or unspecified PACE breach																0

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	Arrest	Complaint Enquiry	Crime enquiry	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	3	4	9	1	1			1		2	1			1		<b>23</b>
T Other irregularity in procedure			1	1												<b>2</b>
U Incivility/impoliteness/intolerance	5	4	1	6	2	29	3	8		3	2		1	4		<b>68</b>
V Traffic irregularity														1		<b>1</b>
W Other	1		1	4												<b>6</b>
X Improper disclosure of information				3									1			<b>4</b>
Y Other sexual conduct																<b>0</b>
<b>Total</b>	<b>39</b>	<b>11</b>	<b>22</b>	<b>23</b>	<b>10</b>	<b>40</b>	<b>6</b>	<b>17</b>	<b>3</b>	<b>12</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>11</b>	<b>0</b>	<b>201</b>

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 large proportion of complaints arise from either Police/public encounters or Arrest situations (collectively accounting for 39% of all complaint situations). More than two in five complaint allegations arising from a Police/public encounter concerned Incivility. One in 10 complaints were raised in the context of a Crime enquiry which included allegations of officers failing to keep the injured party informed throughout a crime investigation.

### **1.9 Cases supervised, managed or independently investigated by the IPCC**

**Supervised:** 5 cases

**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.

#### **PCCS Reviews**

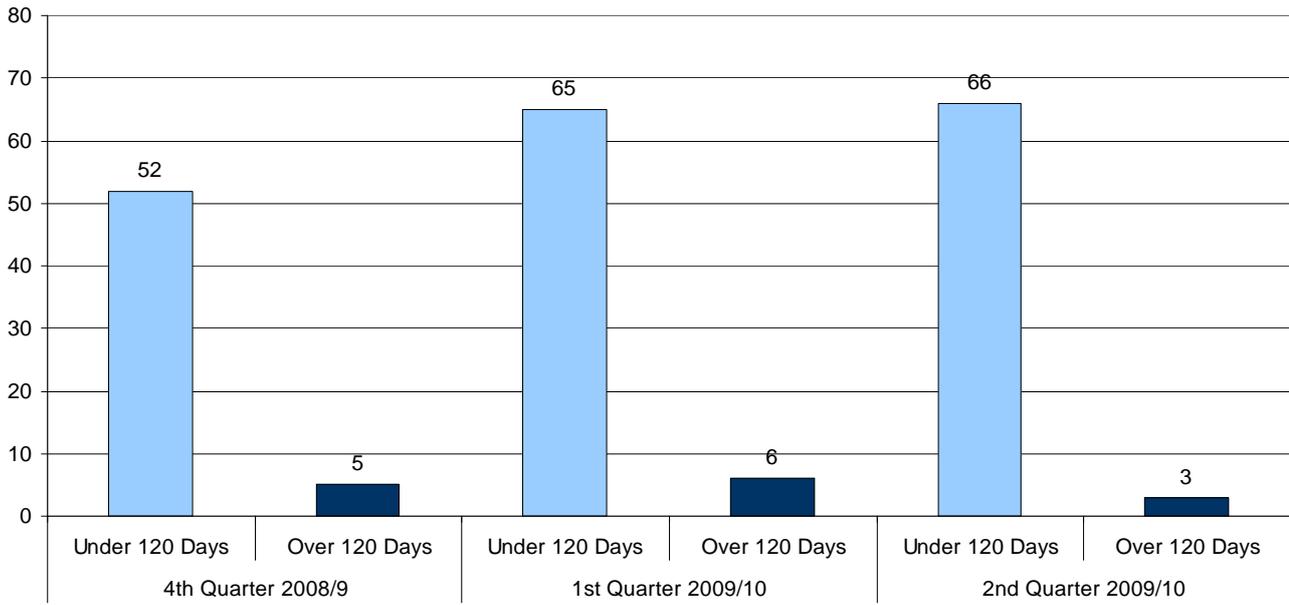
None this quarter.

#### **Outstanding Complaint Cases**

The cases detailed below are divided into those which are under 120 days and over 120 days investigation time and are still being actively investigated by the Force.

The 2<sup>nd</sup> quarter figures for the total number of outstanding complaint cases are comparable to those in the previous quarter, with a reduction in the number of cases over 120 days.

