

Office of the Police Ombudsman for Northern Ireland:

# Characteristics of police officers in Northern Ireland who attract complaints, 2008-2010

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# Foreword

As the Police Ombudsman I am pleased to publish this research report on the characteristics of police officers who attract complaints from the public. This is an important report for the Police Service of Northern Ireland (PSNI) as it, for the first time, profiles the characteristics of officers who have complaints made against them and compares this with the service as a whole. It is anticipated that the findings of the report will make a positive contribution to the PSNI's current strategy aimed at reducing the numbers of public complaints against the PSNI.

The role of my Office must be, in my view, more than just holding police to account for their actions. We must also contribute to adding value to policing and continually strive to find ways to improve policing for the community.

It also offers police the opportunity to, in particular, inform its ongoing Complaint Reduction Strategy and my expectation is that the Chief Constable will take action arising from its findings. The report has the potential to identify those groups of officers who would benefit from additional management supervision and targeted training.

Although it is recognised that disciplinary/criminal action is recommended against complained about police officers in a small proportion of allegations, the report is nevertheless important in that it gives the reader a flavour of the characteristics of officers who attract complaints in the first instance.

Arising from the content of this report I have agreed with the Deputy Chief Constable that my Office will engage with the PSNI Professional Standards and Human Resources Departments for the purpose of adding further value, analysis and explanation to its findings and conclusions.

I would like to thank my staff and acknowledge their effort in producing this important piece of work.

**Al Hutchinson**

**Police Ombudsman for Northern Ireland**

# Executive Summary

## Aim and methodology

- The aim of the research was to determine if the characteristics of police officers who attract complaints are different to the characteristics of police officers in the PSNI overall. Characteristics of officers who attracted complaints were compared with the characteristics of police officers in the PSNI overall. The research focused on officers who attracted complaints between December 2008 and October 2010.

## Officers who attracted complaints

- Overall, officers with less than five years' service were over-represented among those who attracted complaints. However, further analysis shows that only the following subgroups within this group were over-represented:
  - Officers with less than five years' service in the Response and Neighbourhood Policing Unit (R&NPU), District Crime and District Other role groups<sup>1</sup> were over-represented among those who attracted complaints, although caution should be exercised as the numbers in the District Crime and District Other role groups are small;
  - Officers with less than five years' service aged 18-44 were over-represented among those who attracted one or more complaints, whilst officers with less than five years' service in all age groups were over-represented among those who attracted three or more complaints;
  - Constables with less than five years' service and Sergeants with less than ten years' service were over-represented among those who attracted complaints;
  - Both male and female officers with less than five years' service were over-represented among those who attracted complaints.

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<sup>1</sup> See Appendix 2

- Overall, officers in the R&NPU and District Crime role groups were over-represented among those who attracted complaints, although caution should be exercised as the number in the District Crime role group is small. Further analysis shows that only the following subgroups within these groups were over-represented:
  - Officers in the R&NPU role group with less than five years' service and officers with 10-14 years' service were over-represented among those who attracted one or more complaints, although the difference was most evident among officers with less than five years' service;
  - Officers in the R&NPU role group with less than 15 years' service were over-represented among those who attracted three or more complaints, although the difference was most evident among officers with less than five years' service;
  - Officers in the R&NPU role group aged 18-44 were over-represented among those who attracted complaints;
  - Officers in the R&NPU role group in all rank groups were over-represented among those who attracted one or more complaints. Officers in the R&NPU role group ranked Constable and Sergeants were over-represented among those who attracted three or more complaints;
  - Male officers in the R&NPU role group were over-represented among those who attracted one or more complaints;
  - Officers in the District Crime role group with less than 15 years' service were over-represented among those who attracted one or more complaints, and officers in the District Crime role group with less than five years' service were over-represented among those who attracted three or more complaints;

- Officers in the District Crime role group aged 18-44 were over-represented among those who attracted complaints;
  - Officers in the District Crime role group ranked Constable and Sergeant were over-represented among those who attracted one or more complaints and officers in the District Crime role group ranked Sergeant were over-represented among those who attracted three or more complaints;
  - Male officers in the District Crime role group were over-represented among those who attracted one or more complaints.
- Overall, officers aged 18-34 were over-represented among those who attracted complaints. However, further analysis shows that only the following subgroups within this group were over-represented:
  - Officers aged 18-34 with less than five years' service were over-represented among those who attracted complaints;
  - Officers aged 18-34 in the R&NPU, District Crime and Tactical Support role groups were over-represented among those who attracted complaints, although caution should be exercised as the numbers in the District Crime and Tactical Support role groups are small;
  - Officers aged 18-34 ranked Constable and Sergeant were over-represented among those who attracted complaints;
  - Male officers aged 18-34 were over-represented among those who attracted complaints. Female officers aged 18-34 were over-represented among those who attracted one or more complaints.
- There were also slightly higher proportions of male officers and Sergeants who attracted three or more complaints than in the PSNI overall.

### **Officers who attracted failure in duty allegations**

- The profile of officers who attracted failure in duty allegations was similar to the profile of officers who attracted complaints.

### **Officers who attracted oppressive behaviour allegations**

- The profile of officers who attracted oppressive behaviour allegations was similar to the profile of officers who attracted complaints. Officers in the Tactical Support role group were also over-represented among those who attracted oppressive behaviour allegations.

### **Officers who attracted incivility allegations**

- The profile of officers who attracted incivility allegations was similar to the profile of officers who attracted complaints. Officers in District Crime and Roads Policing role groups were also over-represented among those who attracted incivility allegations.

# Profile of police officers who attracted complaints

When the profile of the overall PSNI was compared with the profile of officers who attracted complaints, results showed that the following groups were over-represented among those who attracted complaints:

- Officers with less than five years' service;
- Officers in the R&NPU and District Crime role groups;
- Officers aged 18-34.

There were also slightly higher proportions of male officers and Sergeants who attracted three or more complaints than in the PSNI overall.

Tables 1 and 2 show groups which were over-represented among officers who attracted complaints.

**Table 1: Groups over-represented among those who attracted one or more complaints**

Group		PSNI %	Group of officers who attracted one or more complaints (n=3067) %
<b>Length of service</b>	Officers with less than five years' service	23.4	45.4
<b>Role</b>	Officers in R&NPU	45.9	64.5
	Officers in District Crime	6.5	9.0
<b>Age</b>	Officers aged 18-24	3.1	6.0
	Officers aged 25-34	25.5	39.5

Table 1 shows that 23% of officers in the PSNI had less than five years' service whilst 45% of officers who attracted one or more complaints had less than five years' service.

**Table 2: Groups over-represented among those who attracted three or more complaints**

Group		PSNI %	Group of officers who attracted three or more complaints (n=924) %
<b>Length of service</b>	Officers with less than five years' service	23.4	55.1
<b>Role</b>	Officers in R&NPU	45.9	76.2
	Officers in District Crime	6.5	7.8
<b>Age</b>	Officers aged 18-24	3.1	6.9
	Officers aged 25-34	25.5	45.9
<b>Rank</b>	Sergeants	12.7	14.9
<b>Gender</b>	Male officers	74.0	82.8

Table 2 shows that 23% of officers in the PSNI had less than five years' service whilst 55% of officers who attracted three or more complaints had less than five years' service.

The following figures show the length of service, role and age profiles of the PSNI in October 2010 compared with the profiles of police officers who attracted one or more complaints and the profile of police officers who attracted three or more complaints between 1/12/2008 and 31/10/2010.

Appendix 2a shows details of subgroups of officers which were over-represented among those who attracted complaints.

**Figure 1: Length of service profile of police officers who attracted complaints**

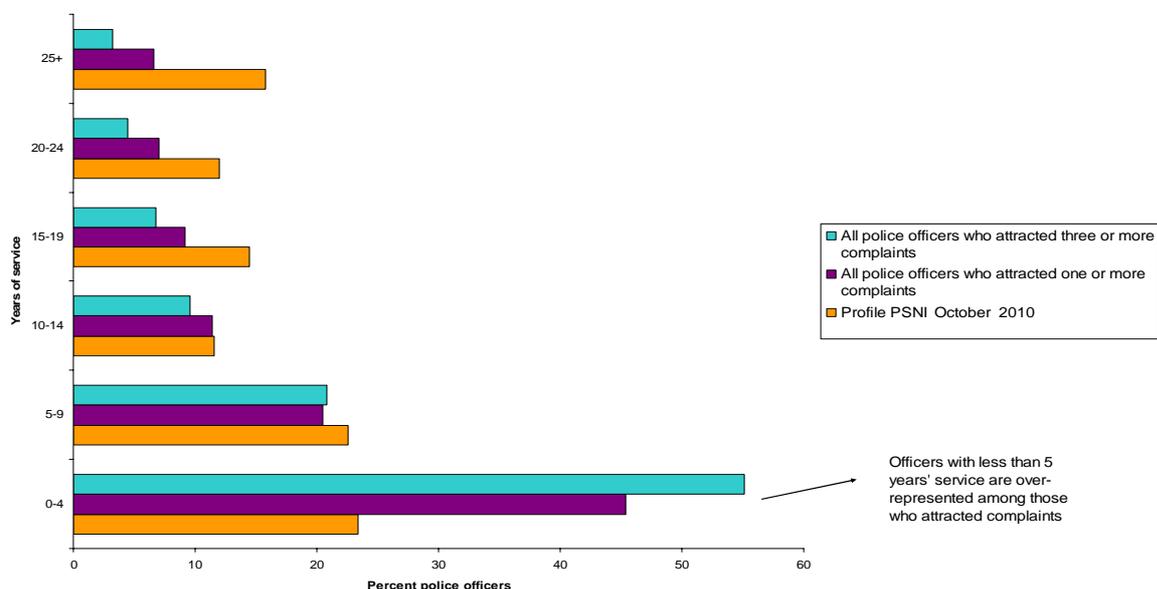


Figure 1 shows that police officers with less than five years’ service were over-represented among those who attracted complaints (Tables 1 and 2). Police officers with 15+ years’ service were under-represented among officers who attracted one or more complaints and police officers with 10+ years’ service were under-represented among officers who attracted three or more complaints.

The following analysis shows subgroups which were over-represented within the length of service group.

Looking at role within length of service, officers with less than five years’ service within the R&NPU role group were over-represented among those who attracted complaints. Officers with 5-9 years’ service in the R&NPU role group had a similar proportion of officers who attracted one or more complaints as in the PSNI overall, but were over-represented among those who attracted three or more complaints. Officers with 10-14 years’ service in the R&NPU role group were also over-represented among those who attracted complaints, although this was not as pronounced as among officers with less than five years’ service. Officers with 15+ years’ service in the R&NPU role group were under-represented among those who attracted complaints.

