



REPORT TO: Professional Standards Committee
AGENDA ITEM: 5
DATE: 16/05/2013
SUBJECT: Quarterly Report - REDACTED
Reporting Period - 1 January 2013 to 31 March 2013
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 January 2013 to 31 March 2013. This report is presented in two sections:

- Section 2 is 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 fourth quarter period of 2012-13. The time period under review is from 01 January 2013 to 31 March 2013. The report is mainly based on data from Centurion, BTP's PSD recording system.

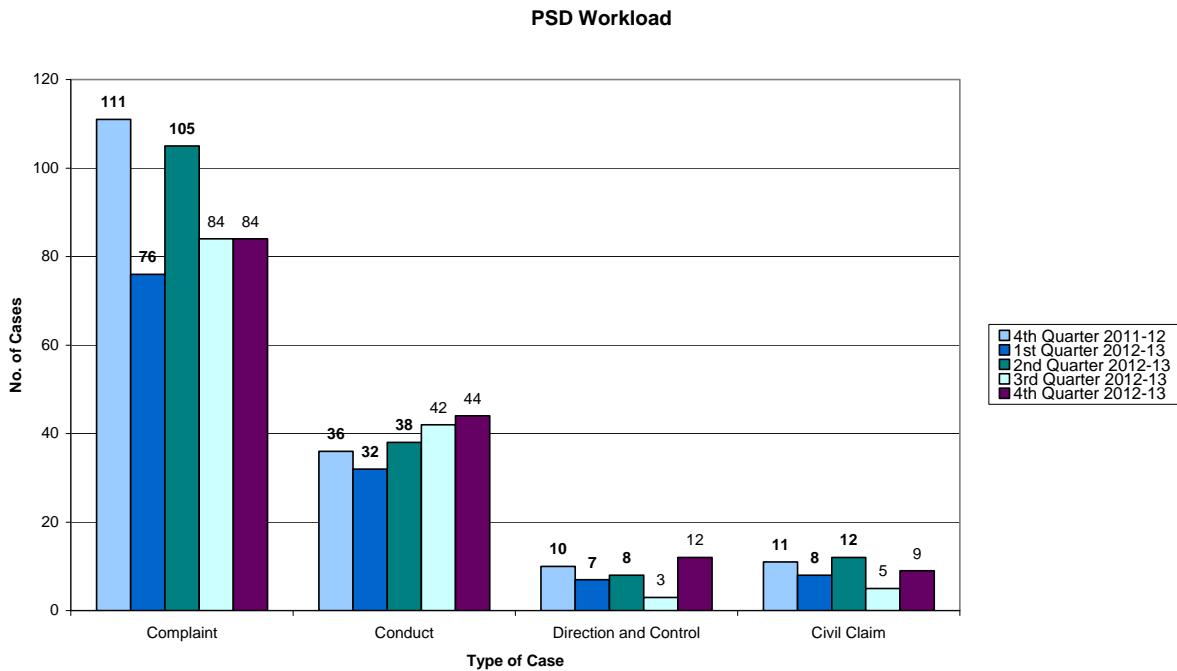
2. HEAD OF BTP PROFESSIONAL STANDARDS DEPARTMENT UPDATE



3. REPORTING AND ANALYSIS

3.1. PSD WORKLOAD

The chart below illustrates the number, and type, of cases recorded by PSD in the last five quarters to depict volume over the last year as well as the comparable quarter from the previous year.