	4 <sup>th</sup> Quarter 2008/9		1 <sup>st</sup> Quarter 2009/10		2 <sup>nd</sup> Quarter 2009/10	
	Under 120 Days	Over 120 Days	Under 120 Days	Over 120 Days	Under 120 Days	Over 120 Days
Total Number Outstanding	52	5	65	6	66	3



**Summary of Complaints Investigations Over 120 Days in the 2<sup>nd</sup> Quarter 2009/10**

3 cases

**Summary of Complaints Over One Year Old**

There are currently no complaint cases which have been under investigation for more than one year.

## 2. SECTION TWO

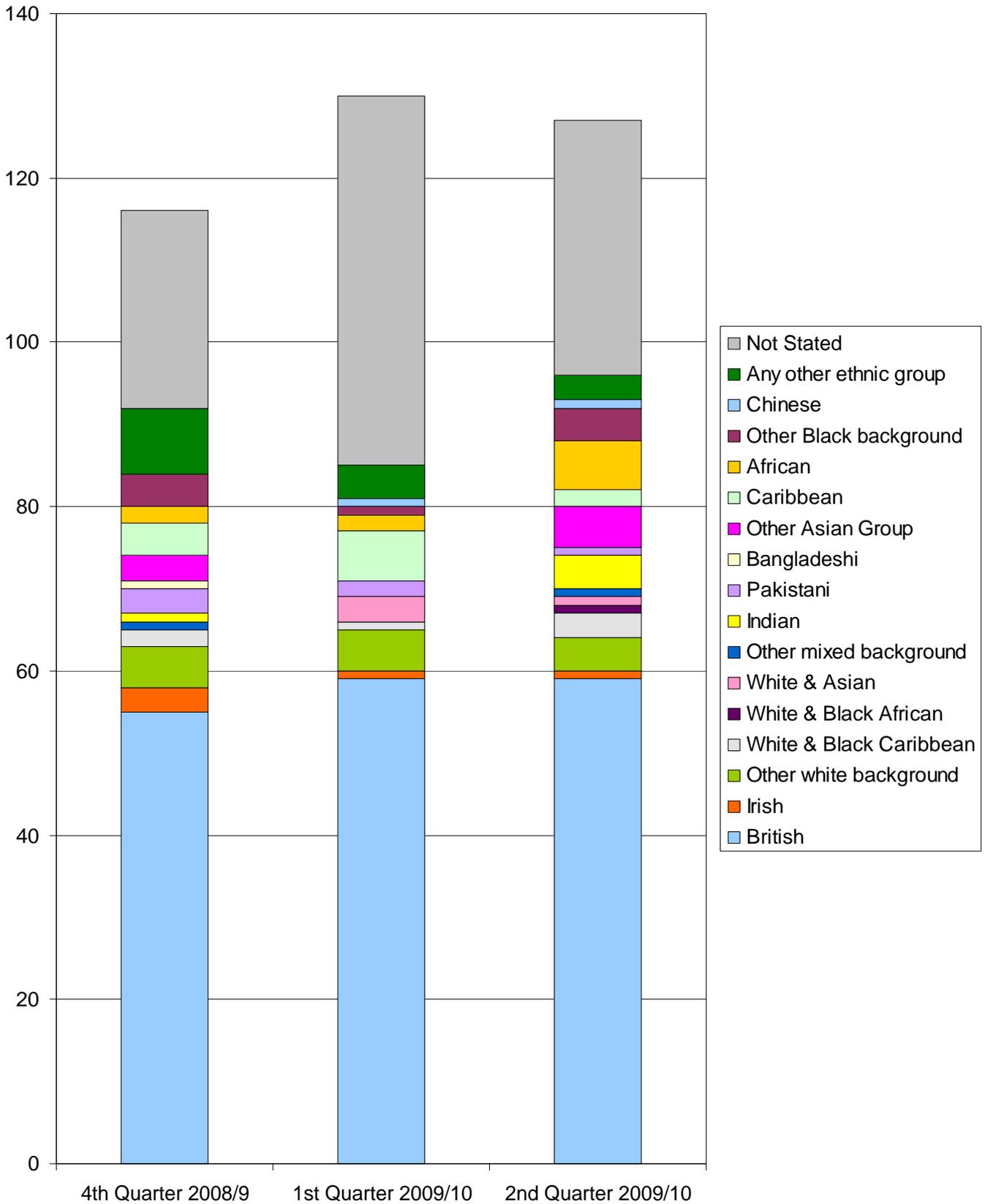
### 2.1 Ethnicity of Complainants (complaints finalised in this quarter)

