

# Police Complaints Information Bulletin

## Metropolitan Police

Reporting period - April 2010 to March 2011

**Table A: Key indicators in the handling of complaints**

Measure	Actual	Count	Same Period Last Year	MSF Average	National Result
Average Number of Days to Finalise Allegations by Investigation - Local	74		86	133	132
Average Number of Days to Finalise Allegations by Investigation - Supervised	215		171	111	324
Average Number of Days to Locally Resolve Allegations	54		59	58	59
% of All Appeal Types Upheld	28%	380	30%	35%	30%
% of Complaint Cases Recorded within 10 days	87%	6537	86%	91%	87%
Appeals to IPCC as a % of allegations completed by local and supervised investigations	14%	1175	15%	16%	16%
Appeals to IPCC as a % of allegations completed by local resolution	2%	51	2%	2%	3%
Average Number of Days to Finalise Complaint Case (NOT inc sub judge)	116		95	106	98
Average Number of Days to Finalise Complaint Cases (inc sub judge)	125		102	114	107

**Table B: Contextual information on allegations recorded and outcome**

Measure	Actual	Count	Same Period Last Year	MSF Average	National Result
# of Allegations per 1000 employees	248		222	207	225
% of 'Incivility, Impoliteness & Intolerance' Allegations	16%	2204	18%	18%	18%
% of 'Neglect or Failure in Duty' Allegations	32%	4394	29%	21%	27%
% of 'Oppressive Conduct or Harassment' Allegations	7%	928	7%	7%	7%
% of 'Other Assault' Allegations	10%		12%	15%	12%
% of 'Unlawful / Unnecessary Detention' Allegations	6%	810	6%	5%	5%
% of Allegations Discontinued	1%	132	1%	2%	1%
% of Allegations Dispensed	10%	1385	10%	9%	8%
% of Allegations Withdrawn	10%	1427	12%	11%	10%

**Notes:**

Average times are presented as working days and do not include weekends or bank holidays. Any case with an end date earlier than the start date (invalid data) has been removed from average time calculations. Therefore numbers used in average time calculations (e.g. number of allegations finalised by local resolution [valid dates]) may be lower than the total number (e.g. number finalised by local resolution).

Average number of days to finalise complaint case measures include all time spent on complaint case activity e.g. time spent at the IPCC and the CPS.

The counting rules used to produce the police complaints statistics can be found at [http://www.ipcc.gov.uk/en/Pages/police\\_complaints\\_stats.aspx](http://www.ipcc.gov.uk/en/Pages/police_complaints_stats.aspx)

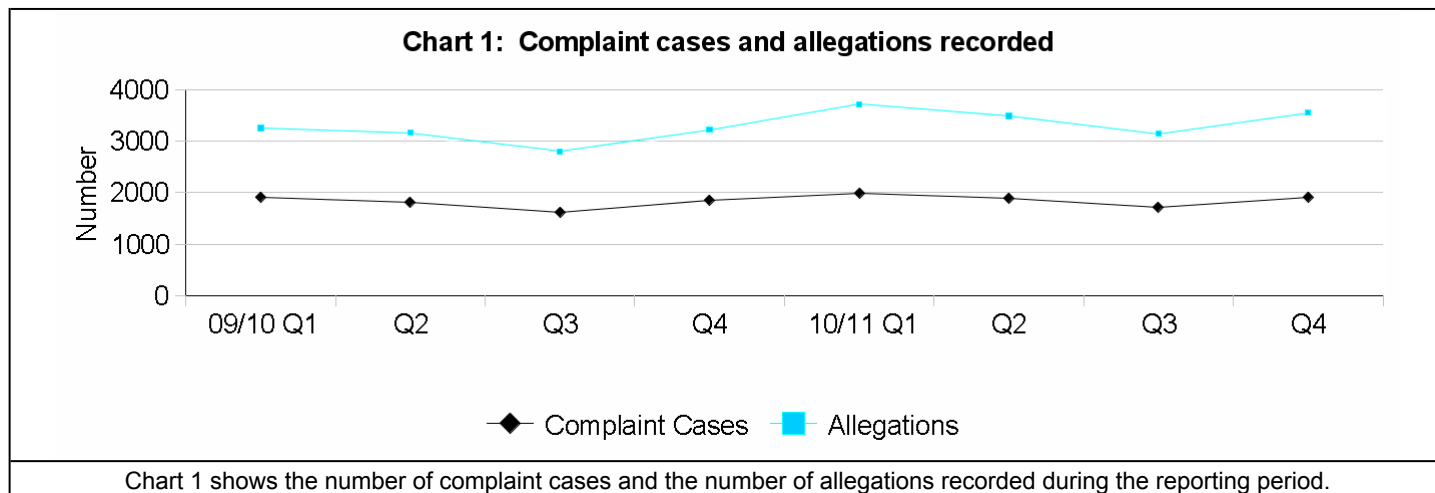
MSF Average for 'Average number of Days to Finalise Allegations by Investigation - Supervised' will be affected when there are forces within the MSF grouping that do not have any allegations finalised by supervised investigation.

