

**REPORT TO:** BTPA Professional Standards Committee  
**DATE:** 10 October 2010  
**SUBJECT:** PSD 2<sup>nd</sup> Quarter 2010/11 Report to the Police Authority  
Reporting Period 01 July 2010 to 30 September 2010  
**OWNER:** Detective Chief Superintendent FRY  
**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 2010-11. The time period under review is from 01 July 2010 to 30 September 2010. The report is based on data from Centurion, the British Transport Police complaints recording system.

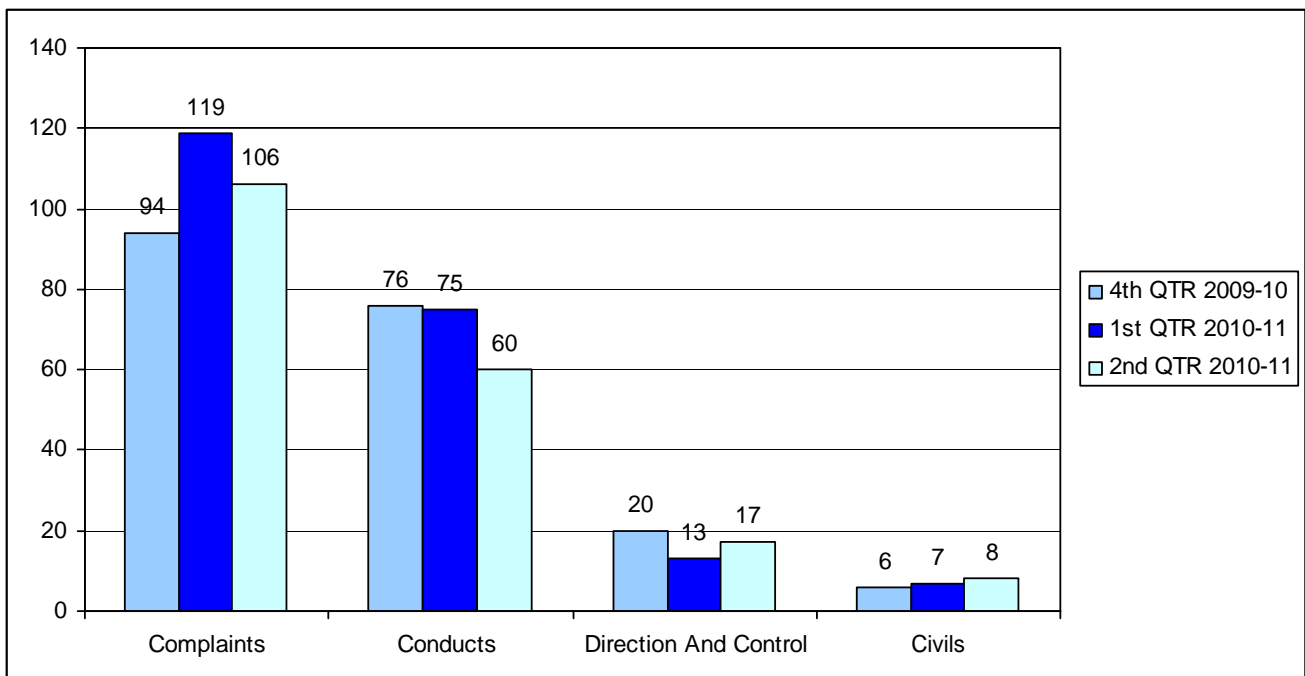
## PURPOSE

The purpose of this report is to inform members of the Police Authority on professional standards matters within the force for the 01 July 2010 to 30 September 2010.