Although caution should be exercised as the numbers in these role groups are small, results show that officers with less than five years' service and officers with 10-14 years' service in the District Crime role group were over-represented among those who attracted one or more complaints, whilst officers with less than five years' service in the District Crime role group were over-represented among those who attracted three or more complaints. Officers with longer lengths of service in the District Crime role group had similar or smaller proportions of officers who attracted complaints as in the PSNI overall. Officers with less than five years' service in the District Other role group were over-represented among those who attracted complaints.

Generally those in other role groups had similar or smaller proportions of officers who attracted complaints than in the PSNI, regardless of length of service.

Age is closely related to length of service; younger officers tend to have shorter lengths of service while older officers tend to have longer lengths of service. The proportion of officers with less than five years' service aged 18-44 who attracted one or more complaints was higher than in the PSNI overall, whilst the proportion of officers with less than five years' service in all age groups who attracted three or more complaints was higher than in the PSNI overall.

Rank is closely related to length of service; officers with less than five years' service tend to be Constables while officers in higher ranks tend to have longer lengths of service. Constables with less than five years' service were over-represented among those who attracted complaints. Sergeants with less than 15 years' service were over-represented among those who attracted complaints. Similar or smaller proportions of officers ranked Inspector or above attracted complaints compared with the PSNI overall.

Looking at gender within length of service groups, both male and female officers with less than five years' service were over-represented among those who attracted complaints. Males with 5-9 years' service were also over-represented among those who attracted three or more complaints.

**Figure 2: Role profile of police officers who attracted complaints**

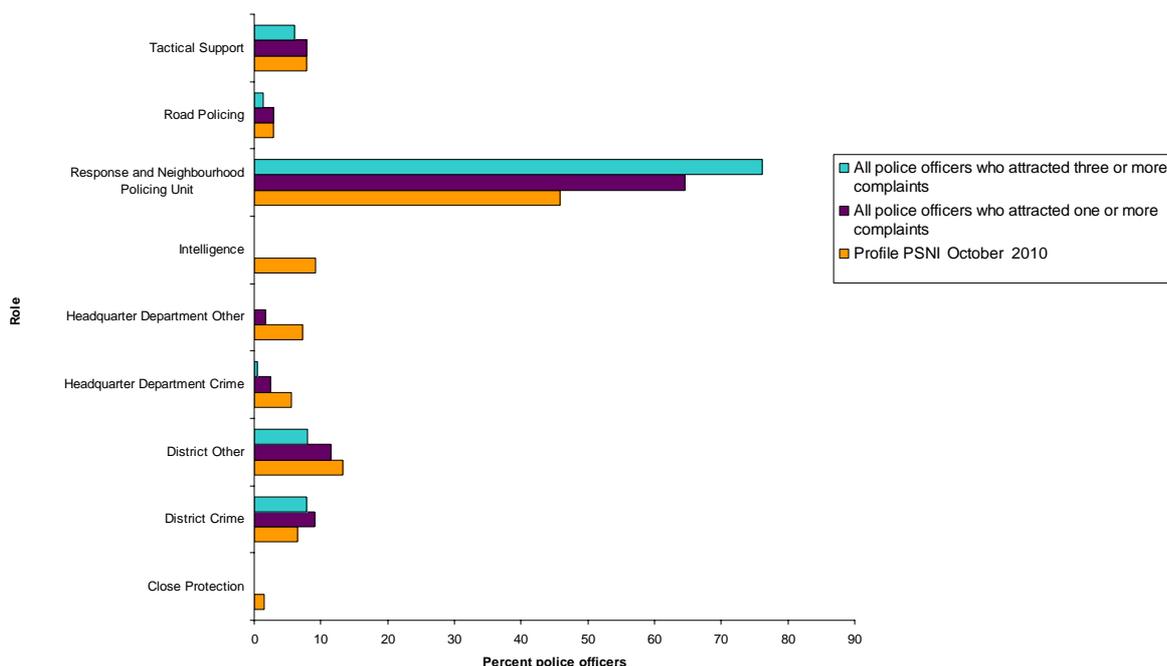


Figure 2 shows officers in the R&NPU and District Crime role groups were over-represented among those who attracted complaints (Tables 1 and 2).

Generally other role groups had similar or smaller proportions of officers who attracted complaints as in the PSNI overall.

The following analysis shows the subgroups which were over-represented within role groups.

Looking at length of service within role, officers in the R&NPU role group with less than five years' service were over-represented among those who attracted one or more complaints.

Officers in the R&NPU role group with 5-9 years' service had a similar proportion of officers who attracted one or more complaints but were over-represented among those who attracted three or more complaints.

Officers in the R&NPU with 10-14 years' service were over-represented among those who

attracted complaints, although this was not as pronounced as among officers with less than five years' service. Officers in the R&NPU role group with longer lengths of service were under-represented among those who attracted complaints.

Although caution should be exercised as the numbers in these role groups are small, results show that officers in the District Crime with less than five years' service and 10-14 years' service were over-represented among those who attracted one or more complaints, whilst those with longer lengths of service had similar or smaller proportions of officers who attracted complaints than in the PSNI overall. Officers in the District Crime role group with less than five years' service were also over-represented among those who attracted three or more complaints. Results also show that officers in District Other with less than five years' service were over-represented among those who attracted complaints, whilst those with longer lengths of service had similar or smaller proportions of officers who attracted complaints than in the PSNI overall.

Generally those in other role groups had similar or smaller proportions of officers who attracted complaints than in the PSNI, regardless of length of service.

Looking at age within role, officers in the R&NPU role group aged 18-44 were over-represented among those who attracted complaints, whilst officers aged 45+ were under-represented among those who attracted complaints.

Although caution should be exercised as the numbers in these role groups are small, results show that officers in the District Crime role group aged 18-44 were over-represented among those who attracted complaints. Older officers were under-represented among those who attracted complaints. Officers in the Tactical Support role group aged 18-34 were also over-represented among officers who attracted complaints.

Looking at rank within role, officers in the R&NPU role group were over-represented among those who attracted one or more complaints regardless of rank. Constables and Sergeants in the R&NPU were over-represented among those who attracted three or more complaints.

Although caution should be exercised as the numbers in these role groups are small,

Constables and Sergeants in the District Crime role group were over-represented among those who attracted one or more complaints. Sergeants in the District Crime role group were over-represented among those who attracted one or more complaints. Sergeants in District Other were also over-represented among those who attracted complaints.

Looking at gender within role, male officers within the R&NPU role group were over-represented, whilst the proportion of females who attracted complaints was similar to the PSNI overall.

Although caution should be exercised as the number in this role group is small, results show that male officers within the District Crime group were over-represented and female officers in this group under-represented among those who attracted complaints.

**Figure 3: Age profile of police officers who attracted complaints**

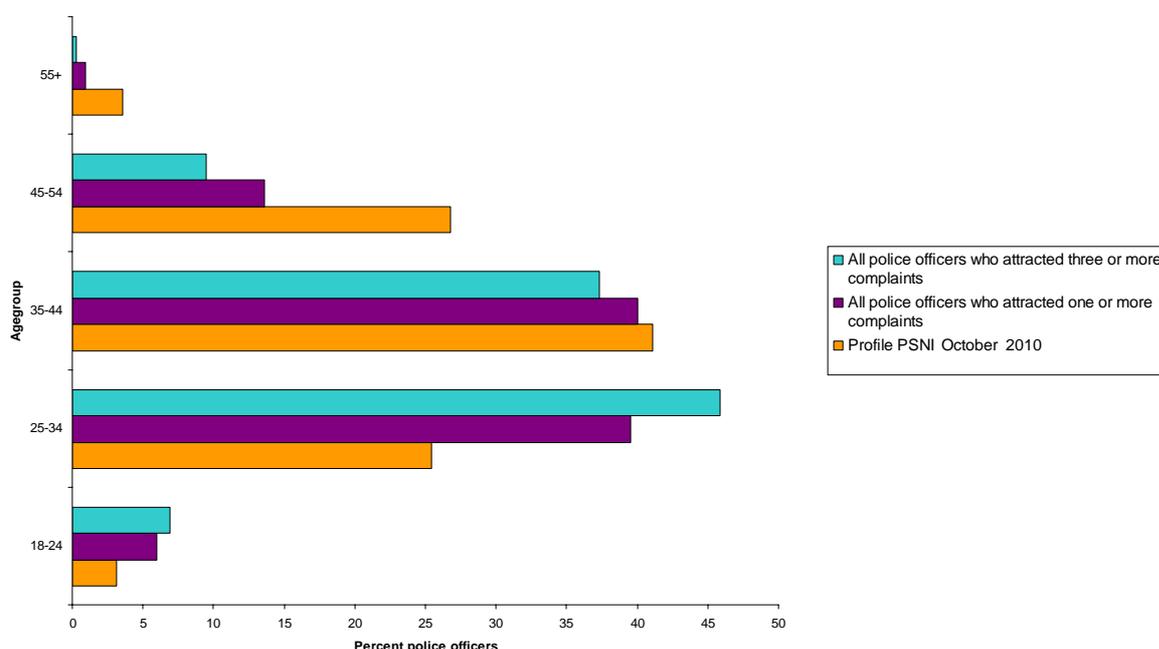


Figure 3 shows there were higher proportions of officers in younger age groups (18-34) who attracted complaints than in the PSNI overall (Tables 1 and 2). There were smaller proportions of officers in older age groups (45+) who attracted complaints than in the PSNI overall.

The following analysis shows the subgroups which were over-represented within age group.

Age is closely related to length of service; younger officers tend to have shorter lengths of service and older officers tend to have longer lengths of service. Looking at length of service within age, officers aged 18-44 with less than five years' service were over-represented among those who attracted one or more complaints, whilst officers with less than five years' service in all age groups were over-represented among those who attracted three or more complaints.

Looking at role group within age group, officers aged 18-44 in the R&NPU role group were over-represented among those who attracted complaints, whilst officers aged 45+ in

the R&NPU role group were under-represented among those who attracted complaints compared with the PSNI overall.

Although caution should be exercised as the numbers in these role groups are small, results show that there was a higher proportion of officers aged 18-44 in the District Crime role group who attracted complaints than in the PSNI overall. Officers aged 45+ in the District Crime role group had a similar proportion of officers who attracted complaints as in the PSNI overall. Officers in the Tactical Support role group aged 18-34 were also over-represented among those who attracted one or more complaints, those aged 35-44 had a similar proportion of officers who attracted complaints, whilst those aged 45+ were under-represented among those who attracted one or more complaints. Similarly, officers in the Tactical Support role group aged 18-34 were over-represented among those who attracted three or more complaints, whilst those aged 35+ were under-represented among those who attracted three or more complaints.