3.2. COMPLAINTS

3.2.1. RECORDED COMPLAINTS

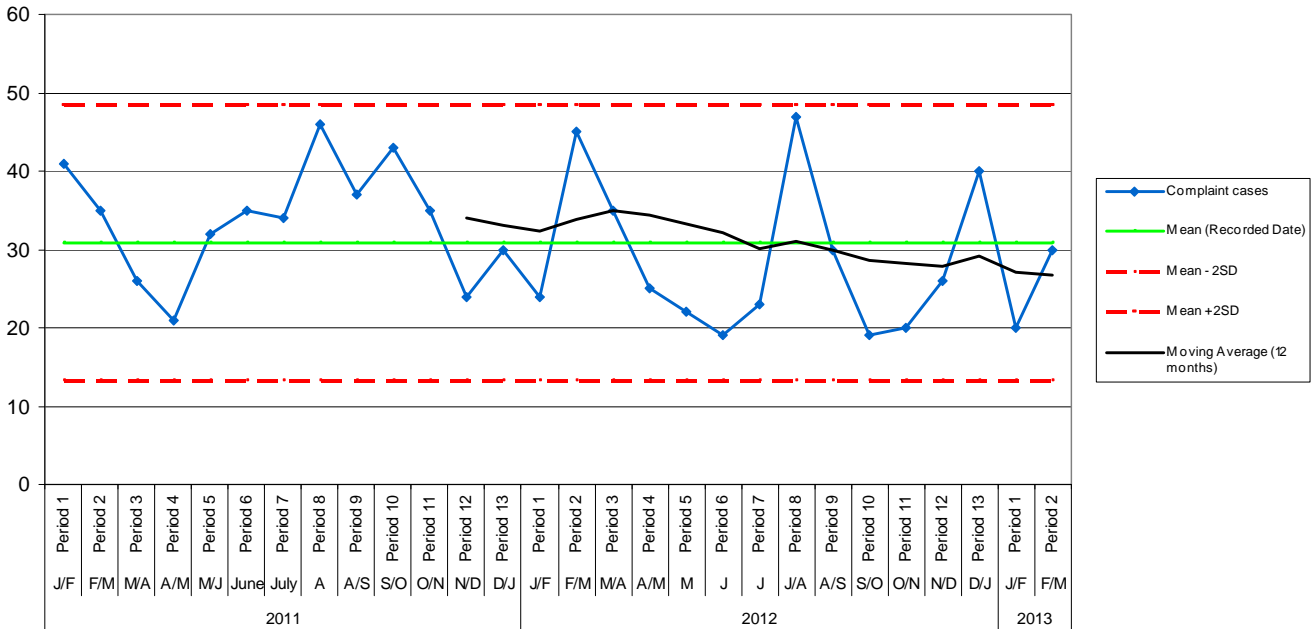
	2nd Quarter 2012-13	3rd Quarter 2012-13	4th Quarter 2012-13
Complaint cases	105	84	84
% change	-20%		0%
Complaint allegations	189	121	107
% change	-36%		-12%

- Of note is that after marked falls in complaint cases between the 2nd and 3rd Quarter of 2012-13 complaint numbers have stabilised significantly.

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



- Trends in this data can be attributed to staff fluctuations as well as increases in complaints being received, therefore there are peaks and troughs during spells that are popular with annual leave.