## 1. SECTION ONE

### 1.1. PSD WORKLOAD

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

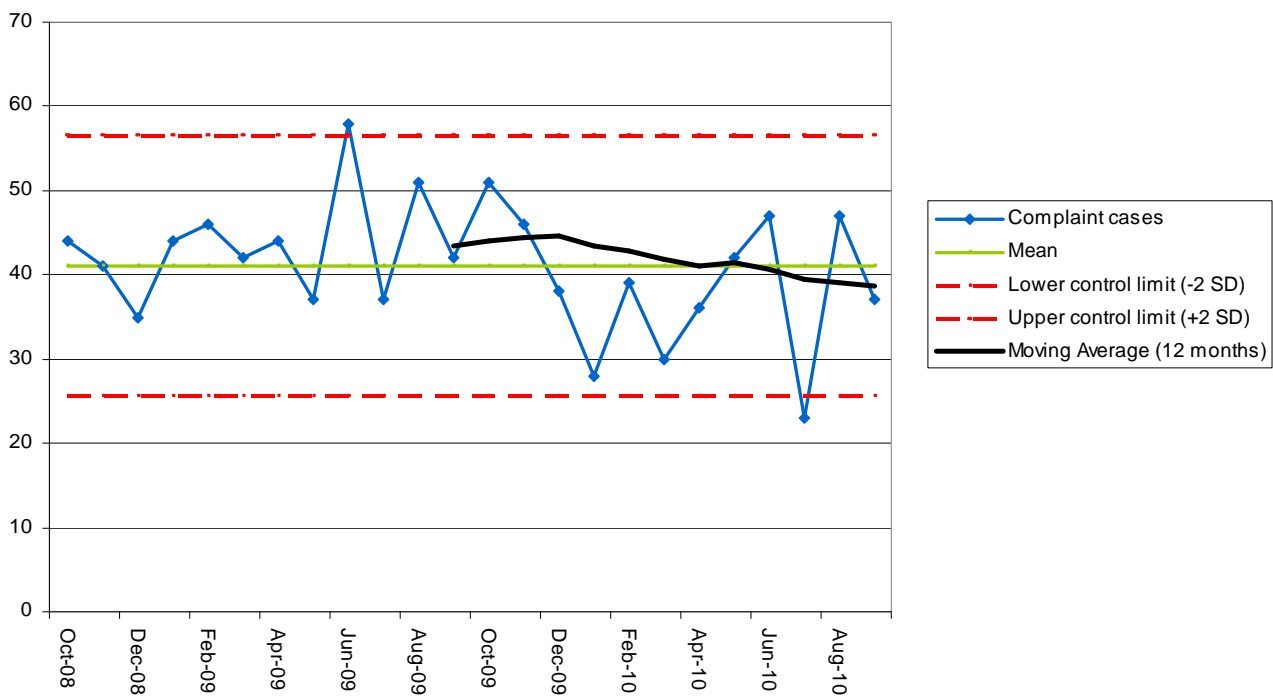


**2. SECTION TWO**  
**2.1. RECORDED COMPLAINTS**

	<b>4<sup>th</sup> Quarter 2009-10</b>	<b>1<sup>st</sup> Quarter 2010-11</b>	<b>2<sup>nd</sup> Quarter 2010-11</b>
Complaint cases	94	119	106
% change	<b>+ 27%</b>		<b>-11%</b>
Complaint allegations	147	196	161
% change	<b>+33%</b>		<b>-18%</b>

- After a peak in complaints in the last quarter numbers have started to fall in this.

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



- Despite monthly fluctuation, complaint cases have remained stable overall.
- The significant dip in complaints in July is probably due to 20 percent staff abstractions in the PSD admin staff, which led to under recording. In August the abstraction rate dropped to 1%, and as anticipated, the August figure shows a marked increase, before dipping again in September, when abstractions again rose to 24%. The moving average gives a better indication of the true state of affairs. The number of cases remains within the normal limits and has thus far not replicated the peak in complaints seen in the previous two summers (August 2008 and June 2009).

