



<b>Freedom of Information Act Publication Scheme</b>	
<b>Protective Marking</b>	Not Protectively Marked
<b>Publication Scheme Y/N</b>	Y
<b>Title</b>	Public Complaints Key Indicators (PCKI) - Public Complaints Data – October 2011 (covering period October 2010 to September 2011)
<b>Version</b>	1
<b>Summary</b>	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.
<b>Branch / OCU</b>	Directorate of Professional Standards, Performance Analysis Unit
<b>Date created</b>	25/10/11
<b>Review date</b>	25/10/12



# Public Complaints Key Indicators

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October 2011

Reporting Period

Oct 10

to

Sep 11

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

Borough of Incident	Month / Year Allegation Recorded												Grand Total
	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	
Barking & Dagenham	14	13	15	18	48	21	14	10	32	9	17	26	237
Barnet	36	59	30	37	47	50	25	35	41	37	26	21	444
Bexley	15	10	9	32	20	20	16	21	26	16	22	14	221
Brent	45	37	11	36	42	70	29	22	48	44	35	31	450
Bromley	29	21	22	35	32	24	21	33	33	19	24	12	305
Camden	54	47	29	46	49	55	39	34	45	37	37	39	511
Croydon	45	44	27	46	74	61	23	40	29	22	39	32	482
Ealing	52	38	21	38	46	48	42	32	48	45	57	31	498
Enfield	41	44	48	17	39	13	23	14	21	32	25	12	329
Greenwich	36	36	15	55	23	29	15	24	26	29	29	29	346
Hackney	26	49	25	32	44	43	30	36	34	26	30	43	418
Hammersmith & Fulham	29	39	17	22	13	9	19	28	14	15	20	35	260
Haringey	28	38	33	24	43	38	15	25	28	22	23	30	347
Harrow	16	11	4	7	9	17	6	13	6	16	15	23	143
Havering	14	14	32	27	18	17	7	18	10	4	6	15	182
Heathrow	9	12	14	15	29	6	3	8	17	4	14	12	143
Hillingdon	39	30	14	21	21	26	22	27	21	30	14	19	284
Hounslow	22	24	11	13	34	9	19	16	18	6	24	16	212
Islington	15	25	9	16	31	16	17	19	33	27	23	25	256
Kensington & Chelsea	24	31	22	43	31	29	17	44	31	21	16	17	326
Kingston upon Thames	13	9	10	10	19	17	4	11	13	14	6	18	144
Lambeth	85	73	39	52	80	50	21	49	26	43	36	75	629
Lewisham	29	28	32	33	49	43	28	37	47	26	24	19	395
Merton	18	12	8	28	17	23	13	30	14	15	10	18	206
Motorway													
Newham	38	52	42	24	48	32	25	51	41	34	36	38	461
Outside MPS	24	28	14	18	33	30	16	17	18	10	7	16	231
Redbridge	38	23	23	32	33	34	26	22	32	23	20	27	333
Richmond upon Thames	29	16	8	4	14	7	10	9	11	20	9	4	141
Southwark	40	57	18	42	56	44	32	31	34	34	40	35	463
Sutton	13	32	13	9	21	15	12	18	16	16	15	14	194
Tower Hamlets	26	49	11	6	31	37	15	29	34	19	35	51	343
Unknown Location	44	59	33	63	87	51	49	74	72	62	65	64	723
Waltham Forest	14	30	15	19	55	31	11	14	20	12	15	3	239
Wandsworth	37	29	15	33	38	17	17	29	25	29	24	23	316
Westminster	81	132	182	287	92	133	62	88	46	70	71	57	1301
<b>Grand Total</b>	<b>1118</b>	<b>1251</b>	<b>871</b>	<b>1240</b>	<b>1366</b>	<b>1165</b>	<b>743</b>	<b>1008</b>	<b>1010</b>	<b>888</b>	<b>909</b>	<b>944</b>	<b>12513</b>