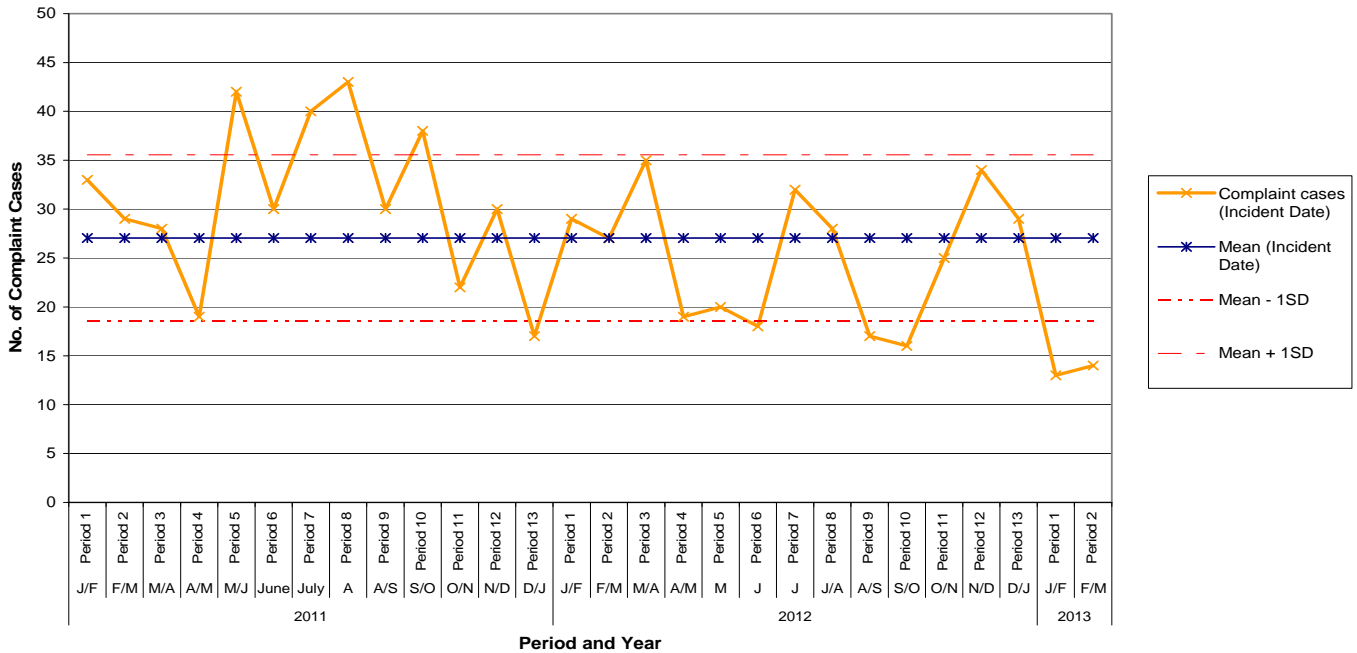


In order to glean a picture of temporal factors in relation to complaints in order to understand swells and peaks the earliest incident date of complaints made is displayed on the chart on the below.

- It is important when interpreting the chart that the reader is aware that complaints can be made up to a year after the initial incident (and in some instances longer) therefore the chart will be 'moving' all the time, with the most recent periods typically displaying lower numbers (if there is a peak towards the right hand side of the chart then it is cause for concern).



Complaint Cases by Earliest Incident Date



3.2.2. COMPLAINT ALLEGATIONS¹

The table below shows for a rolling year the number of complaint allegations recorded by Type and Area. In order to provide context there is a comparative column for Type totals for the previous rolling year, and an indicator to highlight movements (which colours providing emphasis for significant variations).

Key

▼	Significant Decrease
▼	Notable Decrease

▼	Decrease
=	No Change

▲	Increase
▲	Notable Increase

▲	Significant Increase
---	----------------------

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.



Allegation Type	HQ	LN	LS	LU	NE	NW	SC	WW	Grand Total (Apr 12 to Mar 13)	Grand Total (Apr 11 to Mar 12)	Indicator Column
% of Force Frontline Staff²	7	12	10	17	7	6	5	7			
Incivility, impoliteness and intolerance	7	16	21	17	17	17	2	17	114	182	▼
Other neglect or failure in duty	1	24	19	18	12	4	3	24	105	105	=
Other assault	0	17	16	15	8	5	5	12	78	128	▼
Other	17	4	8	8	4	5	1	4	51	42	▲
Unlawful/unnecessary arrest or detention	0	11	3	15	12	5	1	3	50	61	▼
Oppressive conduct or harassment	4	6	7	6	1	4	2	0	30	49	▼
Other irregularity in procedure	4	6	5	5	2	2	1	0	25	29	▼
Discriminatory Behaviour	0	2	5	6	1	3	2	1	20	39	▼
Breach Code C PACE (Detention & Questioning)	0	0	0	0	0	0	0	0	20	26	▼
Mishandling of property	1	4	2	4	4	0	0	1	16	19	▼
Corrupt practice	1	4	3	1	1	4	0	1	15	5	▲
Irregularity in evidence/perjury	0	7	1	2	4	0	0	1	15	26	▼
Lack of fairness and impartiality	0	2	0	2	3	2	0	2	11	33	▼
Traffic irregularity	0	4	4	1	0	0	0	1	10	13	▼
Breach Code A PACE (Stop & Search)	2	0	4	1	1	0	1	0	9	16	▼
Improper disclosure of information	2	2	1	0	1	1	0	0	7	11	▼
Breach Code B PACE (Seizure of Property)	0	3	2	0	1	0	0	0	6	12	▼
Serious non-sexual assault	0	0	0	1	0	0	0	1	2	9	▼
Sexual assault	0	0	1	1	0	0	0	0	2	3	▼
Multiple or unspecified Breaches of PACE	0	0	0	0	1	0	0	0	1	3	▼
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	=
Other Sexual Conduct	0	0	0	0	0	0	0	0	0	0	=
TOTAL	39	117	105	106	74	53	18	75	587	811	▼
% of Complaint Allegations	7	20	18	18	13	9	3	13			