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

	4 <sup>th</sup> Quarter 2009-10	1 <sup>st</sup> Quarter 2010-11	2 <sup>nd</sup> Quarter 2010-11
A Serious non-sexual assault	2	4	3
B Sexual assault	1	0	0
C Other assault	18	33	24
D Oppressive conduct or harassment	3	5	12
E Unlawful/unnecessary arrest or detention	9	13	8
F Discriminatory Behaviour	3	6	2
G Irregularity in evidence/perjury	1	1	9
H Corrupt Practice	1	3	1
J Mishandling of Property	3	3	4
K Breach Code A PACE	8	3	2
L Breach Code B PACE	1	1	1
M Breach Code C PACE	6	9	6
N Breach Code D PACE	0	0	0
P Breach Code E PACE	0	0	0
Q Lack of fairness and impartiality	9	14	9
R Multiple or unspecified breaches of PACE	0	0	0
S Other neglect or failure in duty	29	31	21
T Other irregularity in procedure	4	1	1
U Incivility, Impoliteness and intolerance	35	53	47
V Traffic Irregularity	5	4	6
W Other	5	8	4
X Improper disclosure of information	4	4	1
Y Other sexual conduct	0	0	0
<b>TOTAL</b>	<b>147</b>	<b>196</b>	<b>161</b>

- Incivility
  - Continues to occupy the largest share of complaint allegations (29%).
  - London South accounted for 15 of the 47 allegations (32%).
- Other Neglect
  - London North, rather than London South is the peak Area for Other Neglect complaints in this quarter (23%).
  - Complaints in this category typically concerned failure to investigate an alleged incident or crime in an efficient and expeditious manner.
- Other Assault
  - The majority of complaints arose from arrest or detention situations (77%).
  - Complaints peaked on London North with 8 allegations recorded.
- Lack of Fairness and Impartiality

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<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.

- Complaints have seen an increase over the last three quarters, peaking last quarter at 14 complaints. This reporting period has seen the numbers fall back to that of the 4<sup>th</sup> quarter of last year.
- **Serious Non-Sexual Assault**  
The three Complaints registered in this period all relate to injuries incurred during an arrest.

### **2.1.2. COMPLAINTS BY AREA**

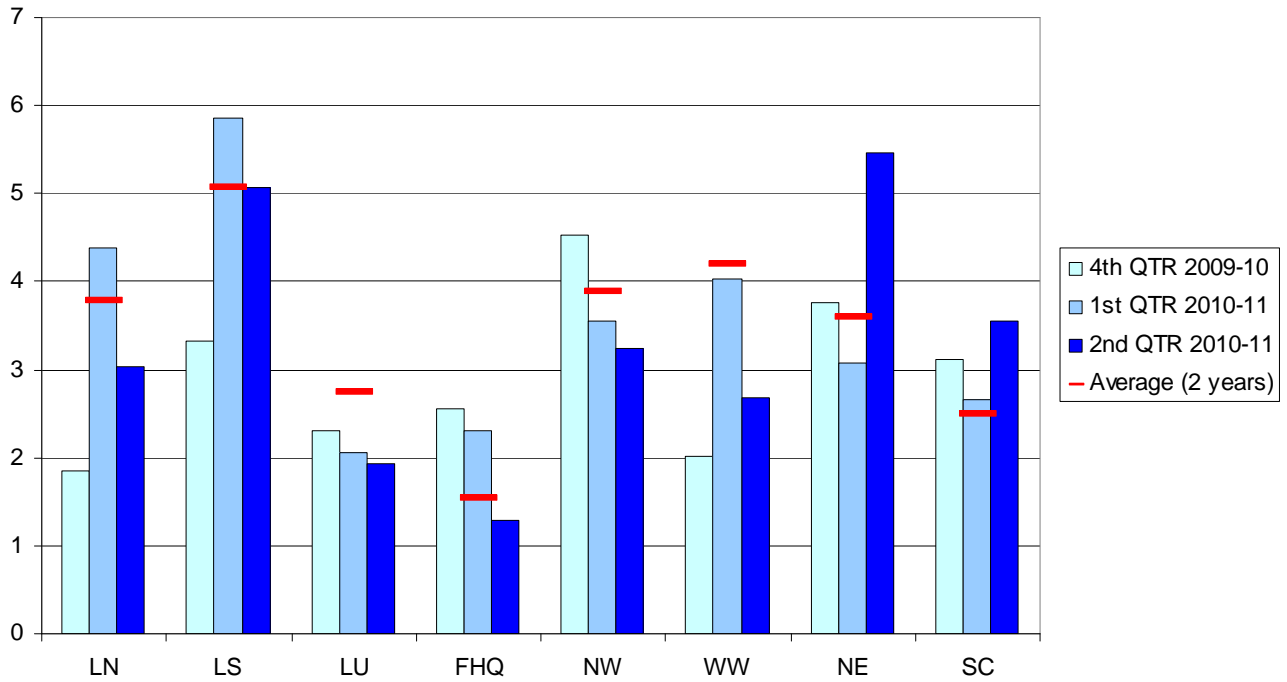
	<b>4<sup>th</sup> Quarter 2009-10</b>	<b>1<sup>st</sup> Quarter 2010-11</b>	<b>2<sup>nd</sup> Quarter 2010-11</b>
LN – London North	15	43	29
LS – London South	33	53	39
LU – London Underground	32	25	26
FHQ – Force Headquarters	11	12	8
NW – North Western	17	17	12
WW – Wales & Western	14	15	13
NE – North Eastern	14	24	24
SC – Scotland	11	7	10

