



Freedom of Information Act Publication Scheme	
Protective Marking	Not Protectively Marked
Publication Scheme Y/N	Y
Title	Public Complaints Key Indicators (PCKI) - Public Complaints Data – December 2011 (covering period December 2010 to November 2011)
Version	1
Summary	The Public Complaints Key Indicators (PCKI) Report is produced monthly and focuses on a rolling 12-month period. It is broken down by the Borough in which the incident is alleged to have taken place. It currently relates to those complaints made against Police Officers only. The PCKI specifically relates to the following: - Number of public complaint allegations recorded - Number of public complaint allegations finalised (all outcomes) - Number of complaints allegations finalised with result of substantiated - Number of complaints allegations finalised with result of local resolution.
Branch / OCU	Directorate of Professional Standards, Performance Analysis Unit
Date created	20/12/2011
Review date	20/12/2012



Public Complaints Key Indicators

December 2011

Reporting Period

Dec 10

to

Nov 11

Number of public complaint allegations recorded (Total Numbers - not per 1,000 officers).

Borough of Incident	Month / Year Allegation Recorded												Grand Total
	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	
Barking & Dagenham	17	18	57	21	14	10	33	17	17	31	21	28	284
Barnet	30	38	47	50	25	35	42	37	26	23	28	15	396
Bexley	9	32	20	20	16	23	32	16	22	14	18	18	240
Brent	11	36	43	70	29	22	55	53	36	35	20	27	437
Bromley	22	36	32	24	21	33	33	20	24	12	16	33	306
Camden	29	46	48	55	39	33	48	37	36	37	50	36	494
Croydon	27	46	76	64	23	43	29	22	41	34	29	46	480
Ealing	21	38	46	49	42	36	50	49	64	34	33	38	500
Enfield	49	17	41	14	21	14	21	33	27	18	47	33	335
Greenwich	15	55	23	29	17	24	26	29	30	31	10	41	330
Hackney	28	32	44	46	30	38	40	30	32	60	19	46	445
Hammersmith & Fulham	17	22	13	9	19	28	14	15	20	35	21	20	233
Haringey	33	24	43	38	15	27	32	24	24	40	28	15	343
Harrow	4	7	9	17	6	13	6	16	15	24	28	6	151
Havering	37	27	18	17	7	18	11	4	6	16	11	7	179
Heathrow	14	15	29	6	3	8	17	4	14	12	9	9	140
Hillingdon	14	21	21	26	22	29	20	31	13	23	23	42	285
Hounslow	11	13	34	9	19	16	18	6	24	16	14	15	195
Islington	9	16	31	16	17	23	36	31	23	27	8	32	269
Kensington & Chelsea	22	43	30	31	17	44	31	21	16	17	27	18	317
Kingston upon Thames	10	10	19	17	4	11	13	14	6	18	8	16	146
Lambeth	39	52	80	53	21	49	26	45	40	84	44	59	592
Lewisham	31	33	49	43	28	37	57	28	24	19	17	17	383
Merton	8	28	17	23	13	30	14	15	10	18	15	12	203
Motorway													
Newham	42	24	48	33	25	49	45	36	42	39	24	30	437
Outside MPS	14	18	33	31	16	17	18	10	7	19	12	22	217
Redbridge	24	32	33	34	27	26	32	31	25	32	21	20	337
Richmond upon Thames	8	4	14	7	10	9	11	20	9	4	21	6	123
Southwark	18	42	56	44	33	31	35	34	41	37	28	28	427
Sutton	13	9	23	15	12	19	16	16	21	15	9	16	184
Tower Hamlets	11	6	32	37	17	29	35	21	37	56	27	37	345
Unknown Location	33	63	87	51	49	75	74	60	66	63	44	49	714
Waltham Forest	16	19	61	31	11	15	20	11	15	3	13	17	232
Wandsworth	15	33	38	17	17	29	25	29	24	23	22	26	298
Westminster	181	287	92	133	62	88	46	70	73	61	84	136	1313
Grand Total	882	1242	1387	1180	747	1031	1061	935	950	1030	849	1016	12310