Information for complaint outcomes is new to the XML schema used to export data from Forces. This is currently being tested and will be added to the report once testing is complete.

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### Complaint Cases and Allegations

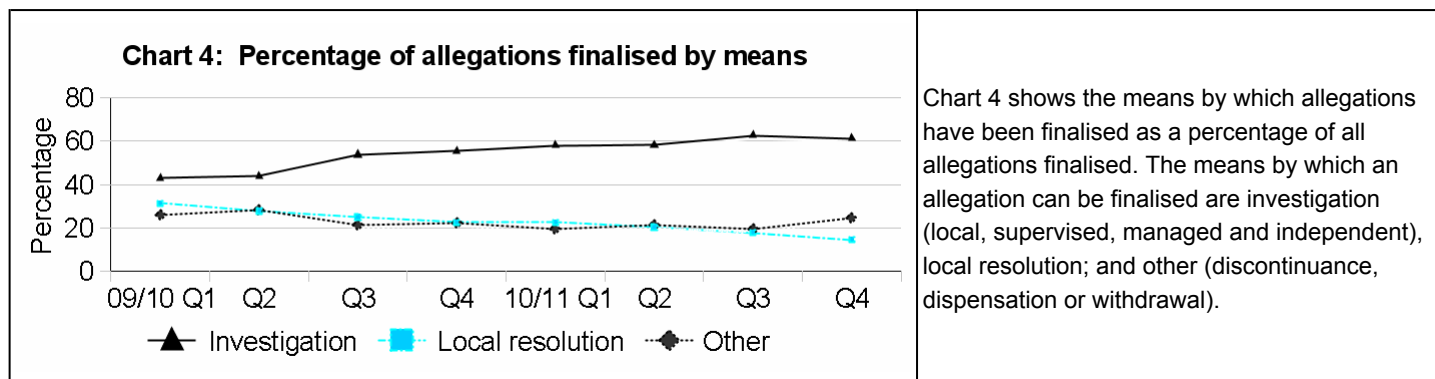
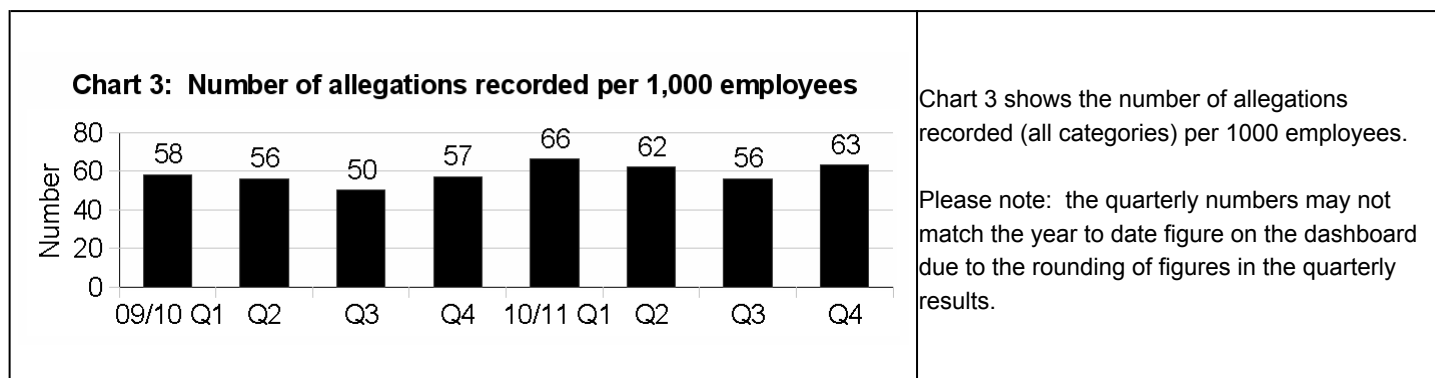
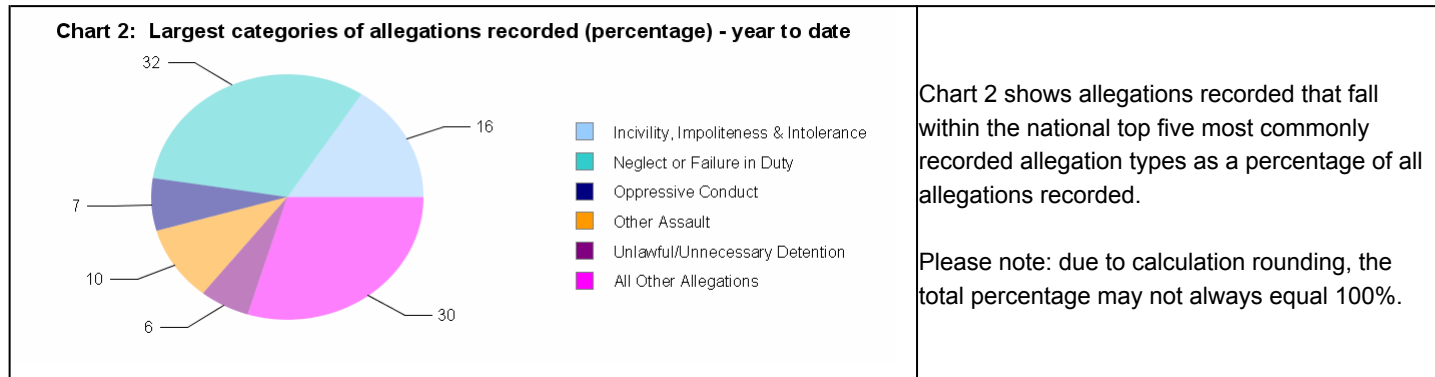