- London South and London North jointly account for 43% of all complaints recorded this quarter, with shares of 25% and 18% respectively.
- The peak complaint type on London South is Incivility (15 allegations; 32% of complaints) followed by Other Assault (8 allegations; 20% of complaints).
  - As of 1<sup>st</sup> July 2010, London South is the only Area failing to meet the performance target of a 5% reduction in Incivility complaints in 2010/2011.
- The peak complaint type on London North is Incivility (seven allegations; 20% of complaints), followed by Other Assault, Other Neglect and Lack of Fairness, all on 5 allegations; 17% of complaints.

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The chart below illustrates the number of complaint cases per 100 officers<sup>2</sup>.



- All Areas, with the exception of NE and Scotland, have below average complaints per 100 officers this quarter.
- London South has a historically higher complaint to officer ratio than other Areas, a trend that continues to be evident this quarter.

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<sup>2</sup> Includes Police Officers, PCSOs and Special Constables. Excludes Police Staff who do not interact with the public.

## 2.2. SUBJECT CHARACTERISTICS

Ethnic Groups	Ethnic Subgroups	BTP Population <sup>3</sup>	4 <sup>th</sup> Quarter 2009-10 (%)	1 <sup>st</sup> Quarter 2010-11 (%)	2 <sup>nd</sup> Quarter 2010-11 (%)
<b>White</b>	British	2815	86 (3.1%)	120 (4.3%)	85 (3.0%)
	Irish	56	1 (1.8%)	3 (5.5%)	2 (3.6%)
	Other white background	118	5 (4.2%)	3 (4.2%)	7 (5.9%)
<b>Mixed</b>	White & Black Caribbean	16	0 (0%)	0 (0.0%)	1 (6.3%)
	White & Black African	12	0 (0%)	0 (0.0%)	0 (0%)
	White & Asian	18	0 (0%)	1 (5.6%)	0 (0%)
	Other mixed background	20	0 (0%)	0 (0.0%)	0 (0%)
<b>Asian/Asian British</b>	Indian	39	2 (5.1%)	4 (10.3%)	3 (7.7%)
	Pakistani	31	6 (18.2%)	2 (6.1%)	1 (3.2%)
	Bangladeshi	17	0 (0%)	2 (11.1%)	3 (17.6%)
	Other Asian Group	21	0 (0%)	3 (15.8%)	0 (0%)
<b>Black/Black British</b>	Caribbean	39	1 (2.7%)	2 (5.4%)	3 (7.7%)
	African	46	3 (6.8%)	2 (4.5%)	3 (6.5%)
	Other Black background	12	0 (0%)	0 (0.0%)	0 (0%)
<b>Other</b>	Chinese	6	0 (0%)	1 (16.0%)	0 (0%)
	Any other ethnic group	10	1 (9.1%)	1 (9.1%)	1 (10%)
<b>Not Stated</b>	Not Stated	164	29 (16.7%)	38 (21.8%)	29 (17.7%)
<b>TOTALS</b>		<b>3440</b>	<b>134</b>	<b>182</b>	<b>138</b>