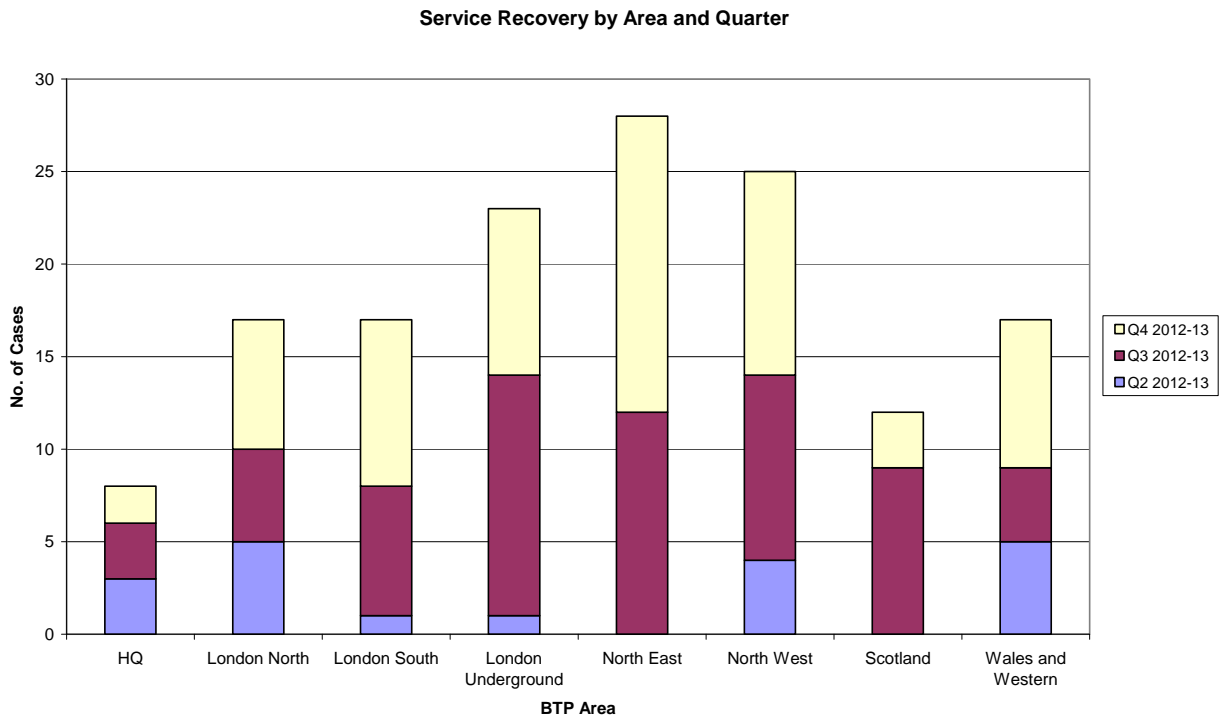
² As at 31/12/2012



3.2.3. SERVICE RECOVERY CASES

	2 nd Quarter 2012-13 ³	3 rd Quarter 2012-13	4 th Quarter 2012-13
Service Recovery cases	17	53	51
% change ⁴	+212%		-5%

The chart below shows the dispersals of Service Recovery cases by Area and quarter.



³ Service Recovery did not commence until the end of September 2013 so not a full quarter in terms of data.