Allegation Category	Month / Year Allegation Recorded												Grand Total
	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	
Oppressive Behaviour	264	414	331	243	156	227	234	245	256	293	227	324	3214
Discrimination	64	93	99	104	58	64	74	64	63	56	72	62	873
Malpractice	47	73	95	78	36	60	58	53	63	64	64	60	751
Failures in Duty	379	473	619	552	350	509	497	403	392	448	358	395	5375
Incivility	120	171	219	175	127	153	179	153	159	154	120	161	1891
Traffic Irregularity	4	3	12	10	7	3	11	11	11	8	3	10	93
Other	4	15	12	18	13	15	8	6	6	7	5	4	113
Grand Total	882	1242	1387	1180	747	1031	1061	935	950	1030	849	1016	12310

Previous Years Total	Month / Year Allegation Recorded												Grand Total
	Dec 2009	Jan 2010	Feb 2010	Mar 2010	Apr 2010	May 2010	Jun 2010	Jul 2010	Aug 2010	Sep 2010	Oct 2010	Nov 2010	
Grand Total	914	1127	1139	1486	1287	1244	1410	1377	1153	1159	1127	1260	14683

Number of public complaint allegations finalised													
Borough of Incident	Month / Year Allegation Finalised												Grand Total
	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	
Barking & Dagenham	10	15	4	28	20	22	25	8	32	36	22	39	261
Barnet	51	26	50	42	34	39	59	37	38	22	26	17	441
Bexley	21	28	23	21	15	21	16	29	25	13	21	19	252
Brent	47	35	46	32	24	47	83	43	26	42	52	29	506
Bromley	22	20	30	53	10	28	18	26	26	43	18	17	311
Camden	46	39	42	51	23	57	41	34	37	46	25	15	456
Croydon	46	49	40	45	48	42	22	49	30	30	37	31	469
Ealing	42	62	39	65	28	49	45	37	31	52	38	35	523
Enfield	58	22	37	40	11	35	23	22	26	40	26	30	370
Greenwich	38	24	17	32	32	34	23	26	26	33	21	20	326
Hackney	21	34	18	57	29	45	40	23	44	40	40	28	419
Hammersmith & Fulham	26	44	29	4	13	17	20	32	18	29	13	21	266
Haringey	21	29	34	26	26	20	32	31	39	23	12	18	311
Harrow	20	10	11	25	8	12	11	6	7	14	16	9	149
Havering	32	28	27	22	12	12	12	7	8	8	9	7	184
Heathrow	9	15	13	9	14	20	20	10	14	7	10	3	144
Hillingdon	24	36	27	53	41	32	19	24	27	34	16	21	354
Hounslow	21	16	33	24	22	5	19	27	15	7	8	22	219
Islington	34	28	24	18	23	17	26	33	14	31	22	20	290
Kensington & Chelsea	33	39	29	42	44	37	37	14	16	32	18	18	359
Kingston upon Thames	11	15	9	21	15	5	10	13	10	5	5	11	130
Lambeth	34	80	73	120	57	68	49	49	32	43	63	61	729
Lewisham	37	41	34	48	29	33	19	45	32	27	22	24	391
Merton	13	17	19	16	11	16	35	21	14	9	9	7	187
Motorway													
Newham	32	16	78	55	24	23	37	41	33	20	21	26	406
Outside MPS	23	18	23	32	24	26	22	18	15	12	20	7	240
Redbridge	5	51	32	23	27	32	43	24	20	37	24	34	352
Richmond upon Thames	18	9	20	16	4	11	9	16	12	14	13	10	152
Southwark	62	37	81	38	54	33	51	44	30	35	37	20	522
Sutton	9	15	19	16	8	14	19	16	21	16	8	25	186
Tower Hamlets	27	14	31	25	31	27	25	17	29	37	30	7	300
Unknown Location	39	49	67	75	52	70	67	61	51	58	67	33	689
Waltham Forest	20	26	19	35	28	22	20	11	24	20	32	8	265
Wandsworth	41	30	35	28	28	33	28	21	29	33	21	20	347
Westminster	96	289	215	109	115	103	61	91	52	72	82	56	1341
Grand Total	1089	1306	1328	1346	984	1107	1086	1006	903	1020	904	768	12847