- 68% of complaints recorded this quarter were made against officers defining themselves as White, which is comparable to the previous quarter.
- 11% of complaints received related to officers defining themselves within a BME category which is comparable to the previous quarter.

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

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- The remaining 21% do not have the required information recorded
- Of the 29 subjects in receipt of complaints whose ethnicity is unknown, 22 are unidentified officers. Discounting officers whose identity is unknown, there are 112 individual officers who are the subjects of complaint, of which 7 have not stated their ethnicity (5.1%).
- Caution should be exercised in interpreting these figures due to the small numbers involved.

### 2.3. COMPLAINANT CHARACTERISTICS

<b>Ethnic Groups</b>	<b>Ethnic Subgroups</b>	<b>4<sup>th</sup> Quarter 2009-10</b>	<b>1<sup>st</sup> Quarter 2010-11</b>	<b>2<sup>nd</sup> Quarter 2010-11</b>
<b>White</b>	British	64 (45.4%)	59 (45.0%)	55 (44.4%)
	Irish	0 (0%)	3 (2.3%)	2 (1.6%)
	Other white background	7 (5.0%)	6 (4.6%)	5 (4.0%)
<b>Mixed</b>	White & Black Caribbean	1 (0.7%)	0 (0%)	2 (1.6%)
	White & Black African	0 (0%)	0 (0%)	0 (0%)
	White & Asian	0 (0%)	0 (0%)	0 (0%)
	Other mixed background	0 (0%)	3 (2.3%)	1 (0.8%)
<b>Asian/Asian British</b>	Indian	4 (2.8%)	2 (1.5%)	4 (3.2%)
	Pakistani	0 (0%)	2 (1.5%)	1 (0.8%)
	Bangladeshi	1 (0.7%)	0 (0%)	0 (0%)
	Other Asian Group	2 (1.4%)	2 (1.5%)	1 (0.8%)
<b>Black/Black British</b>	Caribbean	7 (5.0%)	5 (3.8%)	7 (5.6%)
	African	3 (2.1%)	7 (5.3%)	5 (4.0%)
	Other Black background	2 (1.4%)	5 (3.8%)	3 (2.4%)
<b>Other</b>	Chinese	0 (0%)	0 (0%)	1 (0.8%)
	Any other ethnic group	2 (1.4%)	1 (0.8%)	0 (0%)
<b>Not Stated</b>	Not Stated	48 (34.0%)	36 (27.5%)	37 (29.8%)
<b>TOTALS</b>		<b>141 (100%)</b>	<b>131 (100%)</b>	<b>124 (100%)</b>

- The above table details the ethnicity of complainants for those cases finalised, rather than recorded, during this quarter. This is due to 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.
- 50% of complaints were from persons defining themselves as White.
- 20% of complainants identified themselves as of BME origin, which is comparable to previous quarter.
- The remaining 30% do not have the required information recorded
- Caution should be exercised in interpreting these figures due to the small numbers involved.

### 2.3.1. COMPLAINANT ACCESS

Received Means	4 <sup>th</sup> Quarter 2009-10	1 <sup>st</sup> Quarter 2010-11	2 <sup>nd</sup> Quarter 2010-11
External Force	6	5	5
Internet/Email	38	33	37
Fax	3	2	0
In person	10	9	7
IPCC	25	14	18
Letter	12	17	10
Solicitor	1	2	1
Telephone	29	27	26
BTPA	1	0	0
Other/not recorded	13	22	20
<b>TOTAL</b>	<b>141</b>	<b>131</b>	<b>124</b>

### 2.4. INVESTIGATION TIMES

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

	4 <sup>th</sup> Quarter 2009-10		1 <sup>st</sup> Quarter 2010-11		2 <sup>nd</sup> Quarter 2010-11	
	Under 120 Days	Over 120 Days	Under 120 Days	Over 120 Days	Under 120 Days	Over 120 Days
Total Number Outstanding	65	0	68	1	76	2

Summary of complaints over 120 days:

There are currently two complaint cases which have been under investigation for more than 120 days.