<b>Table C: Complaint cases recorded and allegations recorded</b>			
<b>Period</b>	<b>Complaint cases recorded</b>		<b>Allegations recorded</b>
09/10 Q1	1910		3248
Q2	1814		3158
Q3	1610		2800
Q4	1841		3216
10/11 Q1	1982		3713
Q2	1887		3486
Q3	1719		3143
Q4	1905		3552

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### Allegations



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### Ways in which allegations are finalised

<b>Table D: Number of allegations finalised by investigation type</b>						
Period	Independent	Managed	Supervised	Local	Allegations finalised by Investigation	
09/10	Q1	2	0	2	1094	1098
	Q2	1	8	5	1421	1435
	Q3	3	19	40	1778	1840
	Q4	2	14	41	1747	1804
10/11	Q1	0	0	25	2120	2145
	Q2	37	19	26	2024	2106
	Q3	0	20	24	2073	2117
	Q4	1	23	34	1912	1970

<b>Table E: Outcome of allegations finalised by investigation (recorded against complaint cases pre 1st April 2010)</b>			
Period		Substantiated	Unsubstantiated
09/10	Q1	31	1067
	Q2	45	1390
	Q3	50	1790
	Q4	50	1754
10/11	Q1	46	1477
	Q2	31	584
	Q3	17	313
	Q4	3	156

Table E details the outcome of investigated allegations that were recorded against a complaint case started before the 1st April 2010. The allegation is substantiated where there is evidence to suggest that there is a case to answer for misconduct/unsatisfactory performance by a police employee.

<b>Table F: Outcome of allegations finalised by investigation (recorded against complaint cases post 1st April 2010)</b>			
Period		Upheld	Not Upheld
09/10	Q1		
	Q2		
	Q3		
	Q4		
10/11	Q1	52	570
	Q2	108	1383
	Q3	112	1675
	Q4	133	1678

Table F details the outcome of investigated allegations that were recorded against a complaint case started on or after the 1st April 2010. This reflects statutory guidance. The complaint is upheld where there has been an unreasonable breakdown in service or failure in service which has adversely affected the complainant. This does not imply that there is a case to answer for misconduct/unsatisfactory performance by a police employee.