Allegation Category	Month / Year Allegation Recorded												Grand Total
	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	
Oppressive Behaviour	264	296	262	412	326	240	155	225	219	239	246	277	3161
Discrimination	95	78	61	91	98	104	57	63	72	64	62	53	898
Malpractice	68	107	46	74	89	77	36	57	55	55	62	59	785
Failures in Duty	495	508	369	462	597	532	342	487	460	368	371	386	5377
Incivility	167	219	121	170	211	172	125	150	174	141	152	143	1945
Traffic Irregularity	14	14	4	3	12	10	7	3	10	10	9	8	104
Other	15	29	8	28	33	30	21	23	20	11	7	18	243
<b>Grand Total</b>	<b>1118</b>	<b>1251</b>	<b>871</b>	<b>1240</b>	<b>1366</b>	<b>1165</b>	<b>743</b>	<b>1008</b>	<b>1010</b>	<b>888</b>	<b>909</b>	<b>944</b>	<b>12513</b>

Previous Years Total	Month / Year Allegation Recorded												Grand Total
	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010	Mar 2010	Apr 2010	May 2010	Jun 2010	Jul 2010	Aug 2010	Sep 2010	
<b>Grand Total</b>	<b>1143</b>	<b>1097</b>	<b>914</b>	<b>1125</b>	<b>1138</b>	<b>1486</b>	<b>1281</b>	<b>1242</b>	<b>1403</b>	<b>1379</b>	<b>1150</b>	<b>1153</b>	<b>14511</b>

Number of public complaint allegations finalised													
Borough of Incident	Month / Year Allegation Finalised												Grand Total
	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	
Barking & Dagenham	36	21	10	15	4	28	20	22	25	8	32	25	246
Barnet	35	54	51	26	50	42	34	38	59	37	39	18	483
Bexley	16	18	21	28	23	21	15	23	17	29	25	13	249
Brent	62	78	47	35	46	32	24	48	83	43	21	22	541
Bromley	26	22	22	20	30	51	10	29	18	26	24	39	317
Camden	31	48	46	39	42	51	23	57	40	34	37	33	481
Croydon	39	29	46	49	40	48	48	42	22	49	30	23	465
Ealing	50	41	42	62	39	65	29	49	45	37	27	46	532
Enfield	57	44	54	22	37	38	11	36	22	18	24	26	389
Greenwich	32	30	38	24	17	32	32	34	23	26	26	29	343
Hackney	56	53	21	31	18	50	29	44	40	22	38	27	429
Hammersmith & Fulham	24	40	26	44	29	4	11	17	22	26	20	28	291
Haringey	29	27	21	29	34	26	26	20	32	27	25	16	312
Harrow	40	23	20	10	11	25	8	12	11	6	7	12	185
Havering	26	20	32	28	27	20	12	12	9	7	8	3	204
Heathrow	16	11	11	15	13	9	14	20	20	10	14	3	156
Hillingdon	34	33	24	36	27	53	41	32	19	25	25	13	362
Hounslow	16	29	21	16	33	24	22	3	19	26	14	2	225
Islington	19	12	34	28	24	18	23	17	26	25	14	26	266
Kensington & Chelsea	28	32	33	39	29	39	41	40	38	19	13	24	375
Kingston upon Thames	12	13	11	14	10	18	16	7	10	13	10	3	137
Lambeth	59	50	34	81	73	119	57	68	42	44	31	34	692
Lewisham	31	47	38	41	34	48	29	35	19	44	32	27	425
Merton	17	11	14	21	22	15	11	16	36	21	12	6	202
Motorway													
Newham	47	46	32	16	78	55	24	25	34	40	28	7	432
Outside MPS	20	30	23	17	20	30	26	26	24	18	13	2	249
Redbridge	60	47	5	51	33	23	26	31	45	20	20	11	372
Richmond upon Thames	20	15	18	9	20	16	4	10	9	16	11	10	158
Southwark	40	64	62	37	81	38	54	33	51	44	30	35	569
Sutton	21	22	9	15	19	16	8	14	16	16	20	12	188
Tower Hamlets	42	45	27	14	27	25	32	25	25	14	21	8	305
Unknown Location	33	68	39	41	68	75	52	69	65	63	50	43	666
Waltham Forest	60	24	20	25	19	34	28	18	17	10	21	2	278
Wandsworth	33	44	41	30	35	27	28	32	28	21	29	25	373
Westminster	70	103	96	290	215	110	121	100	62	78	51	44	1340
<b>Grand Total</b>	<b>1237</b>	<b>1294</b>	<b>1089</b>	<b>1298</b>	<b>1327</b>	<b>1325</b>	<b>989</b>	<b>1104</b>	<b>1073</b>	<b>962</b>	<b>842</b>	<b>697</b>	<b>13237</b>