## 2.5. FINALISED COMPLAINTS

	4th Quarter 2009-10	1st Quarter 2010-11	2nd Quarter 2010-11
Complaint cases	143	126	124
% change	-12%		-2%
Complaint allegations	239	222	235
% change	-7%		+6%

Disposal	4th Quarter 2009-10	1st Quarter 2010-11	2nd Quarter 2010-11
Locally Resolved – Area	36.8% (89)	23.8% (53)	19.1% (45)
Locally Resolved – PSD	7.5% (18)	8.1% (18)	6.0% (14)
Dispensed	13.4% (32)	12.2% (27)	3.4% (8)
Withdrawn	7.5% (18)	9.5% (21)	9.8% (23)
Unsubstantiated	25.5% (61)	36.9% (82)	53.2% (125)
Substantiated	7.1% (17)	8.1% (18)	8.1% (19)
Discontinued	1.6% (4)	1.4% (3)	0.4% (1)
<b>TOTAL</b>	<b>100% (239)</b>	<b>100% (222)</b>	<b>100% (235)</b>

- The number of complaints resolved by Local Resolution continues to fall this quarter. This contrasts with increases in other disposal methods, principally investigated complaints which have resulted in an Unsubstantiated outcome. This reflects the adoption of the proportionate response, currently being used on London South and by PSD I.O.s.

**3. SECTION THREE**  
**3.1. IPCC CASES**

**Supervised:**

Two cases are currently being supervised.