Number of public complaint allegations finalised with result of Substantiated or Upheld													
Borough of Incident	Month / Year Allegation Finalised												Grand Total
	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	
Barking & Dagenham	1	3			2			2		2	1	2	13
Barnet	3	2		3	4	2	7	3	6	3	1		34
Bexley	2					1	1	3			1		8
Brent	1	1	2	2		2	2	3	1	4	1	5	24
Bromley		5		5		2			4	5	1	3	25
Camden	1	2				2	2	3	1		1		12
Croydon	5	4	2	4	2	5	1	5	3		6		37
Ealing	1	5	3	2	1	2	2	1	2	2	2	2	25
Enfield	2	2	9	1		4	1	1	1	3	6	8	38
Greenwich	1	1		1	1	4	1	1	2	5	1		18
Hackney	1	1		2	2	2	2	2	4	1	3	1	21
Hammersmith & Fulham	1	5	4			2	1	3		6			22
Haringey	4		3	1		1		3				1	13
Harrow													
Havering		1			4	2	4		1			1	13
Heathrow		1	1						1				3
Hillingdon		2		4	2	3		1			1	2	15
Hounslow	1		1					1			1	2	6
Islington	1		1		1							1	4
Kensington & Chelsea		1	2		4	3					1		11
Kingston upon Thames			1	1									2
Lambeth	1	7	1	16	8	4	1	6	2	4	7	3	60
Lewisham	1	4		2		3	3	1	3	1		1	19
Merton		1											1
Motorway													
Newham			3	2	3	2	2	3	1				16
Outside MPS			1	3	1	2	2	2		2			13
Redbridge	3	1	4	1	1	1	5		1	4	6	3	30
Richmond upon Thames			2					1			1		4
Southwark	3	2			2	1	2	4	2	1	1	1	19
Sutton		1		1				1	2	1			6
Tower Hamlets	2			1		3	1		1	1	4		13
Unknown Location		2	3	5	3	4	9	3	3	1	6	2	41
Waltham Forest	2	2		1	3	1				2	1		12
Wandsworth	1	1				2		1		2	1		8
Westminster	3	4	5	1		6	1	2	1	3	4	2	32
Grand Total	41	61	48	59	44	66	50	56	42	53	58	40	618

	Month / Year Allegation Finalised												Grand Total
	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	
Substantiated allegations as % of all finalised allegations	3.8%	4.7%	3.6%	4.4%	4.5%	6.0%	4.6%	5.6%	4.7%	5.2%	6.4%	5.2%	4.8%

	Month / Year Allegation Finalised												Grand Total
	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	
Substantiated allegations as % of fully investigated allegations	6.5%	8.7%	6.5%	7.4%	7.0%	10.2%	6.9%	8.9%	7.4%	8.4%	10.0%	8.2%	8.0%