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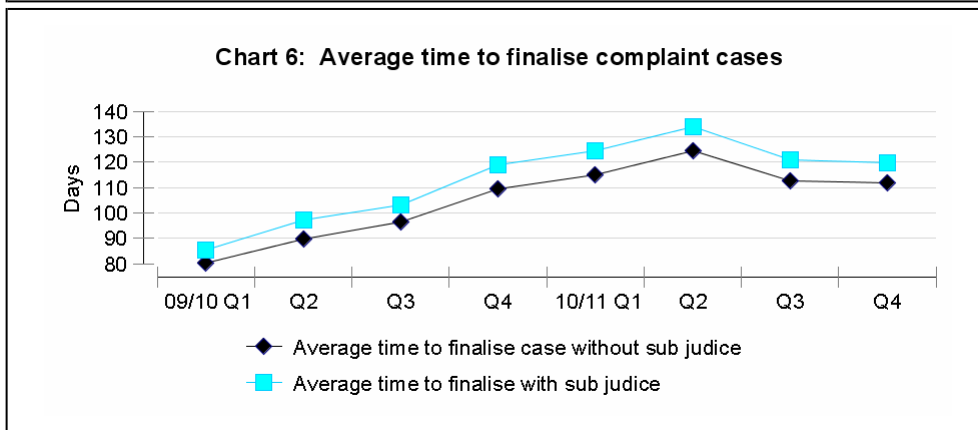
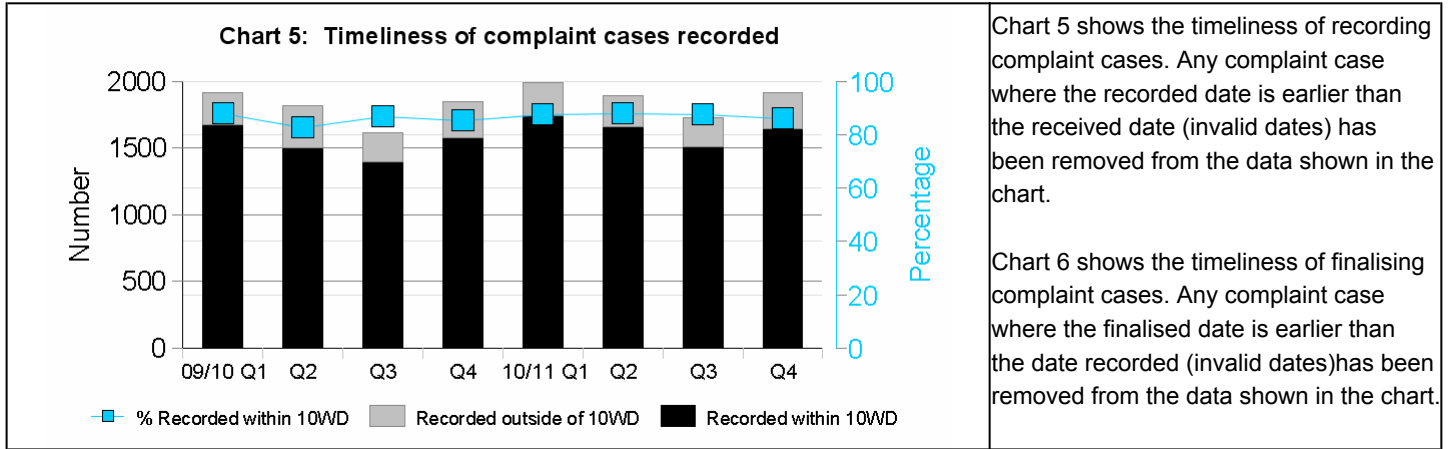
**Table G: Allegations finalised by other means**

	<b>Period</b>	<b>Local resolution</b>	<b>%</b>	<b>Withdrawn</b>	<b>%</b>	<b>Discontinued</b>	<b>%</b>	<b>Dispensed</b>	<b>%</b>
09/10	Q1	801	31	347	14	44	2	270	11
	Q2	910	28	449	14	63	2	415	13
	Q3	857	25	369	11	36	1	328	10
	Q4	736	23	389	12	33	1	298	9
10/11	Q1	831	22	383	10	37	1	302	8
	Q2	740	20	386	11	33	1	360	10
	Q3	602	18	334	10	31	1	295	9
	Q4	465	14	324	10	31	1	428	13

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### Measures of Timeliness



Year	Period	# Complaint Cases Finalised
09/10	Q1	1325
	Q2	1590
	Q3	1572
	Q4	1545
10/11	Q1	1774
	Q2	1914
	Q3	1912
	Q4	2189