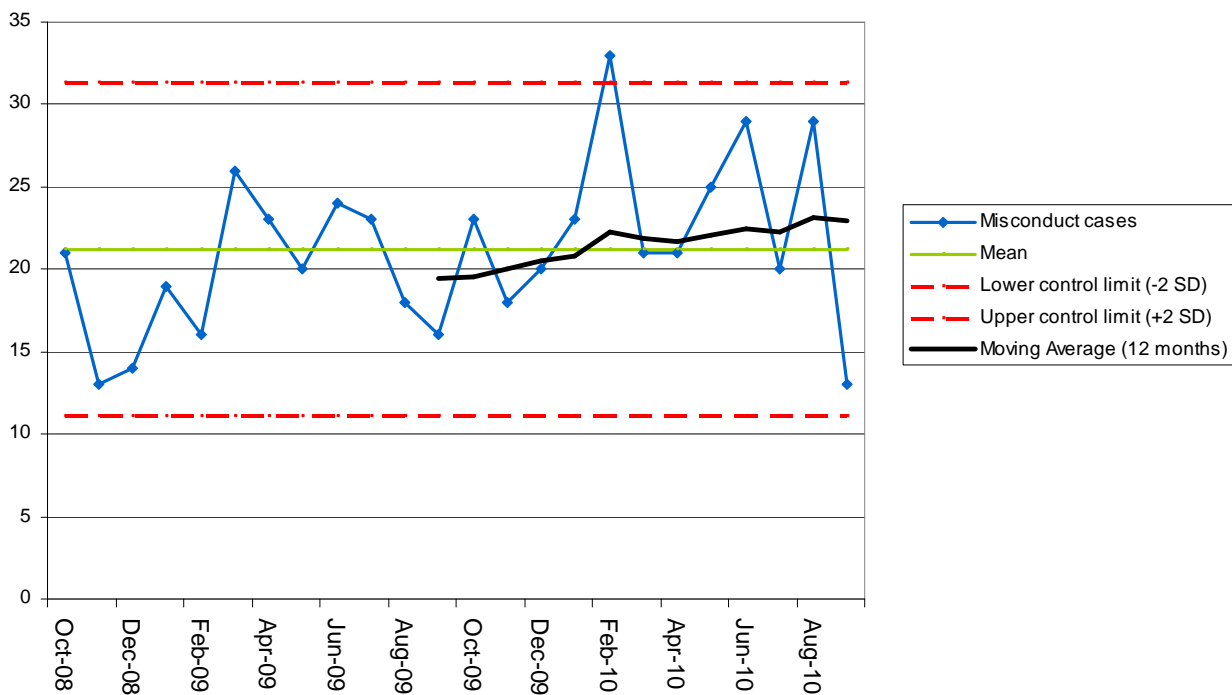
**Managed:**

One case is currently being managed.

**4. SECTION FOUR**  
**4.1. CONDUCT MATTERS**

	4 <sup>th</sup> Quarter 2009-10	1 <sup>st</sup> Quarter 2010-11	2nd Quarter 2010-11
Conduct cases	76	75	60
% change	-1%		- 20%
Conduct allegations	110	113	72
% change	+ 3%		- 36%

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



- A steady upward trend in conduct cases is evident over the past two years. The dip in July figures reflects the low number of cases recorded caused by staff abstractions at that time.

#### 4.2. CONDUCT ALLEGATIONS

Breach of Conduct	4 <sup>th</sup> Quarter 2009-10	1 <sup>st</sup> Quarter 2010-11	2 <sup>nd</sup> Quarter 2010-11
01 Honesty and Integrity	8	5	4
02 Authority, Respect and Courtesy	27	7	9
03 Equality and Diversity	3	4	1
04 Use of Force	0	3	2
05 Orders and Instructions	21	28	15
06 Duties and Responsibilities	14	24	13
07 Confidentiality	1	3	0
08 Fitness for Duty	0	1	1
09 Discreditable Conduct	35	37	29
10 Challenging and Reporting Improper Behaviour	1	1	0
<b>TOTAL</b>	<b>110</b>	<b>113</b>	<b>72</b>

#### 4.3. CONDUCT BY AREA

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

	4 <sup>th</sup> Quarter 2009-10	1 <sup>st</sup> Quarter 2010-11	2 <sup>nd</sup> Quarter 2010-11
LN - London North	15 (11)	12 (11)	11 (10)
LS - London South	12 (8)	26 (14)	19 (14)
LU - London Underground	16 (12)	26 (16)	12 (10)
FHQ – Force Headquarters	24 (17)	18 (10)	15 (12)
NW – North Western	13 (7)	11 (7)	2 (2)
WW – Wales & Western	6 (6)	9 (7)	4 (3)
NE - North Eastern	21 (12)	5 (4)	8 (8)
SC – Scotland	3 (3)	9 (6)	1 (1)

- One London Underground PCSO featured in three conduct cases this quarter. These matters have been dealt with by management intervention on Area.

**5. SECTION FIVE**  
**5.1. DIRECTION AND CONTROL**

Allegation	4 <sup>th</sup> Quarter 2009-10	1 <sup>st</sup> Quarter 2010-11	2 <sup>nd</sup> Quarter 2010-11	TOTAL
Football	4	1	1	6
Handling of specific incident or investigation	3	3	3	9
Level of service (not specific to investigation)	1	0	0	1
Personal data	1	0	0	1
Policing tactics inc. policing presence and enforcement	3	4	5	12
Policies/processes	0	2	4	6
Publicity	3	0	1	4
Section 44	2	0	1	3
Stop and search (not S44)	1	0	0	1
Ticket/revenue related	0	2	1	3
Other	2	1	1	4
<b>TOTAL</b>	<b>20</b>	<b>13</b>	<b>17</b>	<b>50</b>

**6. SECTION TEN**  
**6.1. LESSONS LEARNED**

Five cases have been published this period.