Number of public complaint allegations finalised with result of local resolution													
Borough of Incident	Month / Year Allegation Finalised												Grand Total
	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	
Barking & Dagenham						5	3	2		3		1	14
Barnet	4	4	4	2	3	7	1		1	2	1	4	33
Bexley	4	4	5	4		3	4	7	2	2	1	3	39
Brent	5	7	5	6		13	16	16	3	4	3		78
Bromley	3	4		10	1	3	2	1	1		1	4	30
Camden	16	9	10	6	6	14	7	13	9	7	4	3	104
Croydon	4	1	3	3	4	6	1	1	2	2		3	30
Ealing	9	8	6	21	13	19	13	18	13	10	7	4	141
Enfield	16	6		9	6	3	3	4	2	2	1	1	53
Greenwich	8	6	5	13	3	1	1	4	3	11	1	6	62
Hackney	1		4	5	3	2	3	2	3	12	2		37
Hammersmith & Fulham	10	7	5		7	4	7	4	2	3	4	3	56
Haringey	1			2					5	3		2	13
Harrow	3	4	4	8		5	3	2		2	2	2	35
Havering	2	10	3	1	1				3	2	1	1	24
Heathrow	4	2	4	5	7	5	2	1	5		1	2	38
Hillingdon	4	5	5	8	7	9	7	2	1	8	4	7	67
Hounslow	1	3	3	9	3	1	7	10				2	39
Islington	5	5	4	8	1	3	6	9	5	10	8	2	66
Kensington & Chelsea	11	6	8	15	2	10	9	5	5	12	3	2	88
Kingston upon Thames	5	8	1	2	2	2	1	3	3			3	30
Lambeth	3	3	4		1	8		2	5	4	4	4	38
Lewisham	3	6	1	6			4		5		2	2	29
Merton	4		1	2	4		5	2	1	3		1	23
Motorway													
Newham	3	2	8	4	9	6	5	1	4	5	6	2	55
Outside MPS	2	9	1	1	4	6	6	3	1	2	1	2	38
Redbridge		2		5	3	2	2	3		10		6	33
Richmond upon Thames	6	1	2	5	1	1		1	2	4	3		26
Southwark	6	2	7	7	6	7	4	6	3	6	4		58
Sutton	3	3	4	3	1	2		3			1	3	23
Tower Hamlets	8	3	4	6	6	1	6	4	7	8			53
Unknown Location	6	7	8	12	16	15	11	24	13	9	16		137
Waltham Forest	1	3		7	1	4		1		1	1	2	21
Wandsworth	10	9	6		2	12	3	4	7	9	9		71
Westminster	17	16	24	15	13	12	21	14	6	17	25	10	190
Grand Total	188	165	149	210	136	191	163	172	122	173	116	87	1872

	Month / Year Allegation Finalised												Grand Total
	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	
Local Resolution allegations as % of all finalised allegations	17%	13%	11%	16%	14%	17%	15%	17%	14%	17%	13%	11%	15%

Number of public complaint allegations recorded (Total Numbers - not per 1,000 officers).

	Month / Year Allegation Recorded												Grand Total
	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	
Total Recorded	882	1242	1387	1180	747	1031	1061	935	950	1030	849	1016	12310

Number of public complaint allegations finalised

	Month / Year Allegation Finalised												Grand Total
	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	
Total Finalised	1089	1306	1328	1346	984	1107	1086	1006	903	1020	904	768	12847

Number of public complaint allegations finalised with result of substantiated

	Month / Year Allegation Finalised												Grand Total
	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	
Total Substantiated or Upheld	41	61	48	59	44	66	50	56	42	53	58	40	618

Substantiated allegations as percentage of all finalised allegations

	Month / Year Allegation Finalised												Grand Total
	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	
Substantiated/Upheld allegations as % of all finalised allegations	3.8%	4.7%	3.6%	4.4%	4.5%	6.0%	4.6%	5.6%	4.7%	5.2%	6.4%	5.2%	4.8%

Substantiated allegations as percentage of fully investigated allegations

	Month / Year Allegation Finalised												Grand Total
	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	
Substantiated allegations as % of fully investigated allegations	6.5%	8.7%	6.5%	7.4%	7.0%	10.2%	6.9%	8.9%	7.4%	8.4%	10.0%	8.2%	8.0%

Number of public complaint allegations finalised with result of local resolution

	Month / Year Allegation Finalised												Grand Total
	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	
Total Local Resolution	188	165	149	210	136	191	163	172	122	173	116	87	1872

Local Resolution allegations as percentage of all finalised allegations

	Month / Year Allegation Finalised												Grand Total
	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	
Local Resolution allegations as % of all finalised allegations	17%	13%	11%	16%	14%	17%	15%	17%	14%	17%	13%	11%	15%