Age is also related to rank; a small proportion of officers (0.1%) were aged 18-34 and ranked Inspector level or above. Looking at rank within age group, Constables and Sergeants aged 18-34 were over-represented among those who attracted complaints. Sergeants aged 35-44 were also over-represented among those who attracted three or more complaints.

Looking at gender within age, male and female officers aged 18-34 were over-represented among those who attracted one or more complaints but the difference in profile was more apparent for males than females. Male officers aged 18-34 were over-represented among those who attracted three or more complaints, whilst the proportion of female officers aged 18-34 who attracted three or more complaints was similar to the PSNI overall.

Male officers aged 45+ were under-represented and female officers aged 35+ were under-represented among those who attracted complaints.

# Profile of police officers who attracted failure in duty allegations

When the profile of the overall PSNI was compared with the profile of officers who attracted complaints results showed that the following groups were over-represented among those who attracted failure in duty allegations<sup>2</sup>:

- Officers with less than five years' service;
- Officers in the R&NPU and District Crime role groups;
- Officers aged 18-34.

There were also a slightly higher proportion of Sergeants who attracted failure in duty allegations than in the PSNI overall.

Table 3 shows groups which were over-represented among officers who attracted failure in duty allegations.

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<sup>2</sup> See Appendix 4 for number of failure in duty allegations received by the Office

**Table 3: Groups over-represented among those who attracted failure in duty allegations**

Group		PSNI %	Group of officers who attracted one or more failure in duty allegations (n=1861) %	Group of officers who attracted two or more failure in duty allegations (n=902) %
<b>Length of service</b>	Officers with less than five years' service	23.4	47.0	49.8
<b>Role</b>	Officers in R&NPU	45.9	68.8	74.4
	Officers in District Crime	6.5	8.8	8.8
<b>Age</b>	Officers aged 18-24	3.1	5.6	5.1
	Officers aged 25-34	25.5	41.7	44.2
<b>Rank</b>	Sergeants	12.7	15.9	16.2

Table 3 shows that 23% of officers in the PSNI had less than five years' service whilst 47% of officers who attracted one or more failure in duty allegations had less than five years' service.

The following figures show the length of service, role and age profiles of the PSNI in October 2010 compared with the profiles of police officers who attracted failure in duty allegations between 1/12/2008 and 31/10/2010.

**Figure 4: Length of service profile of police officers who attracted failure in duty allegations**

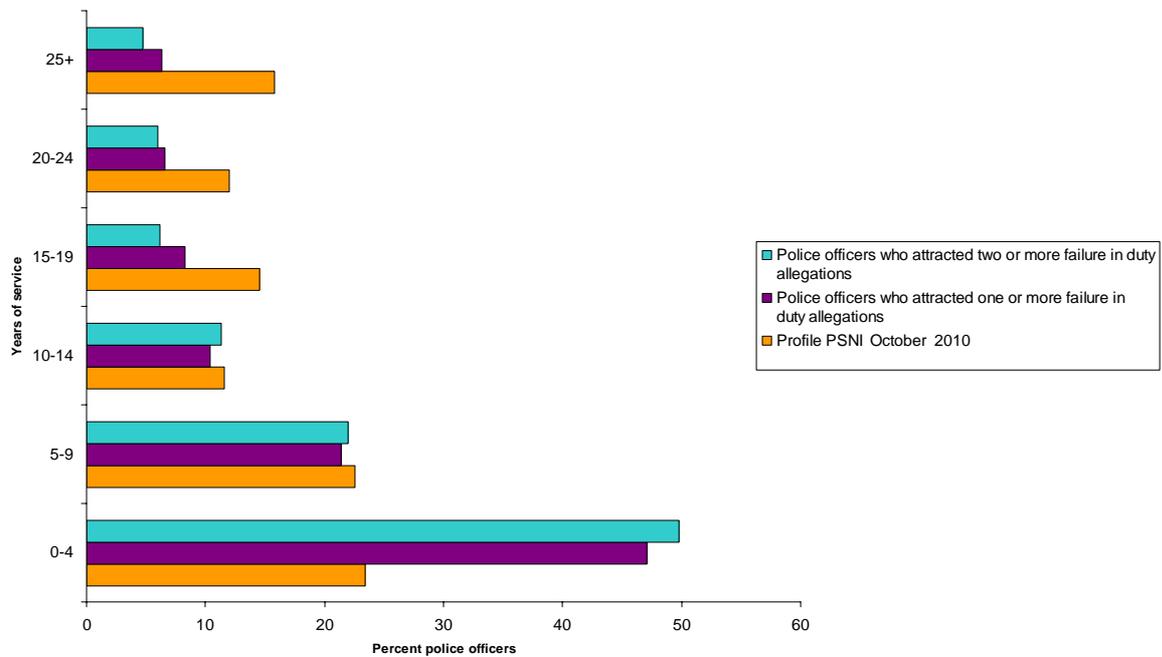


Figure 4 shows police officers with less than five years' service were over-represented among those who attracted failure in duty allegations (Table 3). Police officers with 15+ years' service were under-represented among officers who attracted failure in duty allegations.

Whilst overall officers with less than five years' service were over-represented among those who attracted failure in duty allegations, further analysis shows that only the following subgroups within this group were over-represented:

- Officers with less than five years' service in the R&NPU role group, District Crime and District Other role groups were over-represented among those who attracted failure in duty allegations, although caution should be exercised as the numbers in the District Crime and District Other role groups are small;

- Officers with less than five years' service aged 18-44 were over-represented among those who attracted failure in duty allegations;
- Constables with less than five years' service were over-represented among those who attracted failure in duty allegations. Sergeants with less than 15 years' service were over-represented among those who attracted failure in duty allegations;
- Both male and female officers with less than five years' service were over-represented among those who attracted failure in duty allegations.

**Figure 5: Role profile of police officers who attracted failure in duty allegations**

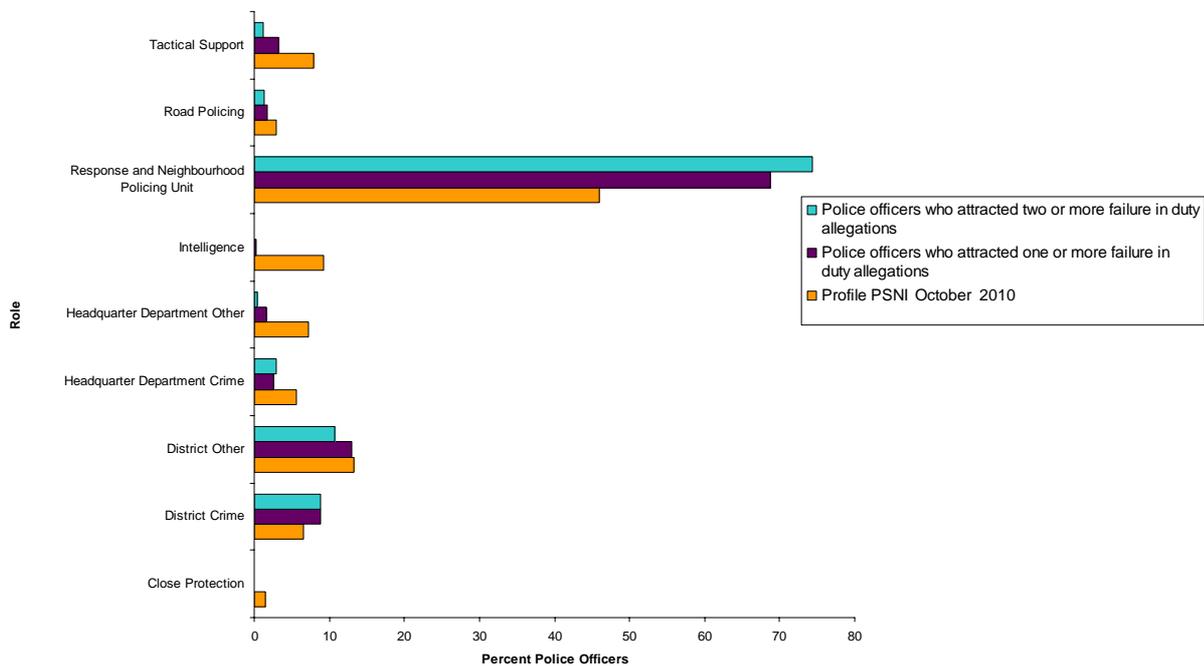


Figure 5 shows officers within the R&NPU and District Crime role groups were over-represented among those who attracted failure in duty allegations (Table 3).

Police officers in other role groups were under-represented or had similar proportions of officers who attracted failure in duty allegations as in the PSNI overall.

Whilst overall officers in the R&NPU and District Crime role groups were over-represented among those who attracted failure in duty allegations, further analysis shows that only the following subgroups within this group were over-represented:

- Officers in the R&NPU role group with less than 15 years' service were over-represented among those who attracted failure in duty allegations;
- Officers in the R&NPU role group aged 18-44 were over-represented among those who attracted failure in duty allegations;
- Officers in the R&NPU role group within all rank groups were over-

represented among those who attracted failure in duty allegations;

- Both male and female officers in the R&NPU role group were over-represented among those who attracted failure in duty allegations;
- Officers in the District Crime role group with less than five years' service and 10-14 years' service were over-represented among those who attracted failure in duty allegations, although caution should be exercised as the number in this role group is small;
- Officers in the District Crime role group aged 18-44 were over-represented among those who attracted failure in duty allegations, although caution should be exercised as the number in this role group is small;
- Officers in the District Crime role group ranked Constable and Sergeant were over-represented among those who attracted failure in duty allegations, although caution should be exercised as the number in this role group is small;
- Male officers in the District Crime role group were over-represented among those who attracted failure in duty allegations, although caution should be exercised as the number in this role group is small.