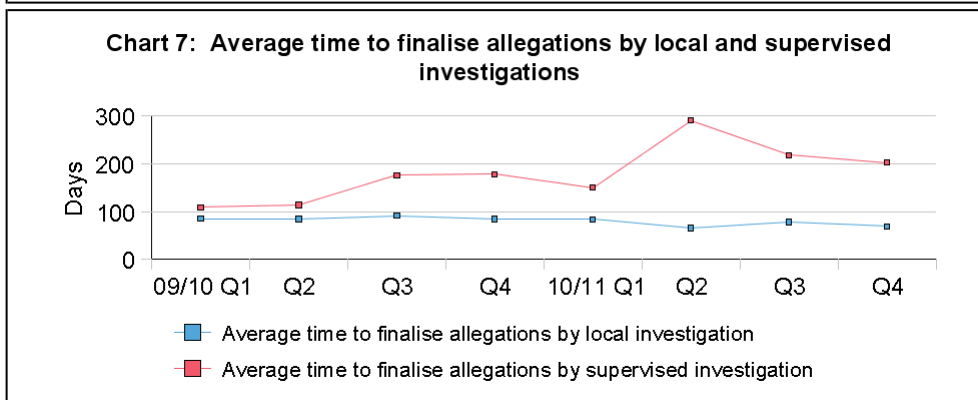


Chart 7 shows the timeliness of finalising allegations by local and supervised investigations. Any allegation with invalid dates have been removed from the data shown in the chart.

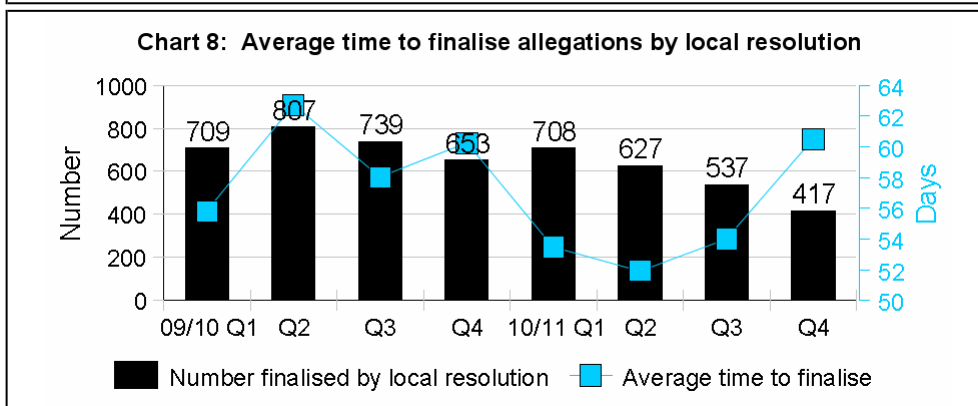
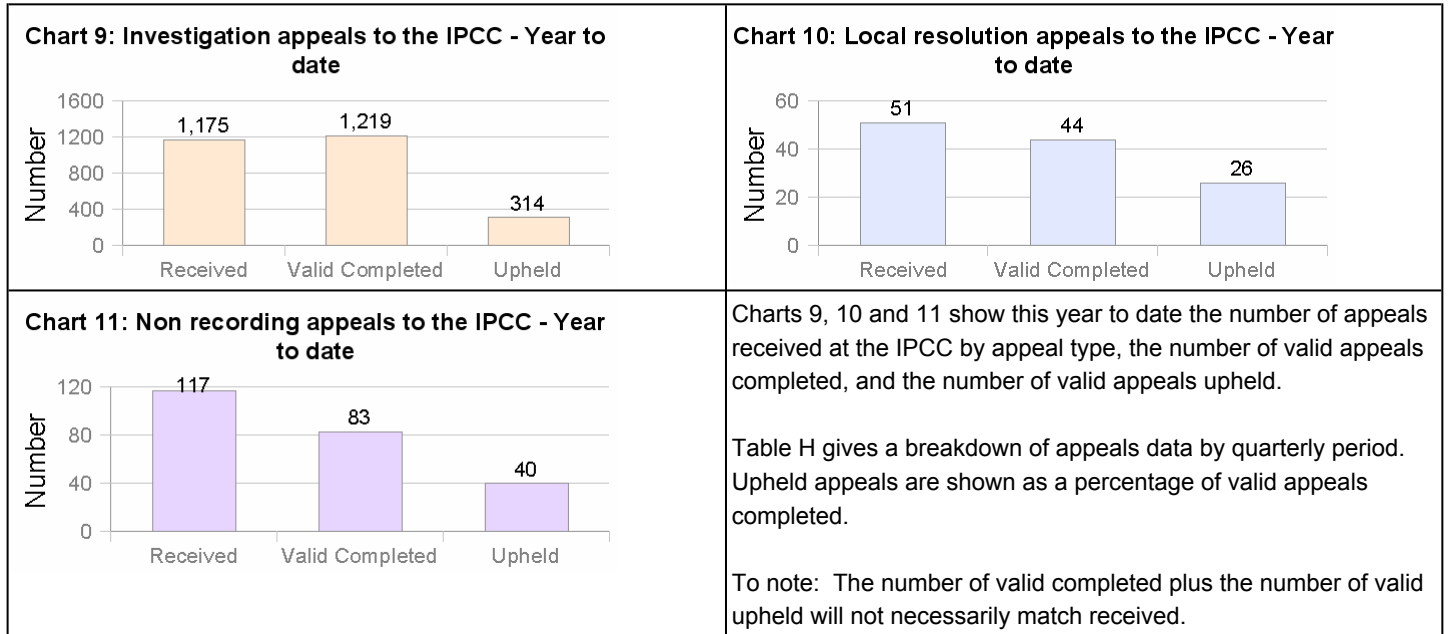