		4 <sup>th</sup> Quarter 2008/9	1 <sup>st</sup> Quarter 2009/10	2 <sup>nd</sup> Quarter 2009/10
<b>White</b>	British	<b>47.41%</b> (55)	<b>45.38%</b> (59)	<b>46.46%</b> (59)
	Irish	<b>2.59%</b> (3)	<b>0.77%</b> (1)	<b>0.79%</b> (1)
	Other white background	<b>4.31%</b> (5)	<b>3.85%</b> (5)	<b>3.15%</b> (4)
<b>Mixed</b>	White & Black Caribbean	<b>1.72%</b> (2)	<b>0.77%</b> (1)	<b>2.36%</b> (3)
	White & Black African	<b>0%</b> (0)	<b>0%</b> (0)	<b>0.79%</b> (1)
	White & Asian	<b>0%</b> (0)	<b>2.31%</b> (3)	<b>0.79%</b> (1)
	Other mixed background	<b>0.86%</b> (1)	<b>0%</b> (0)	<b>0.79%</b> (1)
<b>Asian/Asian British</b>	Indian	<b>0.86%</b> (1)	<b>0%</b> (0)	<b>3.15%</b> (4)
	Pakistani	<b>2.59%</b> (3)	<b>1.54%</b> (2)	<b>0.79%</b> (1)
	Bangladeshi	<b>0.86%</b> (1)	<b>0%</b> (0)	<b>0%</b> (0)
	Other Asian Group	<b>2.59%</b> (3)	<b>0%</b> (0)	<b>3.94%</b> (5)
<b>Black/Black British</b>	Caribbean	<b>3.45%</b> (4)	<b>4.62%</b> (6)	<b>1.57%</b> (2)
	African	<b>1.72%</b> (2)	<b>1.54%</b> (2)	<b>4.72%</b> (6)
	Other Black background	<b>3.45%</b> (4)	<b>0.77%</b> (1)	<b>3.15%</b> (4)
<b>Other</b>	Chinese	<b>0%</b> (0)	<b>0.77%</b> (1)	<b>0.79%</b> (1)
	Any other ethnic group	<b>6.90%</b> (8)	<b>3.10%</b> (4)	<b>2.36%</b> (3)
<b>Not Stated</b>		<b>20.69%</b> (24)	<b>34.62%</b> (45)	<b>24.41%</b> (31)
<b>TOTALS</b>		<b>100%</b> (116)	<b>100%</b> (130)	<b>100%</b> (127)

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.

The highest number of complaints recorded continues to be received from those classified as White British. Overall, 50% of complaints recorded were from persons defining themselves as White. It is noted that 25% of complainants identified themselves as being of BME origin this period, a 10% increase on the previous quarter. Correspondingly, there has been a 10% decrease in the number of complainants who have not stated their ethnicity.

Ethnicity of Complainants



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**2.2 Ethnicity of Officers Complained About**

		<b>BTP Population*</b>	<b>4<sup>th</sup> Quarter 2008/9</b>	<b>1<sup>st</sup> Quarter 2009/10</b>	<b>2<sup>nd</sup> Quarter 2009/10</b>	<b>Percentage of Population</b>
<b>White</b>	White British	2843	108	124	105	3.69%
	White Irish	53	2	3	1	1.89%
	White Other white background	118	1	6	5	4.24%
<b>Mixed</b>	Mixed White & Black Caribbean	15	0	0	0	0%
	Mixed White & Black African	12	0	1	0	0%
	Mixed White & Asian	18	0	1	1	5.56%
	Mixed Other mixed background	23	0	1	1	4.35%
<b>Asian/Asian British</b>	Asian/Asian British Indian	40	2	2	3	7.50%
	Asian/Asian British Pakistani	34	4	2	1	2.94%
	Asian/Asian British Bangladeshi	18	0	1	0	0%
	Asian/Asian British Other Asian background	18	0	1	2	11.11%
<b>Black/Black British</b>	Black/Black British Caribbean	41	1	1	4	9.76%
	Black/Black British African	46	1	2	5	10.87%
	Black/Black British Other Black background	11	0	0	0	0%
<b>Other</b>	Chinese	5	0	0	0	0%
	Other Any other ethnic group	11	1	1	0	0%
<b>Not Stated</b>		161	52	30	30	18.63%
<b>TOTALS</b>		3467	172	176	158	4.56%

\* 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, 66% were made against officers defining themselves as White. 11% 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, 25 are unidentified officers. Therefore, discounting officers whose identity is unknown, there are 133 officers, of which 5 have not stated their ethnicity (4%).