⁴ The percentage change will only be relevant once the process is embedded



3.2.4. PERCENTAGE OF MEMBERS OF STAFF WITH COMPLAINT CASE⁵

BTP Area	Percentage of Frontline Staff with at least one Complaint Allegation		
	Apr 12 to Mar 13	Apr 11 to Mar 12	% Difference
HQ	3.39	2.99	0.40
LN	11.63	19.12	-7.49
LS	17.39	20.00	-2.61
LU	10.11	13.51	-3.40
NE	13.98	25.39	-11.41
NW	11.04	14.74	-3.70
SC	5.04	15.95	-10.91
WW	14.73	18.07	-3.34
Force	11.18	15.91	-4.73

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.

	2 nd Quarter 2012-13		3 rd Quarter 2012-13		4 th 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	51	2	63	1	54	5

3.2.6. FINALISED COMPLAINTS

	2 nd Quarter 2012-13	3 rd Quarter 2012-13	4 th Quarter 2012-13
Complaint cases	83	85	85
% change	+4%		+10%
Complaint allegations	140	138	139
% change	-1%		+1%

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



Disposal	2 nd Quarter 2012-13	3 rd Quarter 2012-13	4 th Quarter 2012-13
	<i>(Number of allegations in brackets)</i>		
Locally Handled Enquiries – Upheld	4.29% (6)	7.97% (11)	5.04% (7)
Locally Handled Enquiries – Not Upheld	32.86% (46)	29.71% (41)	36.09% (51)
Locally Resolved – Area	0.71% (1)	6.52% (9)	12.23% (17)
Locally Resolved - PSD	8.57% (12)	8.7% (12)	2.16% (3)
Locally Resolved – Police Authority	0% (0)	0% (0)	0% (0)
Dispensed	0.71% (1)	4.35% (6)	1.44% (2)
Withdrawn/Not Proceeded With	22.14% (31)	13.77% (19)	7.19% (10)
Not Upheld by PSD	20.00% (28)	20.29% (28)	19.42% (27)
Upheld by PSD	6.43% (9)	5.07% (7)	7.19% (10)
Discontinued (Reg. 17)	0.71% (1)	0% (0)	2.16% (3)
De Recorded	3.57% (5)	3.62% (5)	6.47% (9)
TOTAL	100% (140)	100% (138)	100% (139)

3.2.11 ANNUAL REVIEW OF SUBJECTS ETHNICITY⁶

The annual report covering complaint and conduct allegations and outcomes from October 2011 to September 2012 has been completed and is available in a separate report. The key findings of the report are:

- In keeping with previous periods, the majority of complaints recorded in the Force were made against those of ‘white’ self classified ethnicity.
- Broadly, the overall volumes of complaint and conduct allegations are consistently in line with overall Force demographics.