**Figure 6: Age profile of police officers who attracted failure in duty allegations**

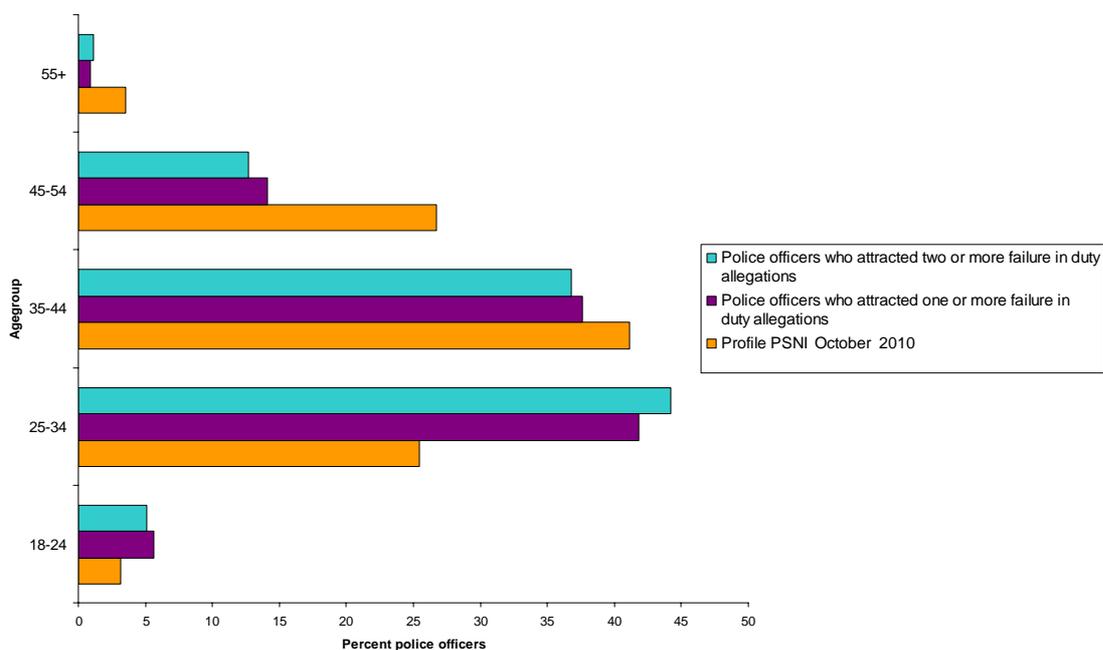


Figure 6 shows there were higher proportions of officers in younger age groups (18-34) who attracted failure in duty allegations than in the PSNI overall (Table 3). There was a smaller proportion of officers aged 45+ who attracted failure in duty allegations than in the PSNI overall.

Whilst overall officers aged 18-34 were over-represented among those who attracted failure in duty allegations, further analysis shows that only the following subgroups within this group were over-represented:

- Officers aged 18-34 with less than five years' service were over-represented among those who attracted failure in duty allegations, whilst groups with longer lengths of service had similar or smaller proportions of officers than in the PSNI overall;
- Officers aged 18-34 in the R&NPU and the District Crime role group were over-represented among those who attracted failure in duty allegations, although caution should be expressed as the number of officers in District Crime is small;

- Officers aged 18-34 ranked Constable and Sergeants were over-represented among those who attracted failure in duty allegations;
- Male and female officers aged 18-34 were over-represented among those who attracted failure in duty allegations.

Appendix 2b shows details of subgroups of officers which were over-represented among those who attracted failure in duty allegations.

# Profile of police officers who attracted oppressive behaviour allegations

When the profile of the overall PSNI was compared with the profile of officers who attracted oppressive behaviour allegations results show that the following groups were over-represented among those who attracted oppressive behaviour allegations<sup>3</sup>:

- Officers with less than five years' service;
- Officers in the R&NPU and Tactical Support role groups;
- Officers aged 18-34.

There were also slightly higher proportions of male officers and Constables who attracted oppressive behaviour allegations than in the PSNI overall.

Table 4 shows groups that were over-represented among officers who attracted oppressive behaviour allegations.

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<sup>3</sup> See Appendix 4 for number of oppressive behaviour allegations received by the Office

**Table 4: Groups over-represented among those who attracted oppressive behaviour allegations**

Group		PSNI %	Group of officers who attracted one or more oppressive behaviour allegations (n=1738) %	Group of officers who attracted two or more oppressive behaviour allegations (n=949) %
<b>Length of service</b>	Officers with less than five years' service	23.4	50.6	51.0
<b>Role</b>	Officers in R&NPU	45.9	70.9	74.1
	Officers in Tactical Support	7.9	10.6	10.6
<b>Age</b>	Officers aged 18-24	3.1	6.5	6.6
	Officers aged 25-34	25.5	43.9	46.4
<b>Rank</b>	Constables	81.2	86.5	86.6
<b>Gender</b>	Males	74.0	82.1	87.1

Table 4 shows that 23% of officers in the PSNI had less than five years' service whilst 51% of officers who attracted one or more oppressive behaviour allegations had less than five years' service.

The following figures show the length of service, role and age profiles of the PSNI in October 2010 compared with the profiles of police officers who attracted oppressive behaviour allegations between 1/12/2008 and 31/10/2010.

**Figure 7: Length of service profile of police officers who attracted oppressive behaviour allegations**

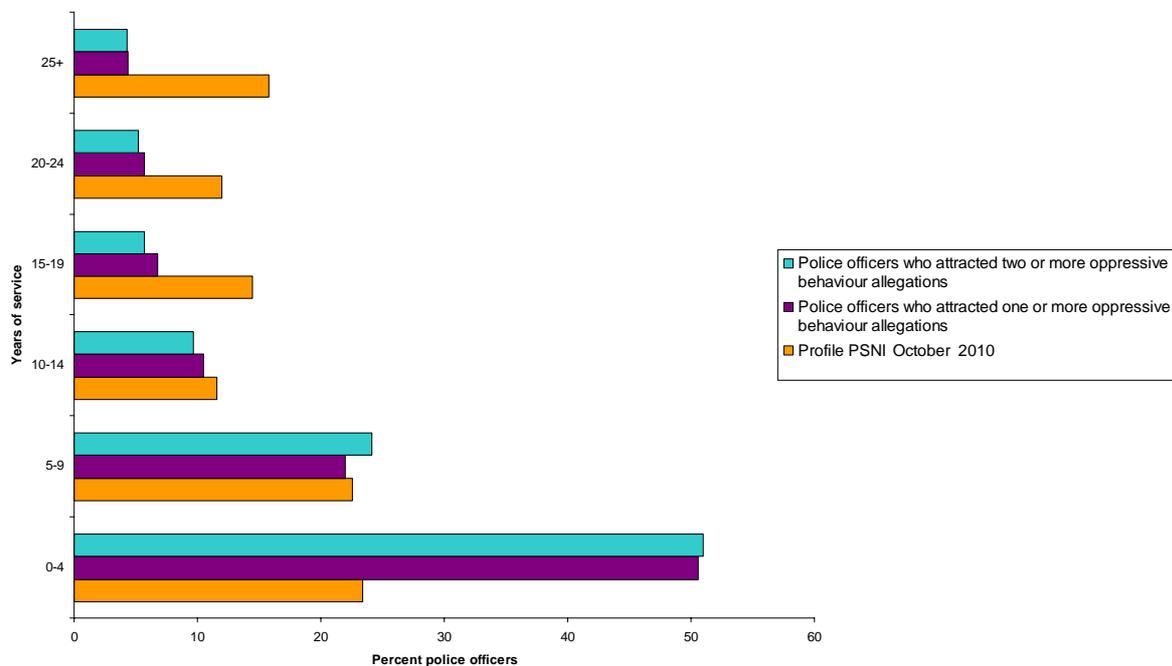


Figure 7 shows that police officers with less than five years' service were over-represented among those who attracted oppressive behaviour allegations (Table 4). Police officers with 15+ years' service were under-represented among officers who attracted one or more oppressive behaviour allegations. Police officers with 10+ years' service were under-represented among officers who attracted two or more oppressive behaviour allegations.

Whilst overall officers with less than five years' service were over-represented among those who attracted oppressive behaviour allegations, further analysis shows that only the following subgroups within this group were over-represented:

- Officers with less than five years' service in the R&NPU and the Tactical Support role group were over-represented among those who attracted oppressive behaviour allegations, although caution should be exercised as the number of officers in the Tactical Support group role group is small;

- Officers with less than five years' service aged 18-44 were over-represented among those who attracted oppressive behaviour allegations;
- Constables with less than five years' service were over-represented among those who attracted oppressive behaviour allegations. Sergeants with less than 10 years' service were over-represented among those who attracted oppressive behaviour allegations;
- Both male and female officers with less than five years' service were over-represented among those who attracted oppressive behaviour allegations.

**Figure 8: Role profile of police officers who attracted oppressive behaviour allegations**

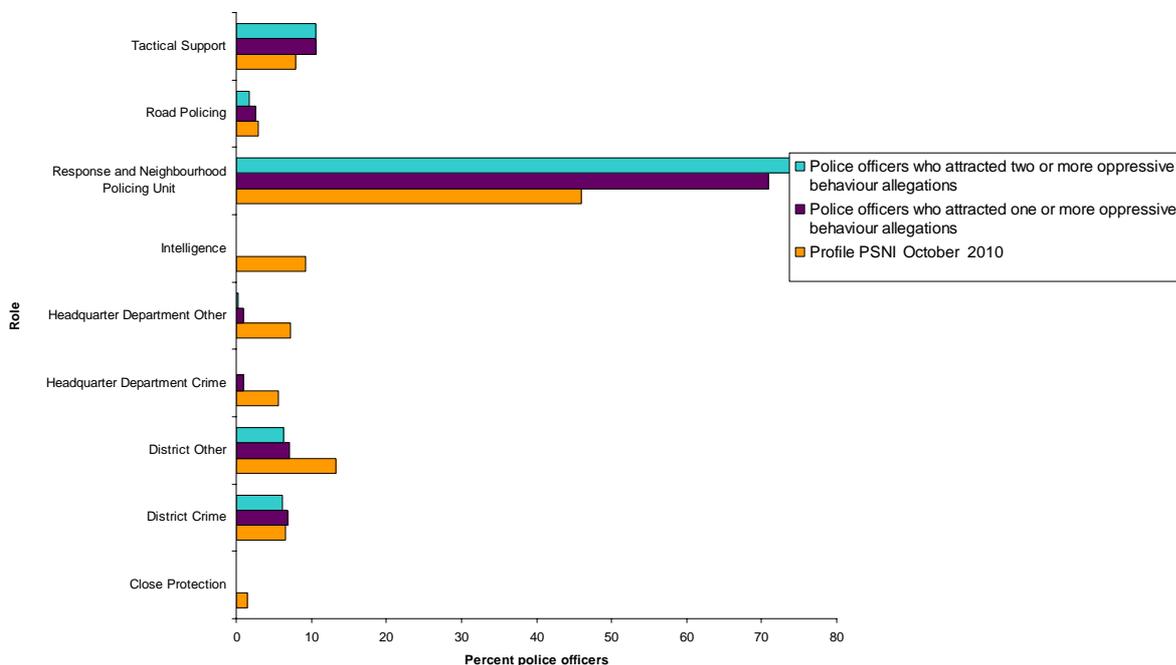


Figure 8 shows that officers within the R&NPU and the Tactical Support Group were over-represented among those who attracted oppressive behaviour allegations (Table 4).