### 2.3 Age of Complainants

	Total Complainants
0 - 19	<b>4</b>
20 - 29	<b>28</b>
30 - 39	<b>13</b>
40 - 49	<b>26</b>
50 - 59	<b>10</b>
60 +	<b>1</b>
Unknown	<b>45</b>
Total	<b>127</b>

### 2.4 Gender of Complainants

	Total Complainants
Female	<b>38</b>
Male	<b>88</b>
Unknown	<b>1</b>
Total	<b>127</b>

### 2.5 Means Complaint Received

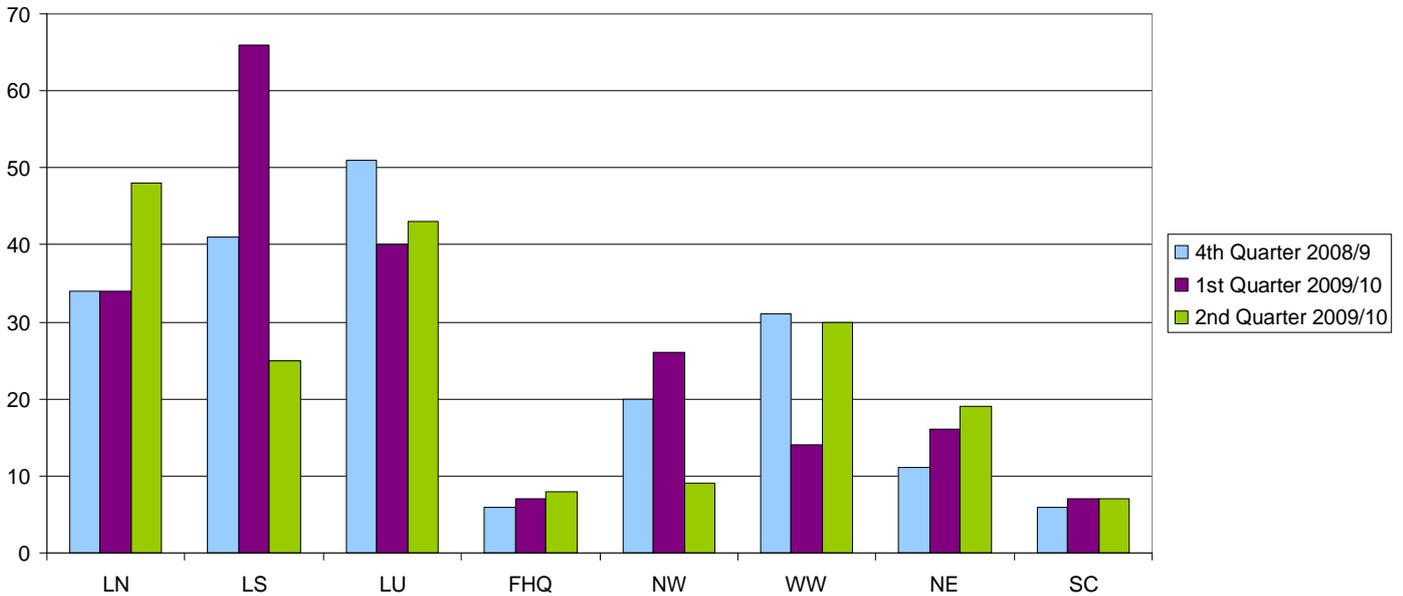
	Received Means
Online	<b>25</b>
Fax	<b>7</b>
In Person	<b>5</b>
IPCC	<b>17</b>
Letter	<b>26</b>
Solicitor	<b>2</b>
Telephone	<b>33</b>
BTPA	<b>0</b>
Other/Not recorded	<b>12</b>
Total	<b>127</b>

### 3. SECTION THREE

#### 3.1 Complaints by Area

	BTP Population*	4 <sup>th</sup> Quarter 2008/9	1 <sup>st</sup> Quarter 2009/10	2 <sup>nd</sup> Quarter 2009/10	Percentage Change
LN - London North	617	34	34	48	<b>+41.18%</b>
LS - London South	495	41	66	25	<b>-62.12%</b>
LU - London Underground	824	51	40	43	<b>+7.50%</b>
FHQ – Force Headquarters	395	6	7	8	<b>+14.29%</b>
NW – North Western	301	20	26	9	<b>-65.38%</b>
WW – Wales & Western	303	31	14	30	<b>+114.29%</b>
NE - North Eastern	289	11	16	19	<b>+18.75%</b>
SC – Scotland	246	6	7	7	<b>0.00%</b>

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



Wales and Western Area reported the highest ratio of complaints to officers this period and the largest numerical increase in complaints compared to the previous quarter, although the figures are comparable to those reported in the 4<sup>th</sup> quarter 2008/09.