3.3. CONDUCT MATTERS⁷

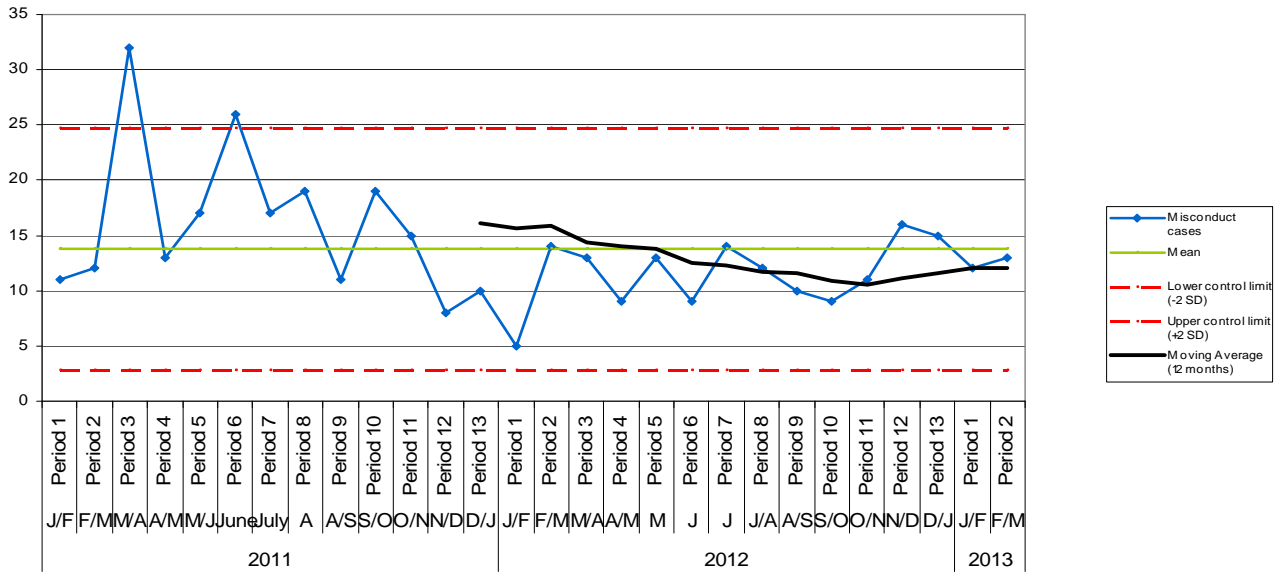
3.3.1. RECORDED CONDUCTS

	2 nd Quarter 2012-13	3 rd Quarter 2012-13	4 th Quarter 2012-13
Conduct cases	38	42	44
% change	+11%		+5%
Conduct allegations	46	48	51
% change	+4%		+6%

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

⁶ The full report is available on request.

⁷ These figures do not show Conduct matters that have arisen from Complaint Cases



3.3.2. CONDUCT ALLEGATIONS

The table below shows for a rolling year the number of conduct allegations recorded by Type and Area. In order to provide context there is a comparative column for Type totals for the previous rolling year, and an indicator to highlight movements (which colours providing emphasis for significant variations).

Key

▼	Significant Decrease	▼	Decrease	▲	Increase	▲	Significant Increase
▼	Notable Decrease	=	No Change	▲	Notable Increase		

Allegation Type	HQ	LN	LS	LU	NE	NW	SC	WW	Grand Total (Apr 12 to Mar 13)	Grand Total (Apr 11 to Mar 12)	Level of Change
% of All Force Staff⁸	23	14	12	21	8	8	6	9			
09 Discreditable Conduct	7	11	4	12	10	2	7	4	57	83	▼
01 Honesty and Integrity	4	7	11	6	1	4	3	3	39	22	▲
02 Authority, Respect and Courtesy	4	2	2	3	2	1	0	6	20	33	▼
06 Duties and Responsibilities	0	4	8	9	3	2	0	1	27	33	▼
05 Orders and Instructions	3	9	3	6	3	2	6	3	35	40	▼
03 Equality and Diversity	0	2	1	2	0	0	0	1	6	3	▲
04 Use of Force	0	0	0	2	0	0	0	0	2	4	▼
07 Confidentiality	0	1	0	0	0	0	0	0	1	2	▼

⁸ As at 30/09/2012



Allegation Type	HQ	LN	LS	LU	NE	NW	SC	WW	Grand Total (Apr 12 to Mar 13)	Grand Total (Apr 11 to Mar 12)	Level of Change
% of All Force Staff^a	23	14	12	21	8	8	6	9			
08 Fitness for Duty	0	0	1	0	0	0	0	0	1	0	▲
10 Challenging and Reporting Improper Conduct	0	0	0	2	1	0	0	0	3	0	▲
TOTAL	18	36	30	42	20	11	16	18	191	220	▼
% of Conduct Allegations	9	19	16	22	10	6	8	9			

3.4. DIRECTION AND CONTROL

Allegation	2 nd Quarter 2012-13	3 rd Quarter 2012-13	4 th Quarter 2012-13	TOTAL
Football	1	1	1	3
Handling of specific incident or investigation	0	1	3	4
Level of service (not specific to investigation)	0	0	0	0
Personal data	0	0	0	0
Policing tactics inc. policing presence and enforcement	2	1	4	7
Policies/processes	3	0	3	6
Publicity	0	0	1	1
Section 44	0	0	0	0
Stop and search (not S44)	0	0	0	0
Ticket/revenue related	0	0	0	0
Other	2	0	0	2
TOTAL	8	3	12	23

3.11 LESSONS LEARNED

There have been no Lessons Learned published in the quarter under review.