Police officers in other role groups were under-represented or had similar proportions of officers who attracted oppressive behaviour allegations as in the PSNI overall.

Whilst overall officers in R&NPU and Tactical Support role groups were over-represented among those who attracted oppressive behaviour allegations, further analysis shows that only the following subgroups within this group were over-represented:

- Officers in the R&NPU role group with less than 15 years' service were over-represented among those who attracted oppressive behaviour allegations;
- Officers in the R&NPU role group aged 18-44 were over-represented among those who attracted oppressive behaviour allegations;

- Officers in the R&NPU role group ranked Constable and Sergeant were over-represented among those who attracted oppressive behaviour allegations;
- Male officers in the R&NPU role group were over-represented among those who attracted oppressive behaviour allegations;
- Officers in the Tactical Support role group with less than 15 years' service were over-represented among those who attracted oppressive behaviour allegations, although caution should be exercised as the number in this role group is small;
- Officers in the Tactical Support role group aged 18-44 were over-represented among those who attracted oppressive behaviour allegations, although caution should be exercised as the number in this role group is small;
- Officers in the Tactical Support role group ranked Constable were over-represented among those who attracted oppressive behaviour allegations, although caution should be exercised as the number in this role group is small;
- Male officers in the Tactical Support role group were over-represented among those who attracted oppressive behaviour allegations although caution should be exercised as the number in this role group is small.

**Figure 9: Age profile of police officers who attracted oppressive behaviour allegations**

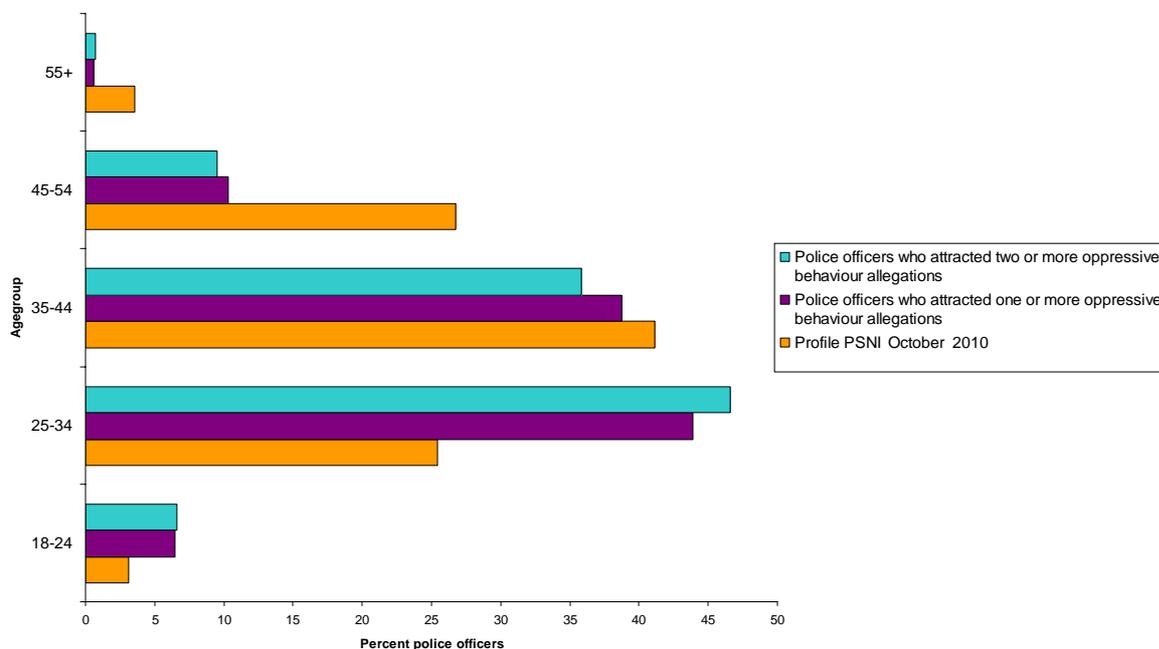


Figure 9 shows that there were higher proportions of officers in younger age groups (18-34) who attracted oppressive behaviour allegations than in the PSNI overall (See Table 4). There were smaller proportions of officers in older age groups (45+) who attracted oppressive behaviour allegations than in the PSNI overall.

Whilst overall officers aged 18-34 were over-represented among those who attracted oppressive behaviour allegations, further analysis shows that only the following subgroups within this group were over-represented:

- Officers aged 18-34 with less than five years' service were over-represented among those who attracted oppressive behaviour allegations, whilst groups with longer lengths of service had similar or smaller proportions of officers than in the PSNI overall;
- Officers aged 18-34 in the R&NPU and the Tactical Support role groups

were over-represented among those who attracted oppressive behaviour allegations, although caution should be exercised as the number of officers in the Tactical Support role group is small;

- Officers aged 18-34 ranked Constable and Sergeants were over-represented among those who attracted oppressive behaviour allegations;
- Male officers aged 18-34 were over-represented among those who attracted oppressive behaviour allegations.

Appendix 2c shows details of sub-groups which were over-represented among those who attracted oppressive behaviour allegations.

# Profile of police officers who attracted incivility allegations

When the profile of the overall PSNI was compared with the profile of officers who attracted complaints results showed that the following groups were over-represented among those who attracted incivility allegations<sup>4</sup>:

- Officers with less than five years' service;
- Officers in the R&NPU, District Crime and Roads Policing role groups;
- Officers aged 18-34.

There were also slightly higher proportions of Constables and male officers who attracted incivility allegations than in the PSNI overall.

Table 5 shows groups which were over-represented among officers who attracted incivility allegations.

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<sup>4</sup> See Appendix 4 for number of incivility allegations received by Office

**Table 5: Groups over-represented among those who attracted incivility allegations**

Group		PSNI %	Group of officers who attracted one or more incivility allegations (n=992) %	Group of officers who attracted two or more incivility allegations (n=282) %
<b>Length of service</b>	Officers with less than five years' service	23.4	44.7	44.3
<b>Role</b>	Officers in R&NPU	45.9	69.9	77.9
	Officers in Roads Policing	2.9	4.7	**
	District Crime	6.5	7.6	**
<b>Age</b>	Officers aged 18-24	3.1	4.7	6.4
	Officers aged 25-34	25.5	39.3	45.0
<b>Rank</b>	Constables	81.1	85.0	86.0
<b>Gender</b>	Males	74.0	81.5	84.5

**\*\* Group too small to allow meaningful analysis by role**

Table 5 shows that 23% of officers in the PSNI had less than five years' service whilst 45% of officers who attracted one or more incivility allegations had less than five years' service.

The following figures show the length of service, role and age profiles of the PSNI in October 2010 compared with the profiles of police officers who attracted incivility allegations between 1/12/2008 and 31/10/2010.

**Figure 11: Length of service profile of police officers who attracted incivility allegations**

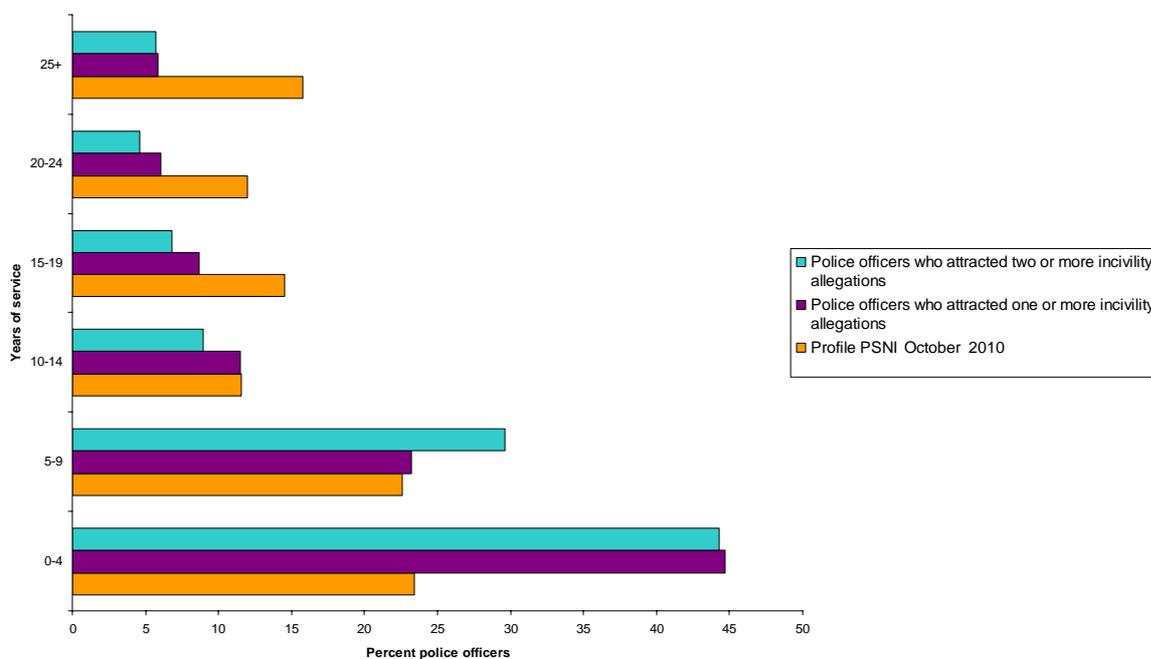


Figure 11 shows police officers with less than five years' service were over-represented among those police officers who attracted one or more incivility allegations (see Table 5). Police officers with 15+ years' service were under-represented among officers who attracted one or more incivility allegations. Police officers with less than 10 years' service were over-represented among those who attracted two or more incivility allegations, whilst officers with 15+ years' service were under-represented among officers who attracted two or more incivility allegations.

Whilst overall officers with less than five years' service were over-represented among those who attracted incivility allegations, further analysis shows that only the following subgroups within this group were over-represented:

- Officers with less than five years' service in the R&NPU, District Crime and District Other role groups were over-represented among those who attracted incivility allegations although caution should be exercised as the

numbers in the District Crime and District Other role groups are small,

- Officers with less than five years' service across all age groups were over-represented among those who attracted incivility allegations;
- Constables with less than five years' service were over-represented among those who attracted incivility allegations. Sergeants with less than 10 years' service were over-represented among those who attracted incivility allegations;
- Both male and female officers with less than five years' were over-represented among those who attracted incivility allegations.

