



REPORT TO: Professional Standards Committee
AGENDA ITEM: 5
DATE: 23 January 2013
SUBJECT: Quarterly Report
Reporting Period - 1 October 2012 to 31 December 2012
SPONSOR: Detective Superintendent Lawson
FOR: Information

1. INTRODUCTION

- 1.1 The purpose of this report is to inform members on Professional Standards matters within the Force from 01 October 2012 to 31 December 2012. This report is presented in two sections:
- Section 2 provides a narrative from the Head of Department which provides members with an overview of the breadth of the work being undertaken by British Transport Police (BTP) Professional Standards Department (PSD).
 - Section 3 is a more empirical based section showing performance against a number of agreed criteria covering the performance of BTP in relation to Professional Standards matters during the second quarter period of 2012-13. The time period under review is from 01 October 2012 to 31 December 2012. The report is mainly based on data from Centurion, BTP's complaints recording system.

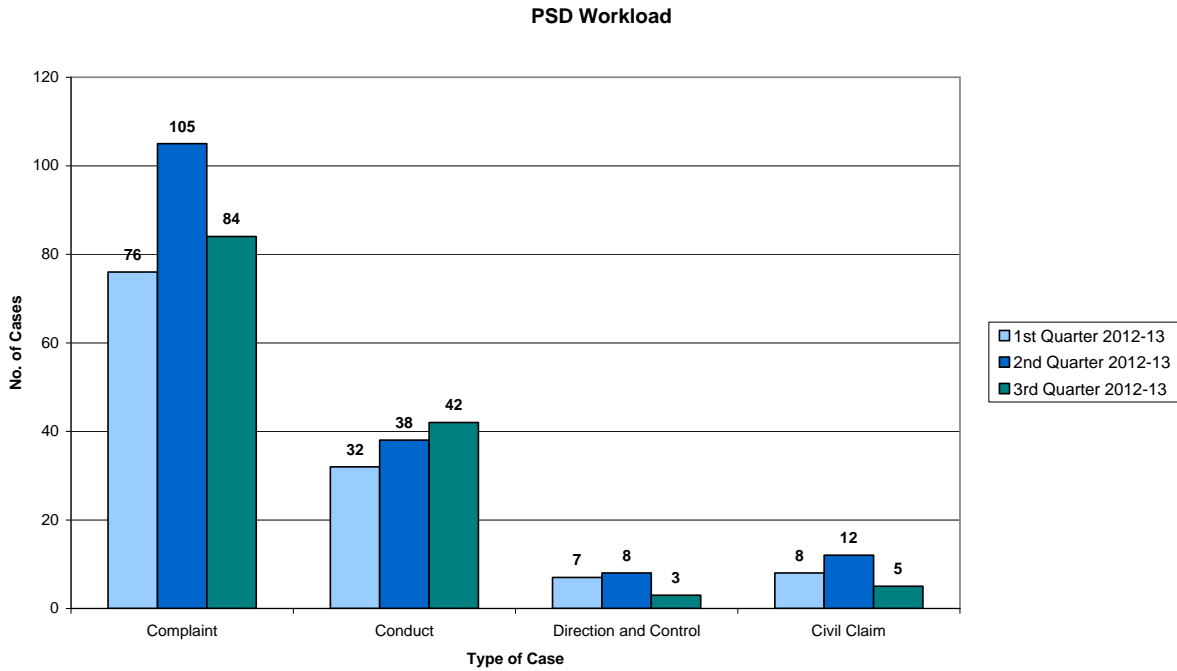
2. HEAD OF BTP PROFESSIONAL STANDARDS DEPARTMENT UPDATE



3. REPORTING AND ANALYSIS

3.1. PSD WORKLOAD

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



3.2. COMPLAINTS

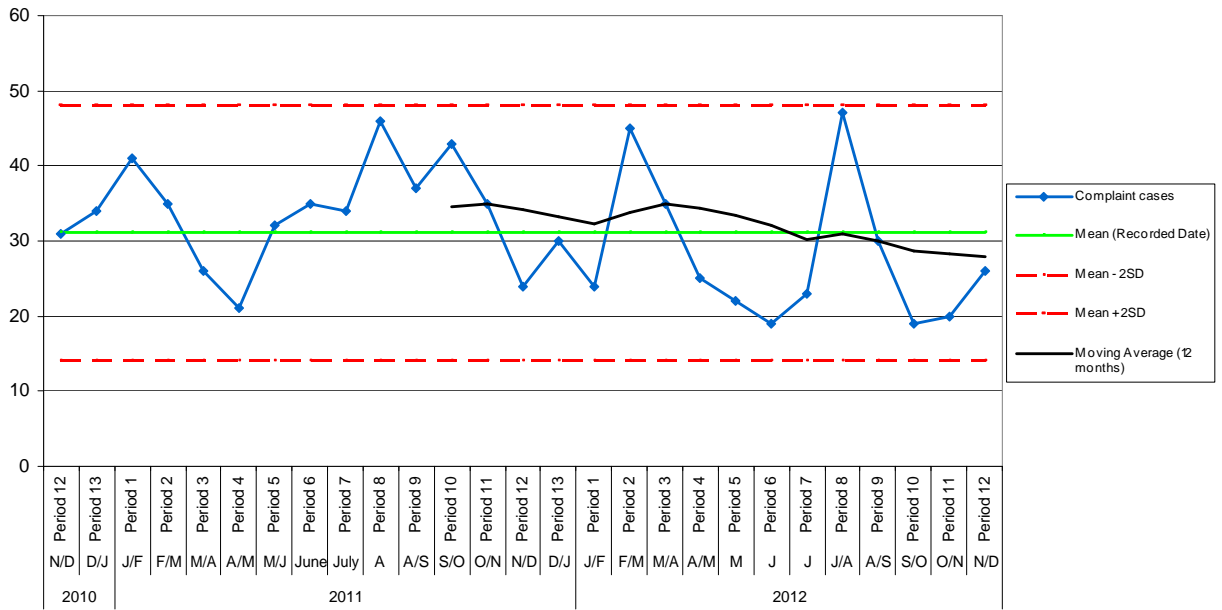
3.2.1. RECORDED COMPLAINTS

	1 st Quarter 2012-13	2 nd Quarter 2012-13	3 rd Quarter 2012-13
Complaint cases	76	105	84
% change		+38%	-20%
Complaint allegations	111	189	121
% change		+70%	-36%

- The 2nd Quarter of the year has historically had higher levels of complaints than others so this pattern on increase and decrease is normal in terms of levels of tolerance as can be seen from the chart below.

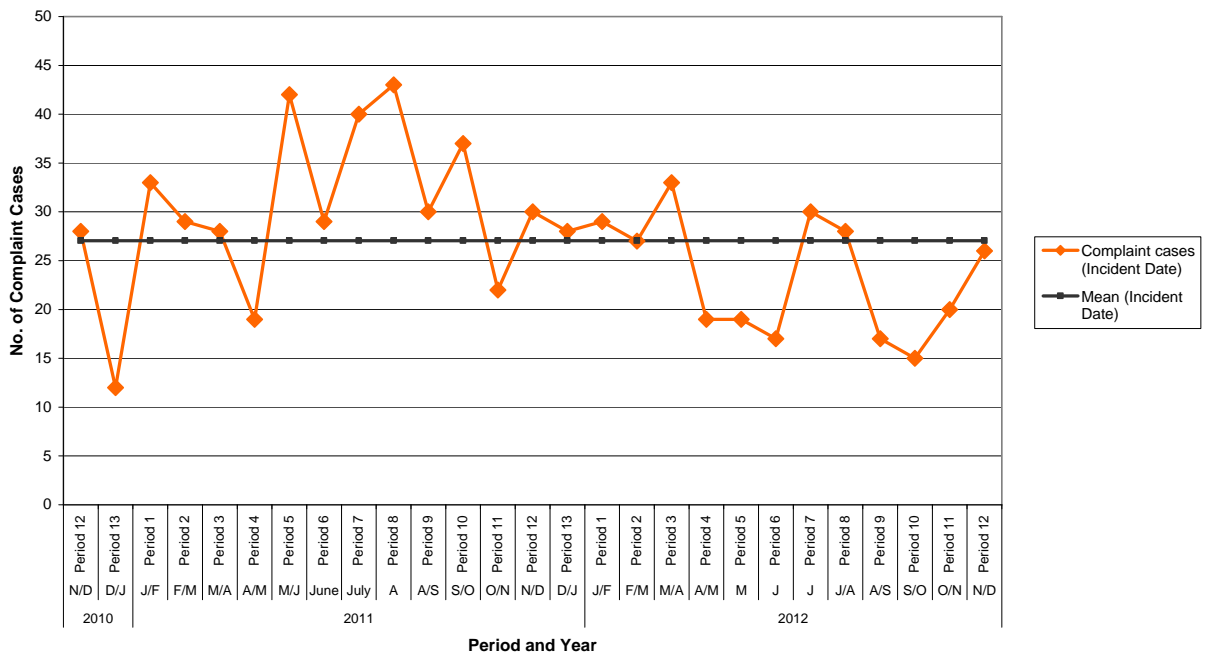


The chart below illustrates the number of complaint cases recorded over a two year period.