Chart 8 shows the timeliness of finalising allegations by local resolution. Any allegation with invalid dates has been removed from the data shown in the chart.

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### Appeals



Appeal Type	Previous Year				Current Year			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Inv Received	216	223	256	254	277	310	287	301
Inv Completed	144	211	223	201	324	323	335	368
Inv Completed (Valid)	125	184	198	171	297	282	312	328
Inv Upheld	42	40	43	32	83	61	77	93
% Inv Upheld (Valid)	34%	22%	22%	19%	28%	22%	25%	28%
LR Received	14	19	22	21	17	13	12	9
LR Completed	11	22	18	20	25	18	13	10
LR Completed (Valid)	7	16	15	15	18	13	8	5
LR Upheld	5	10	8	9	13	6	4	3
% LR Upheld (Valid)	71%	63%	53%	60%	72%	46%	50%	60%
NR Received	51	30	21	20	30	31	21	35
NR Completed	31	54	19	20	30	41	21	25
NR Completed (Valid)	25	46	15	11	19	29	14	21
NR Upheld	17	28	9	8	10	11	9	10
% NR Upheld (Valid)	68%	61%	60%	73%	53%	38%	64%	48%

# Police Complaints Information Bulletin

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### All referrals

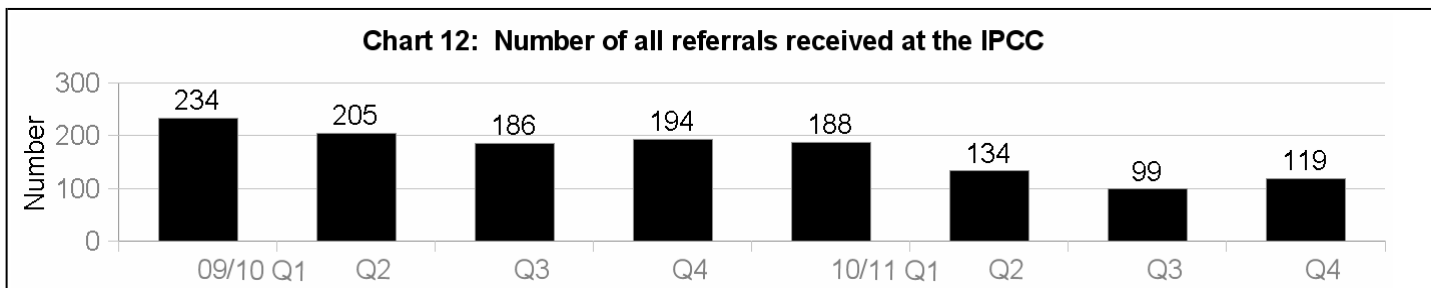


Chart 12 shows the total number of referrals received at the IPCC during the reporting period. This includes all referrals to the IPCC and not just those arising from a complaint.

**Table I: Mode of investigation (MOI) decisions**

MOI Decision	Previous Year				Current Year			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Independent	14	3	8	9	6	11	11	9
Managed	20	18	19	19	22	3	4	0
Supervised	63	10	14	15	20	2	8	6
Local	118	154	118	110	111	82	57	79
Refer back	17	19	25	41	41	35	20	22

Table I shows the IPCC decision for the mode of investigation for referrals completed in the period. Please note: quarterly figures for the number of referrals received and the number of MOI decision made may differ. This happens when a referral is received and the MOI decision is made in a different quarter.