**Figure 12: Role profile of police officers who attracted incivility allegations**

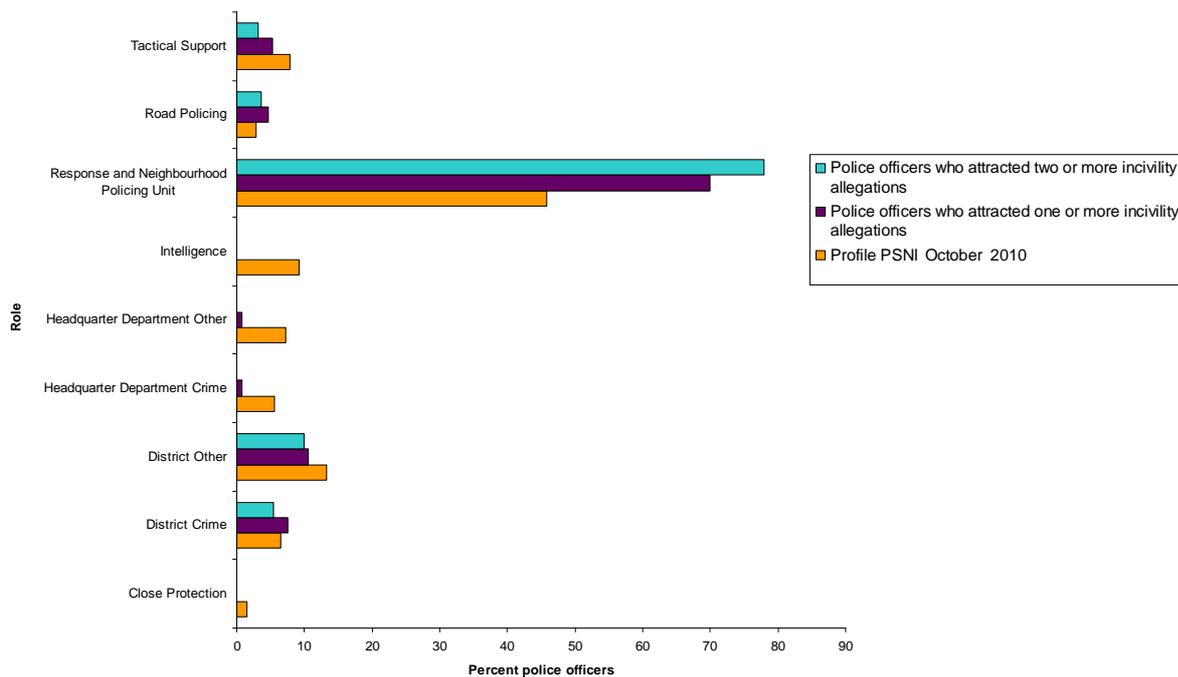


Figure 12 shows that officers within the R&NPU and District Crime role groups were over-represented among those who attracted incivility allegations (Table 5).

Although caution should be exercised as the number in this group is small, there was also a slightly higher proportion of officers in the Roads Policing role group who attracted incivility allegations than in the PSNI overall.

Police officers in other role groups were under-represented or had similar proportions of officers who attracted incivility allegations as in the PSNI overall.

Whilst overall officers in the R&NPU, District Crime and Roads Policing role groups were over-represented among those who attracted incivility allegations, further analysis shows that only the following subgroups within this group were over-represented:

- Officers in the R&NPU role group with less than 15 years' service were over-represented among those who attracted incivility allegations;

- Officers in the R&NPU role group across all age groups were over-represented among those who attracted incivility allegations;
- Officers in the R&NPU role group ranked Constable and Sergeant were over-represented among those who attracted incivility allegations;
- Both male and female officers in the R&NPU role group were over-represented among those who attracted incivility allegations;
- Officers in the Roads Policing role group with 5-9 years' service were over-represented among those who attracted incivility allegations although caution should be exercised as the number of officers in the Roads Policing role group is small;
- Officers in the Roads Policing role group aged 35-44 were over-represented among those who attracted incivility allegations, although caution should be exercised as the number of officers in the Roads Policing role group is small;
- Male officers in the Roads Policing role group were over-represented among those who attracted incivility allegations, although caution should be exercised as the number of officers in the Roads Policing role group is small;
- Officers in the Roads Policing role group ranked Constable were over-represented among those who attracted incivility allegations although caution should be exercised as the number of officers in the Roads Policing group is small;
- Officers in the District Crime role group with less than five years' service were over-represented among those who attracted incivility allegations although caution should be exercised as the number of officers in the District Crime group is small;

- Officers in the District Crime role group aged 35-44 were over-represented among those who attracted incivility allegations, although caution should be exercised as the number of officers in the District Crime group is small;
- Male officers in the District Crime role group were over-represented among those who attracted incivility allegations, although caution should be exercised as the number of officers in the District Crime group is small.

**Figure 13: Age profile of police officers who attracted incivility allegations**

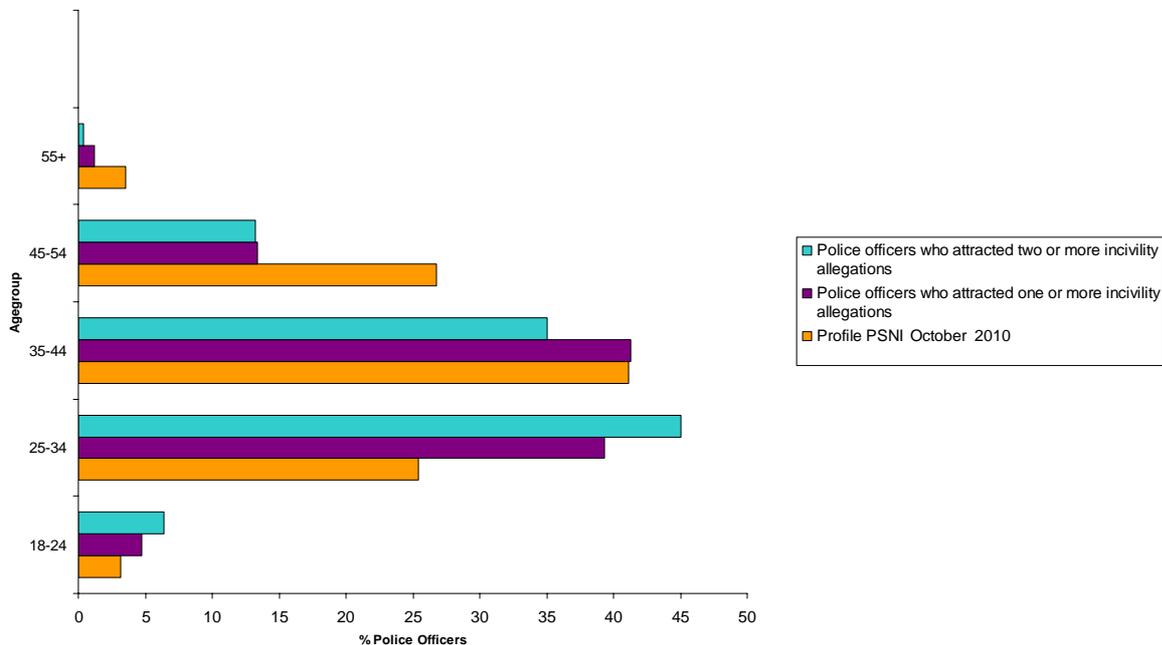


Figure 13 shows that there were higher proportions of officers in younger age groups (18-34) who attracted incivility allegations than in the PSNI overall (See Table 5). There were smaller proportions of officers in older age groups (45+) who attracted incivility allegations than in the PSNI overall.

Whilst overall officers aged 18-34 were over-represented among those who attracted incivility allegations, further analysis shows that only the following subgroups within this group were over-represented:

- Officers aged 18-34 with less than five years' service were over-represented among those who attracted incivility allegations;
- Officers aged 18-34 in the R&NPU role group were over-represented among those who attracted incivility allegations;
- Officers aged 18-34 ranked Constable and Sergeant were over-represented among those who attracted incivility allegations;
- Male officers aged 18-34 were over-represented among those who attracted incivility allegations.

Appendix 2d shows details of sub-groups that were over-represented among those who attracted incivility allegations.

# Conclusion

This research demonstrates that officers with particular characteristics are more likely to attract complaints. It is perhaps of no real surprise that the officers who attract complaints are those with public facing responsibilities. However, there are some exceptions to this, for example whilst officers with less than 15 years' service in R&NPU role group were over-represented among those who attracted three or more complaints, officers with 15+ years' service in the R&NPU role group were under-represented.

The report offers PSNI an opportunity to explore over-representation within groups of police officers, for example; - Tactical Support Group officers were over-represented among those who attracted oppressive behaviour allegations, whilst Roads Policing officers were over-represented among those who attracted incivility related allegations. Whilst such findings may not be unexpected given the roles of the officers concerned they, nevertheless, merit attention by senior PSNI management.

Having identified the salient trends and patterns in relation to officer's characteristics the Office of the Police Ombudsman expects the PSNI to seek to address the issues raised. In particular, it is recommended that PSNI concentrate attention, as part of its overall Complaints Reduction Strategy, on younger officers with under five years' experience attached to the Response and Neighbourhood Policing Units.

To facilitate further analysis and interpretation of the findings of this report, with a view to taking action to address the issues raised, the Office of the Police Ombudsman has committed itself to working closely with the Professional Standards and Human Resources Departments of the PSNI.

# Appendix 1 Aim and methodology

## Aim

The aim of the research was to determine if the characteristics of police officers who attract complaints are different to the characteristics of police officers in the PSNI overall.

## Methodology

The overall profile of the PSNI was compared with:

- the profile of police officers who attracted **one** or more complaints;
- the profile of police officers who attracted **three** or more complaints;
- the profile of police officers who attracted **one** or more oppressive behaviour, failure in duty and incivility allegations;
- the profile of police officers who attracted **two** or more oppressive behaviour, failure in duty and incivility allegations.

## Profile of the PSNI

Details of the individual characteristics of all police officers were obtained from the PSNI. This included information concerning gender, age, length of service and rank as at October 2010. The Establishment and Structure Branch of the PSNI also grouped officers according to individual role groups. The profile of the police service as at October 2010 is detailed in Appendix 3.

## Profile of police officers who attracted complaints and allegations

The first step in assessing the characteristics of officers who attracted complaints and allegations was to compile a database of complaints and allegations received by the Office.

In December 2008 the Office of the Police Ombudsman introduced a new Case Handling System (CHS). The new CHS records details of complaints and allegations made to the Police Ombudsman. A complaint may contain one or more allegations. The number of complaints and allegations received by the Office is detailed in Appendix 4. It should be noted that a single incident may result in one or more individuals making complaints to the Office, for example

individual members of a family may make separate complaints about police behaviour during the search of a property.

During the course of an investigation if an Investigation Officer determines that a police officer is linked to an allegation the CHS allows the allegation to be associated with this police officer's service number. Each allegation can be associated with one or more police officers.