The chart below shows the pattern of the earliest incident date of the cases recorded over the two year period reviewed above.

Complaint Cases by Earliest Incident Date





3.2.2. COMPLAINT ALLEGATIONS¹

Allegation Type	HQ	LN	LS	LU	NE	NW	SC	WW	Grand Total (Jan 12 to Dec 12)	Grand Total (Jan 11 to Dec 11)	Indicator Column
% of Force Frontline Staff²	10	17	14	24	9	9	7	10			
Incivility, impoliteness and intolerance	8	21	27	19	17	19	5	21	137	181	
Other assault	0	12	17	19	12	9	5	15	89	134	
Other neglect or failure in duty	7	17	22	19	13	8	4	22	112	93	
Unlawful/unnecessary arrest or detention	0	7	6	9	14	3	1	2	42	58	
Oppressive conduct or harassment	6	6	7	7	5	6	3	4	44	38	
Other	14	2	9	7	5	6	1	1	45	36	
Discriminatory Behaviour	0	4	10	5	2	5	0	2	28	32	
Lack of fairness and impartiality	2	3	1	2	3	4	0	5	20	37	
Breach Code C PACE	0	5	4	4	1	0	0	7	21	25	
Other irregularity in procedure	3	3	4	7	1	2	1	0	21	31	
Irregularity in evidence/perjury	0	4	1	5	2	2	0	1	15	25	
Mishandling of property	1	4	2	4	4	0	1	1	17	21	
Traffic irregularity	0	4	3	1	0	0	1	2	11	14	
Breach Code A PACE	2	0	3	0	1	0	0	0	6	18	
Breach Code B PACE	0	2	2	1	1	0	0	0	6	11	
Corrupt practice	1	1	3	1	1	4	0	1	12	7	
Serious non-sexual assault	0	0	1	0	1	1	0	1	4	6	
Improper disclosure of information	4	1	2	1	1	1	0	0	10	11	
Sexual assault	0	0	1	0	0	0	0	0	1	4	
Multiple or unspecified breaches of PACE	0	0	0	0	2	0	0	0	2	2	
Breach Code D PACE (Identification Procedures)	0	0	0	0	0	0	0	0	0	0	
Breach Code E PACE (Tape Recording)	0	0	0	0	0	0	0	0	0	0	

¹ 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.

² As at 31/12/2012



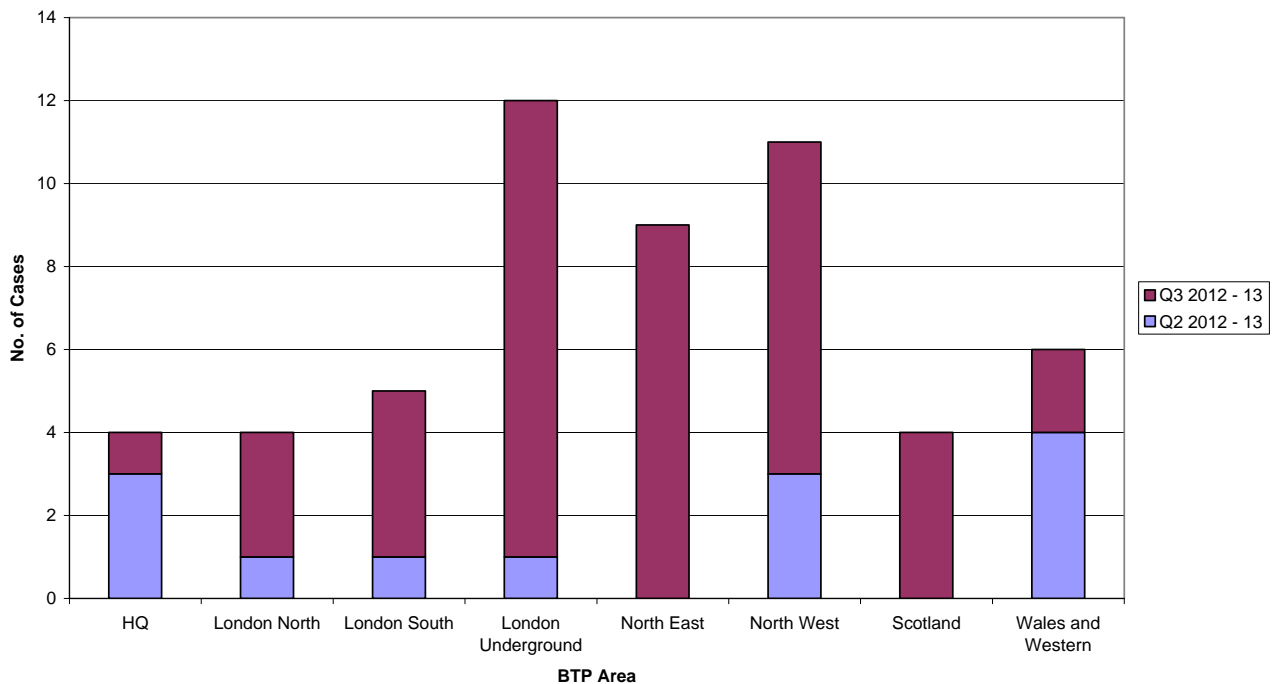
Allegation Type	HQ	LN	LS	LU	NE	NW	SC	WW	Grand Total (Jan 12 to Dec 12)	Grand Total (Jan 11 to Dec 11)	Indicator Column
% of Force Frontline Staff ²	10	17	14	24	9	9	7	10			
Other Sexual Conduct	0	0	0	0	0	0	0	0	0	0	
TOTAL	49	96	125	111	86	70	22	85	643	784	
% of Complaint Allegations	8	15	19	17	13	11	3	13			