Number of public complaint allegations finalised with result of <b>Substantiated or Upheld</b>													
Borough of Incident	Month / Year Allegation Finalised												Grand Total
	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	
Barking & Dagenham	1	1	1	3			2			2		2	12
Barnet	1	1	3	2		3	4	2	7	3	6	2	34
Bexley			2					1	1	3			7
Brent	12	3	1	1	2	2		2	2	3	1	3	32
Bromley	1	4		5		4		2			2	6	24
Camden		2	1	2				2	2	3	1		13
Croydon	3	2	5	4	2	5	2	5	1	5	3		37
Ealing		1	1	5	3	2	1	2	2	1	2	4	24
Enfield			2	2	9	1		2		1		1	18
Greenwich	2	3	1	1		1	1	4	1	1	2	5	22
Hackney	2		1	1		2	2	2	2	2	4	1	19
Hammersmith & Fulham	1	2	1	5	4			2	1	3		6	25
Haringey		1	4		3	1		1		3			13
Harrow													
Havering		1		1			4	2	1		1		10
Heathrow		1		1	1						1		4
Hillingdon		1		2		4	2	3		1			13
Hounslow		2	1		1					1			5
Islington	1		1		1		1						4
Kensington & Chelsea	1	2		1	2		4	3					13
Kingston upon Thames						1							1
Lambeth	3	1	1	7	1	16	8	4	1	6	2	1	51
Lewisham		2	1	4		2		3	3	1	2	1	19
Merton				2									2
Motorway													
Newham	7	1			3	2	3	3	1	4	1		25
Outside MPS		2			1	3	1	2	2	2			13
Redbridge		4	3	1	4	1	1		5		1	1	21
Richmond upon Thames		1			2					1			4
Southwark	1	2	3	2			2	1	2	4	2	1	20
Sutton	2			1		1				1	1	1	7
Tower Hamlets	2	2	2			1		3	1		1	1	13
Unknown Location		2		2	3	5	3	4	9	3	2	1	34
Waltham Forest		1	3	2		1	3	1				1	12
Wandsworth		7	1	1				2		1		1	13
Westminster		5	3	4	5	1		3	1	2	4	2	30
<b>Grand Total</b>	<b>40</b>	<b>57</b>	<b>42</b>	<b>62</b>	<b>47</b>	<b>59</b>	<b>44</b>	<b>61</b>	<b>45</b>	<b>57</b>	<b>39</b>	<b>41</b>	<b>594</b>

	Month / Year Allegation Finalised												Grand Total
	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	
<b>Substantiated allegations as % of all finalised allegations</b>	3.2%	4.4%	3.9%	4.8%	3.5%	4.5%	4.4%	5.5%	4.2%	5.9%	4.6%	5.9%	4.5%

	Month / Year Allegation Finalised												Grand Total
	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	
<b>Substantiated allegations as % of fully investigated allegations</b>	5.2%	7.7%	6.7%	9.0%	6.4%	7.5%	7.0%	9.4%	6.3%	9.7%	7.5%	10.0%	7.6%