For each officer who received one or more complaints during the time period 1 December 2008 and 31 October 2010, details of the complaint and the corresponding allegations were extracted from the CHS on 22 March 2011.

The CHS is a live system and after this date Investigation Officers continued to associate further police officers with complaints received during 1 December 2008 and 31 October 2010.

The CHS records the date on which the incident complained of took place. Where the incident date was unavailable, we assumed the incident date to be the date of the complaint.

Incident dates ranged from October 2006 to October 2010. The analysis covered complaints where the incident took place on or following 1/12/2008.

The next step was to merge police officers' details from the PSNI nominal roll onto the database. The following databases were then constructed:

- Database containing details of officers who attracted one or more complaints between 1 December 2008 and 31 October 2010;
- Database containing details of officers who attracted three or more complaints between 1 December 2008 and 31 October 2010;
- Database containing details of officers who attracted one or more failure in duty allegations between 1 December 2008 and 31 October 2010;
- Database containing details of officers who attracted one or more oppressive behaviour allegations between 1 December 2008 and 31 October 2010;

- Database containing details of officers who attracted one or more incivility allegations between 1 December 2008 and 31 October 2010.

Table 6 shows the sample of officers used to conduct the analysis.

**Table 6 Sample of officers**

Group of officers	Number in sample
Police officers who attracted one or more complaints	3067
Police officers who attracted three or more complaints	924
Police officers who attracted one or more failure in duty allegations	1861
Police officers who attracted two or more failure in duty allegations	902
Police officers who attracted one or more oppressive behaviour allegations	1738
Police officers who attracted two or more oppressive behaviour allegations	949
Police officers who attracted one or more incivility allegations	992
Police officers who attracted two or more incivility behaviour allegations	282

### Assessing differences in profile

The proportion of officers in each group was compared with the proportion of officers in the PSNI overall. For example, in the PSNI 74% of officers were male (i.e. expected proportion of males). Results show that 77% of officers who attracted one or more complaints were male (i.e. the actual proportion of males). This means that males were over-represented among those who attracted complaints.

Further analysis was also carried out to see if the differences in profile were consistent across all subgroups i.e. gender, age, length of service, rank and role sub groups (see Appendix 1 for details of subgroups).

Within subgroups the difference between the proportion of officers in the PSNI (expected proportion) and the actual proportion of officers who attracted complaints or allegations is noted if:

- The difference between the actual number of officers in the subgroup and the expected number of officers in the subgroup as a percentage of the expected number of officers who attracted complaints is at least 15% and;
- The difference between the proportion of officers in the PSNI subgroup (expected proportion) and the actual proportion of officers who attracted complaints is greater than 0.5 percentage points.

Table 7 shows a worked example to assess if a subgroup is over-represented among officers who attract complaints.

**Table 7 Worked example: Are male officers aged 18-34 over-represented among those who attracted complaints?**

Number of male officers aged 18-34 in PSNI	1386
Proportion of male officers aged 18-34 in PSNI	17.2%
Number of officers who attracted one or more complaints	3067
Number of male officers aged 18-34 who attracted one or more complaints	956
Proportion of male officers aged 18-34 who attracted one or more complaints	31.2%
Expected number of male officers aged 18-34 who attracted one or more complaints	$17.2\% \times 3067 = 527.5$
<b>The difference between proportion of male officers aged 18-34 in the PSNI (expected proportion) and the actual proportion of male officers aged 18-34 who attracted one or more complaints</b>	<b><math>17.2\% - 31.2\% = -14</math> percentage points</b>
The difference between the actual number of male officers aged 18-34 and expected number of officers male aged 18-34	$956 - 527.5 = 428.5$
<b>The difference between the actual number of male officers aged 18-34 and expected number of male officers aged 18-34 as a percentage of the expected number of male officers aged 18-34 who attracted one or more complaints</b>	<b><math>428.5 / 527.5 \times 100 = 81\%</math></b>

Conclusion

**Male officers aged 18-34 are over-represented among those who attracted one more complaints**

## Appendix 2

### Appendix 2a Sub-groups over-represented among those who attracted complaints

	Subgroup	PSNI %	Group of officers who attracted one or more complaints (n=3067) %	Group of officers who attracted three or more complaints (n=924) %
Length of service and role**	Officers with less than 5 years' service in R&NPU	19.2	40.6	50.5
	Officers with 5-9 years' service in R&NPU	10.3	*	14.0
	Officers with 10-14 years' service in R&NPU	3.2	4.6	5.0
	Officers with less than 5 years' service in District Crime	0.6	1.5	1.4
	Officers with 10-14 years' service in District Crime	1	1.7	*
	Officers with less than 5 years' service in District Other	1.4	2.1	2.2
Length of service and age	Officers with less than 5 years' service aged 18-34	17	33.5	40.4
	Officers with less than 5 years' service aged 35-44	5.7	10.8	12.9
	Officers with less than 5 years' service aged 45+	0.8	*	1.8
Length of service and rank	Officers with less than 5 years' service ranked Constable	23	44.6	53.8
	Officers with less than 10 years' service ranked Sergeant	2.1	3.7	5.5
	Officers with 10-14 years' service ranked Sergeant	2.9	3.7	4.0
Length of service and gender	Male officers with less than 5 years' service	15.5	32.1	43.6
	Female officers with less than 5 years' service	7.9	13.4	11.5
	Male officers with 5-9 years' service	14.1	*	16.9
Role and age	Officers aged 18-34 in R&NPU	19.3	36.6	45.7
	Officers aged 35-44 in R&NPU	15.3	20.9	24.5
	Officers aged 18-34 in District Crime	2.1	3.6	2.7
	Officers aged 35-44 in District Crime	3.2	4.2	4.1
	Officers aged 18-34 in Tactical Support	1.5	2.2	2.5

**Appendix 2a Sub-groups over-represented among those who attracted complaints  
(continued)**

	Subgroup	PSNI %	Group of officers who attracted one or more complaints (n=3067) %	Group of officers who attracted three or more complaints (n=924) %
Role and rank	Constables in R&NPU	41.1	56	66.1
	Sergeants in R&NPU	3.7	6.7	9.2
	Officers ranked Inspector or above in R&NPU	1.2	1.9	*
	Constables in District Crime	5.3	7.3	6.2
	Sergeants in District Crime	1	1.6	*
	Sergeants in District Other	2.5	3.6	3.1
Role and gender	Male officers in R&NPU	31.6	48.2	62.9
	Male officers in District Crime	4.5	7.3	6.9
Age and rank	Constables aged 18-34	27.3	43	49.9
	Sergeants aged 18-34	1.2	2.3	2.9
	Sergeants aged 35-44	7.3	*	9.1
Age and gender	Male officers aged 18-34	17.2	31.2	41.5
	Female officers aged 18-34	11.4	14.3	*
Rank and Gender	Male Constables	58.5	*	67.2
	Male Sergeants	10.3	*	13.2

\* Group was not over-represented

\*\* District Crime includes CID, Tactical Crime and Volume Crime functions.

District Other is any function at district level which is not Response & Neighbourhood Policing, or District Crime. This includes functions such as Custody, Call Management, Tutor units, Operational Planning, Criminal Justice units and District Command.

Tactical Support includes TSG, Special Operations and Armed Response functions.

## Appendix 2b Sub-groups over-represented among those who attracted failure in duty allegations

	Subgroup	PSNI %	Group of officers who attracted one or more failure in duty allegations (n=1861) %
Length of service and role	Officers with less than 5 years' service in R&NPU	19.2	42.2
	Officers with 5-9 years' service in R&NPU	10.3	12.7
	Officers with 10-14 years' service in R&NPU	3.2	4.7
	Officers with less than 5 years' service in District Crime	0.6	1.6
	Officers with 10-14 years' service in District Crime	1.0	1.7
	Officers with less than 5 years' service in District Other	1.4	2.2
Length of service and age	Officers with less than 5 years' service – aged 18-34	17	34.9
	Officers with less than 5 years' service aged 35-44	5.7	11
Length of service and rank	Officers with less than 5 years' service ranked Constable	23	46.1
	Officers with less than 10 years' service ranked Sergeant	2.1	4.4
	Officers with 10-14 years' service ranked Sergeant	2.9	4
Length of service and gender	Male officers with less than 5 years' service	15.5	32.1
	Female officers with less than 5 years' service	7.9	15
Role and age	Officers aged 18-34 in R&NPU	19.3	39.4
	Officers aged 35-44 in R&NPU	15.3	21.5
	Officers aged 18-34 in District Crime	2.1	3.7
	Officers aged 35-44 in District Crime	3.2	4
	Officers in District Other aged 35-44	5.7	6.8

## Appendix 2b Sub-groups over-represented among those who attracted failure in duty allegations (continued)

	Subgroup	PSNI %	Group of officers who attracted one or more failure in duty allegations (n=1861) %
Role and rank	Constables in R&NPU	41.1	59.1
	Sergeants in R&NPU	3.7	7.7
	Officers ranked Inspector or above in R&NPU	1.2	2.0
	Constables in District Crime	5.3	6.9
	Sergeants in District Crime	1	1.7
	Sergeants in District Other	2.5	4.8
Role and gender	Male officers in R&NPU	31.6	50
	Female officers in R&NPU	14.4	18.9
	Male officers in District Crime	4.5	6.8
Age and rank	Constables aged 18-34	27.3	44.4
	Sergeants aged 18-34	1.2	2.7
	Sergeants aged 35-44	7.3	9.0
Age and gender	Male officers aged 18-34	17.2	31.2
	Female officers aged 18-34	11.4	16.2
Rank and gender	Male Sergeants	10.3	12.8
	Female Sergeants	2.4	3.0

\*\* District Crime includes CID, Tactical Crime and Volume Crime functions. District Other is any function at district level which is not Response & Neighbourhood Policing, or District Crime. This includes roles such as Custody, Call Management, Tutor units, Operational Planning, Criminal Justice units and District Command.

Tactical Support includes TSG, Special Operations and Armed Response functions.