- As explained above analysis has not been possible for this quarter.
- Other Neglect or Failure in Duty stands out as being greatly increased from the previous year, even with a decrease in complaint allegations overall.

3.2.3. SERVICE RECOVERY CASES

	1 st Quarter 2012-13	2 nd Quarter 2012-13	3 rd Quarter 2012-13
Service Recovery cases	0	13	42
% change ³			

Service Recovery by Area and Quarter



³ The percentage change will only be relevant once the process is embedded



3.2.4. PERCENTAGE OF MEMBERS OF STAFF WITH COMPLAINT CASE⁴

BTP Area	Percentage of Frontline Staff with at least one Complaint Allegation		
	Jan 12 to Dec 12	Jan 11 to Dec 11	% Difference
HQ	3.66	4.35	-0.69
LN	14.87	16.97	-2.10
LS	22.71	18.16	4.54
LU	9.86	11.80	-1.95
NE	18.81	20.99	-2.18
NW	13.36	15.06	-1.71
SC	5.93	17.18	-11.25
WW	16.13	18.07	-1.94
Force	13.33	15.08	-1.75

- London South stands out as the only Area to have an increase.

3.2.5. 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.

	1 st Quarter 2012-13		2 nd Quarter 2012-13		3 rd Quarter 2012-13	
	Under 120 Days	120 Days or Over	Under 120 Days	120 Days or Over	Under 120 Days	120 Days or Over
Total Number Outstanding	46	0	51	2	63	1

3.2.6. FINALISED COMPLAINTS

	1 st Quarter 2012-13	2 nd Quarter 2012-13	3 rd Quarter 2012-13
Complaint cases	88	83	85
% change	-6%		+2%
Complaint allegations	153	140	138
% change	-8%		-1%

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



Disposal	1 st Quarter 2012-13	2 nd Quarter 2012-13	3 rd Quarter 2012-13
	<i>(Number of allegations in brackets)</i>		
Locally Handled Enquiries – Upheld	8.50% (13)	4.29% (6)	7.97% (11)
Locally Handled Enquiries – Not Upheld	54.25% (83)	32.86% (46)	29.71% (41)
Locally Resolved – Area	0% (0)	0.71% (1)	6.52% (9)
Locally Resolved - PSD	7.84% (12)	8.57% (12)	8.7% (12)
Locally Resolved – Police Authority	0% (0)	0% (0)	0% (0)
Dispensed	1.31% (2)	0.71% (1)	4.35% (6)
Withdrawn/Not Proceeded With	7.84% (12)	22.14% (31)	13.77% (19)
Not Upheld by PSD	16.34% (25)	20.00% (28)	20.29% (28)
Upheld by PSD	2.61% (4)	6.43% (9)	5.07% (7)
Discontinued (Reg. 17)	0% (0)	0.71% (1)	0% (0)
De Recorded	1.31% (2)	3.57% (5)	3.62% (5)
TOTAL	100% (153)	100% (140)	100% (138)