Number of public complaint allegations finalised with result of local resolution													
Borough of Incident	Month / Year Allegation Finalised												Grand Total
	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	
Barking & Dagenham	1	10						5	3	2		1	22
Barnet	4	3	4	4	4	2	3	7	1		1	1	34
Bexley	4	5	4	4	5	4		3	4	7	2	2	44
Brent	2	18	5	7	5	6		13	16	16	1	1	90
Bromley	1	4	3	4		9	1	3	2	1	1		29
Camden	20	9	16	9	10	6	6	14	7	13	8	7	125
Croydon	10	4	4	1	3	3	4	6	1	1	2	2	41
Ealing	11	16	9	8	6	21	13	19	13	19	13	10	158
Enfield	10	8	16	6		7	6	3	3	3			62
Greenwich	5	11	8	6	5	13	3	1	1	4	3	10	70
Hackney	7	2	1		4	5	3	2	3	2	2	6	37
Hammersmith & Fulham	1	8	10	7	5		5	4	9	4	2	2	57
Haringey	2		1			2					5	3	13
Harrow	7	7	3	4	4	8		5	3	2		2	45
Havering	2	3	2	10	3	1	1				3	2	27
Heathrow	1	3	4	2	4	5	7	5	2	1	5		39
Hillingdon	3	13	4	5	5	8	7	9	7	3	1		65
Hounslow	3	6	1	3	3	9	3	1	7	10			46
Islington	9	1	5	5	4	8	1	3	6	9	5	13	69
Kensington & Chelsea	9	13	11	6	8	15	2	10	9	5	4	8	100
Kingston upon Thames	1	1	5	8	1		2	4	1	3	3		29
Lambeth	7	2	3	3	4		1	8		2	5	2	37
Lewisham	8	3	3	6	1	6			4		5		36
Merton	6	3	5	1	1		4		7	2			29
Motorway													
Newham	8	3	3	2	8	4	9	6	5	1	4	2	55
Outside MPS	5	1	2	9	1	1	4	6	6	3	1	1	40
Redbridge		2		2		5	3	2	2			5	21
Richmond upon Thames		2	6	1	2	5	1	1		1	1	3	23
Southwark	11	5	6	2	7	7	6	7	4	6	3	6	70
Sutton	9		3	3	4	3	1	2		3			28
Tower Hamlets	11	13	8	3	4	5	7	1	6	4	2		64
Unknown Location	5	11	6	7	9	12	16	15	9	22	13	6	131
Waltham Forest	6	3	1	3		7	1	4		1			26
Wandsworth	5	2	10	9	6		2	12	3	4	7	9	69
Westminster	17	16	17	16	24	15	12	12	22	12	6	12	181
<b>Grand Total</b>	<b>211</b>	<b>211</b>	<b>189</b>	<b>166</b>	<b>150</b>	<b>202</b>	<b>134</b>	<b>193</b>	<b>166</b>	<b>166</b>	<b>108</b>	<b>116</b>	<b>2012</b>

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

Number of public complaint allegations recorded (Total Numbers - not per 1,000 officers).													
	Month / Year Allegation Recorded												Grand Total
	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	
<b>Total Recorded</b>	1118	1251	871	1240	1366	1165	743	1008	1010	888	909	944	12513

Number of public complaint allegations finalised													
	Month / Year Allegation Finalised												Grand Total
	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	
<b>Total Finalised</b>	1237	1294	1089	1298	1327	1325	989	1104	1073	962	842	697	13237

Number of public complaint allegations finalised with result of substantiated													
	Month / Year Allegation Finalised												Grand Total
	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	
<b>Total Substantiated or Upheld</b>	40	57	42	62	47	59	44	61	45	57	39	41	594

Substantiated allegations as percentage of all finalised allegations													
	Month / Year Allegation Finalised												Grand Total
	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	
<b>Substantiated/Upheld allegations as % of all finalised allegations</b>	3.2%	4.4%	3.9%	4.8%	3.5%	4.5%	4.4%	5.5%	4.2%	5.9%	4.6%	5.9%	4.5%

Substantiated allegations as percentage of fully investigated allegations													
	Month / Year Allegation Finalised												Grand Total
	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	
<b>Substantiated allegations as % of fully investigated allegations</b>	5.2%	7.7%	6.7%	9.0%	6.4%	7.5%	7.0%	9.4%	6.3%	9.7%	7.5%	10.0%	7.6%

Number of public complaint allegations finalised with result of local resolution													
	Month / Year Allegation Finalised												Grand Total
	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	
<b>Total Local Resolution</b>	211	211	189	166	150	202	134	193	166	166	108	116	2012

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