Of the 30 complaints recorded against this Wales and Western Area, the peak allegation types are Incivility (nine complaints) and Other Neglect or Failure in Duty (five complaints, three of which relate to the same complaint case).

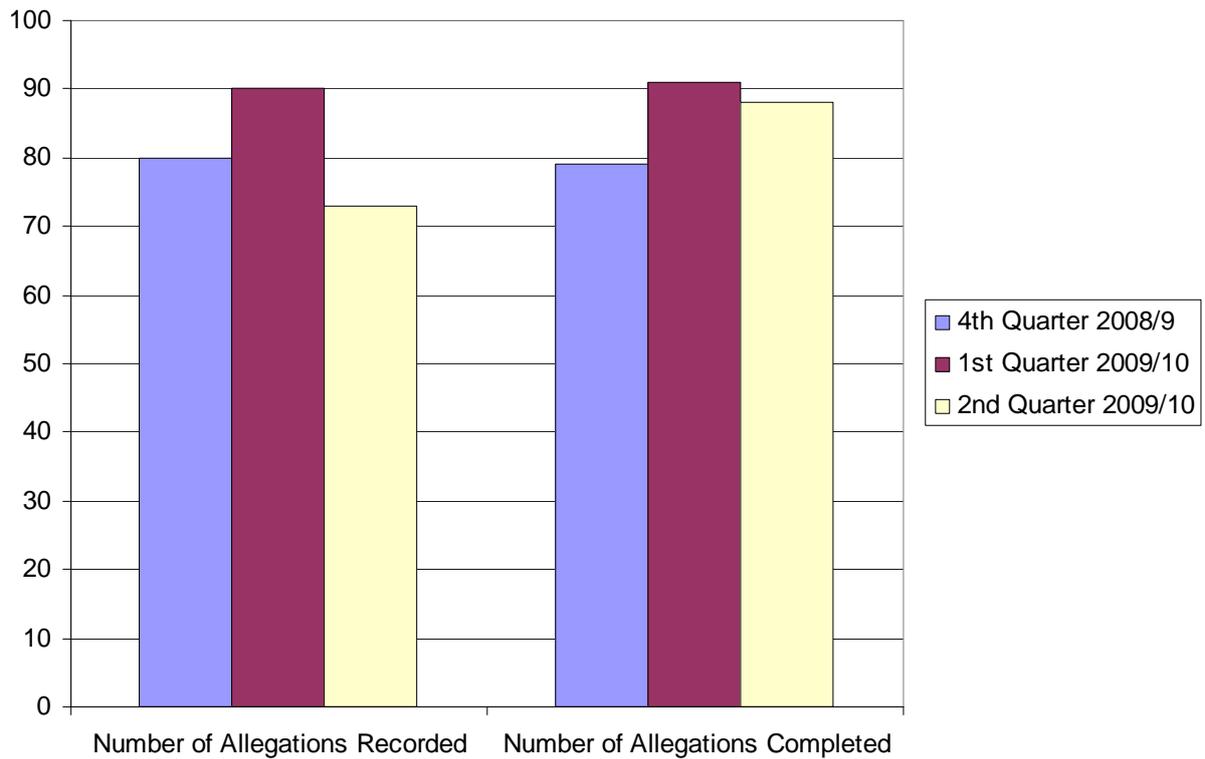
Force Area	Ratio of Complaints per 100 officers
London North	7.78
London South	5.05
London Underground	5.22
Force Headquarters	2.03
North Western	3.00
Wales and Western	9.90
North Eastern	6.57
Scotland	2.85
<b>TOTAL FORCE</b>	<b>5.45</b>

#### 4. SECTION FOUR

##### 4.1 Misconduct Matters

	4 <sup>th</sup> Quarter 2008/9	1 <sup>st</sup> Quarter 2009/10	2 <sup>nd</sup> Quarter 2009/10	Percentage Change
Number of Allegations Recorded	3 Pre Taylor 77 Post Taylor	0 Pre Taylor 90 Post Taylor	1 Pre Taylor 72 Post Taylor	<b>-18.89%</b>
Number of Allegations Completed	59 Pre Taylor 20 Post Taylor	42 Pre Taylor 49 Post Taylor	17 Pre Taylor 71 Post Taylor	<b>-3.30%</b>

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.



### Direction & Control Issues

There have been 24 Direction and Control complaints received this period, the same number of complaints as recorded in the previous quarter.

### Lessons Learned

Lessons Learned were identified from four cases this period.