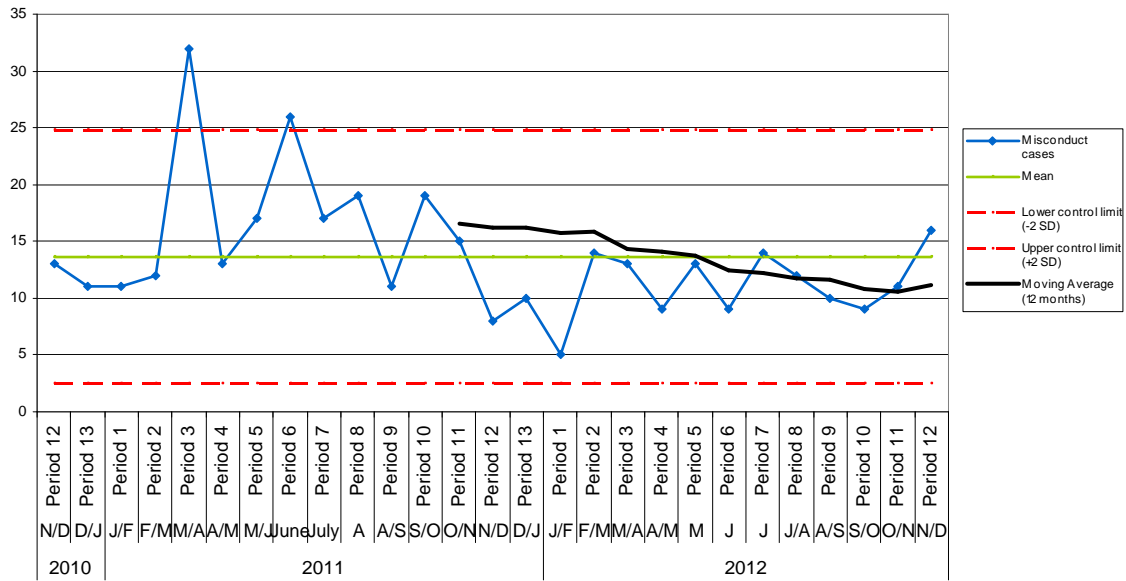
3.3. CONDUCT MATTERS⁵

3.3.1. RECORDED CONDUCTS

	1 st Quarter 2012-13	2 nd Quarter 2012-13	3 rd Quarter 2012-13
Conduct cases	32	38	42
% change	+19%		+11%
Conduct allegations	43	37	48
% change	+24%		+4%

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

⁵ These figures do not show Conduct matters that have arisen from Complaint Cases



3.3.2. CONDUCT ALLEGATIONS

Allegation Type	HQ	LN	LS	LU	NE	NW	SC	VVV	Grand Total (Jan 11 to Dec 11)	Grand Total (Jan 11 to Dec 11)	Level of Change
% of Force Staff⁶	24	14	11	21	8	8	6	8			
09 Discreditable Conduct	8	11	5	13	8	2	5	4	56	92	
01 Honesty and Integrity	2	6	9	7	1	3	3	3	34	25	
02 Authority, Respect and Courtesy	6	4	3	2	3	0	0	5	23	37	
06 Duties and Responsibilities	0	2	13	8	3	0	1	2	29	27	
05 Orders and Instructions	3	5	4	5	4	2	6	3	32	47	
03 Equality and Diversity	0	2	1	1	0	0	0	1	5	2	
04 Use of Force	0	1	0	2	0	0	0	1	4	3	
07 Confidentiality	0	0	0	0	1	0	0	0	1	3	
08 Fitness for Duty	0	0	1	0	0	0	0	0	1	0	
10 Challenging and Reporting Improper Conduct	0	0	0	1	1	0	0	0	2	0	
TOTAL	19	31	36	39	21	7	15	19	187	236	
% of Conduct Allegations	10	17	19	21	11	4	8	10			

⁶ As at 30/09/2012



3.4. DIRECTION AND CONTROL

Allegation	1st Quarter 2012-13	2nd Quarter 2012-13	3rd Quarter 2012-13	TOTAL
Football	0	1	1	2
Handling of specific incident or investigation	2	0	1	3
Level of service (not specific to investigation)	1	0	0	1
Personal data	0	0	0	0
Policing tactics inc. policing presence and enforcement	3	2	1	6
Policies/processes	0	3	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	1	2	0	3
TOTAL	7	8	3	18

- In the future Direction and Control Cases will be subsumed into Complaints which will align the recording of complaints to the Police Complaints Commissioners guidance for Scotland.

3.5.

3.6.

3.7.

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3.9.

3.10.

3.11. LESSONS LEARNED

There have been seven Lessons Learned published in the quarter under review.