## Appendix 2c Sub-groups over-represented among those who attracted oppressive behaviour allegations

	Subgroup	PSNI %	Group of officers who attracted one or more oppressive behaviour allegations (n=1738) %
Length of service and role	Officers with less than 5 years' service in R&NPU	19.2	46.5
	Officers with 5-9 years' service in R&NPU	10.3	12.7
	Officers with 10-14 years' service in R&NPU	3.2	4.5
	Officers with less than 5 years' service in Tactical Support	0.3	1.1
	Officers with 5-9 years' service in Tactical Support	2.2	3.7
	Officers with 10-14 years' service in Tactical Support	1.4	2.2
Length of service and age	Officers with less than 5 years' service aged 18-34	17	37.2
	Officers with less than 5 years' service aged 35-44	5.7	12.1
Length of service and rank	Officers with less than 5 years' service ranked Constable	23	49.9
	Officers with less than 10 years' service ranked Sergeant	2.1	3.7
Length of service and gender	Male officers with less than 5 years' service	15.5	38.2
	Female officers with less than 5 years' service	7.9	12.4
	Male officers with 5-9 years' service	14.1	18.1
Role and age	Officers aged 18-34 in R&NPU	19.3	41.9
	Officers aged 35-44 in R&NPU	15.3	23.0
	Officers aged 18-34 in Tactical Support	1.5	3.3
	Officers aged 35-44 in Tactical Support	4.1	6.0

## Appendix 2c Sub-groups over-represented among those who attracted oppressive behaviour allegations (continued)

	Subgroup	PSNI %	Group of officers who attracted one or more oppressive behaviour allegations (n=1738) %
Role and rank	Constables in R&NPU	41.1	63.5
	Sergeants in R&NPU	3.7	6.5
	Constables in Tactical Support	6.5	8.7
Role and gender	Male officers in R&NPU	31.6	56.1
	Male officers in Tactical Support	7.3	9.8
	Male officers in District Crime	4.5	6.2
Age and rank	Constables aged 18-34	27.3	48.2
	Sergeants aged 18-34	1.2	2.2
Age and gender	Male officers aged 18-34	17.2	37.9
Rank and Gender	Male Constables	58.5	69.9

\* Group was not over-represented

\*\* District Crime includes CID, Tactical Crime and Volume Crime functions.

District Other is any function at district level which is not Response & Neighbourhood Policing, or District Crime. This includes roles such as Custody, Call Management, Tutor units, Operational Planning, Criminal Justice units and District Command.

Tactical Support includes TSG, Special Operations and Armed Response functions.

## Appendix 2d Sub-groups over-represented among those who attracted incivility allegations

	Subgroup	PSNI %	Group of officers who attracted one or more incivility allegations (n=992) %
Length of service and role	Officers with less than 5 years' service in R&NPU	19.2	41.2
	Officers with 5-9 years' service in R&NPU	10.3	14.6
	Officers with 10-14 years' service in R&NPU	3.2	5.4
	Officers with less than 5 years' service in District Crime	0.6	1.2
	Officers with 5-9 years' service in Roads Policing	0.7	1.7
Length of service and age	Officers with less than 5 years' service – aged 18-34	17	33.3
	Officers with less than 5 years' service aged 35-44	5.7	10.0
	Officers with less than 5 years' service aged 45+	0.8	1.4
	Officers with less than 5 -9 years' service aged 35-44	10.5	12.1
Length of service and rank	Officers with less than 5 years' service ranked Constable	23	44.1
	Officers with less than 10 years' service ranked Sergeant	2.1	3.7
	Officers with less than 10 -14 years' service ranked Sergeant	2.9	4.0
Length of service and gender	Male officers with less than 5 years' service	<b>15.5</b>	34.0
	Female officers with less than 5 years' service	7.9	10.7
	Male officers with 5-9 years' service	14.1	18.8
Role and age	Officers aged 18-34 in R&NPU	19.3	38
	Officers aged 35-44 in R&NPU	15.3	24.3
	Officers aged 35-44 in Road Policing	1.5	2.7
	Officers aged 35-44 in District Crime	3.2	4.4

**Appendix 2d Sub-groups over-represented among those who attracted incivility allegations  
(continued)**

	Subgroup	PSNI %	Group of officers who attracted one or more incivility allegations (n=992) %
Role and rank	Constables in R&NPU	41.1	61.3
	Sergeants in R&NPU	3.7	7.7
	Constables in Road Policing	2.4	4.5
Role and gender	Male officers in R&NPU	31.6	55.9
	Male officers in Road Policing	2.4	4.5
	Male officers in District Crime	4.5	6.4
Age and rank	Constables aged 18-34	27.3	41.8
	Sergeants aged 18-34	1.2	2.1
Age and gender	Male officers aged 18-34	17.2	32.7
Rank and gender	Male Constables	58.5	68.1

\* Group was not over-represented

\*\* District Crime includes CID, Tactical Crime and Volume Crime functions.

District Other is any function at district level which is not Response & Neighbourhood Policing, or District Crime. This includes roles such as Custody, Call Management, Tutor units, Operational Planning, Criminal Justice units and District Command.

Tactical Support includes TSG, Special Operations and Armed Response functions.

# Appendix 3

## Appendix 3a Gender profile of the PSNI, October 2010

Male	74
Female	26

Gender and Age		
Gender	Age	% of officers in PSNI Oct 2010
Male	18-34	17.2
	35-44	30.9
	45+	25.9
Female	18-34	11.4
	35-44	10.2
	45+	4.4

Gender and Length of Service		
Gender	Length of Service	% of officers in PSNI Oct 2010
Male	0-4	15.5
	5-9	14.1
	10-14	9.0
	15-19	10.5
	20+	24.9
Female	0-4	7.9
	5-9	8.6
	10-14	2.6
	15-19	4.1
	20+	2.9

Gender and Rank		
Gender	Rank	% of officers in PSNI Oct 2010
Male	Constable /Reserve Constable	58.5
	Sergeant	10.3
	Inspector and above	5.3
Female	Constable /Reserve Constable	22.7
	Sergeant	2.4
	Inspector and above	0.9

Gender and Role		
Gender	Role	% of officers in PSNI Oct 2010
Male	Close Protection	1.5
	District Crime	4.5
	District Other	9.3
	Headquarter Department Crime	3.9
	Headquarter Department Other	5.9
	Intelligence	7.6
	Response and Neighbourhood Policing Unit	31.6
	Roads Policing	2.4
	Tactical Support	7.3
Female	Close Protection	0.0
	District Crime	2.0
	District Other	4.0
	Headquarter Department Crime	1.7
	Headquarter Department Other	1.4
	Intelligence	1.6
	Response and Neighbourhood Policing Unit	14.4
	Roads Policing	0.4
Tactical Support	0.5	

## Appendix 3b Age profile of the PSNI, October 2010

Age	Profile PSNI October 2010 %
18-24	3.1
25-34	25.5
35-44	41.1
45-54	26.8
55+	3.5

Age and Gender		
Age	Gender	% of officers in PSNI Oct 2010
18-34	Male	17.2
	Female	11.4
35-44	Male	30.9
	Female	10.2
45+	Male	25.9
	Female	4.4

Age and Length of Service		
Age	Length of Service	% of officers in PSNI Oct 2010
18-34	0-4	19.8
	5-9	7.9
	10-14	0.8
	15-19	0.0
	20+	0.0
35-44	0-4	7.6
	5-9	8.8
	10-14	9.2
	15-19	9.7
	20+	5.8
45+	0-4	1.2
	5-9	1.6
	10-14	2.8
	15-19	5.1
	20+	19.5

Age and Rank		
Age	Rank	% of officers in PSNI Oct 2010
18-34	Constable /Reserve Constable	27.3
	Sergeant	1.2
	Inspector/Chief Inspector and above	0.1
35-44	Constable /Reserve Constable	30.8
	Sergeant	7.3
	Inspector/Chief Inspector and above	3.1
45+	Constable	23.1
	Sergeant	4.3
	Inspector/Chief Inspector and above	2.9

Age and Role		
Age	Role	% of officers in PSNI Oct 2010
18-34	Close Protection	0.1
	District Crime	2.1
	District Other	2.3
	Headquarter Department Crime	0.9
	Headquarter Department Other	1.3
	Intelligence	0.9
	Response and Neighbourhood Policing Unit	19.3
	Roads Policing	0.3
	Tactical Support	1.5
35-44	Close Protection	0.8
	District Crime	3.2
	District Other	5.7
	Headquarter Department Crime	2.7
	Headquarter Department Other	3.2
	Intelligence	4.5
	Response and Neighbourhood Policing Unit	15.3
	Roads Policing	1.5
	Tactical Support	4.1
45+	Close Protection	0.6
	District Crime	1.2
	District Other	5.2
	Headquarter Department Crime	2.0
	Headquarter Department Other	2.9
	Intelligence	3.8
	Response and Neighbourhood Policing Unit	11.3
	Roads Policing	1.1
Tactical Support	2.2	

## Appendix 3c Length of Service profile of the PSNI, October 2010

Length of Service	Profile PSNI October 2010 %
0-4	23.4
5-9	22.6
10-14	11.6
15-19	14.5
20-24	12.0
25+	15.8

Length of service and gender		
Length of Service	Gender	% of officers in PSNI Oct 2010
0-4	Male	15.5
	Female	7.9
5-9	Male	14.1
	Female	8.6
10-14	Male	9
	Female	2.6
15-19	Male	10.5
	Female	4.1
20+	Male	24.9
	Female	2.9

Length of Service and Rank		
Length of Service	Rank	% of officers in PSNI Oct 2010
0-4	Constable /Reserve Constable	23.0
	Sergeant	*
	Inspector/Chief Inspector and above	*
5-9	Constable /Reserve Constable	20.7
0-9	Sergeant	2.1
10-14	Inspector/Chief Inspector and above	0.3
	Constable /Reserve Constable	7.9
	Sergeant	2.9
15-19	Inspector/Chief Inspector and above	0.8
	Constable /Reserve Constable	9.9
	Sergeant	3.1
20+	Inspector/Chief Inspector and above	1.5
	Constable /Reserve Constable	19.7
	Sergeant	4.7
	Inspector/Chief Inspector and above	3.4

Length of service and Age		
Length of service	Age	% of officers in PSNI Oct 2010
0-4	18-34	17
	35-44	5.7
	45+	0.8
5-9	18-34	10.5
	35-44	10.3
	45+	1.9
10-14	18-34	1.1
	35-44	8.3
	45+	2.2
15-19	18-34	0
	35-44	9.6
	45+	4.9
20+	18-34	0
	35-44	7.2
	45+	20.6

Length of service and Role		
Length of service	Role	% of officers in PSNI Oct 2010
0-4	Close Protection	0
	District Crime	0.6
	District Other	1.4
	Headquarter Department Crime	0.4
	Headquarter Department Other	1.3
	Intelligence	0.2
	Response and Neighbourhood Policing Unit	19.2
	Roads Policing	0
	Tactical Support	0.3
5-9	Close Protection	0.1
	District Crime	3
	District Other	3
	Headquarter Department Crime	1.5
	Headquarter Department Other	0.5
	Intelligence	1.3
	Response and Neighbourhood Policing Unit	10.3
	Roads Policing	0.7
	Tactical Support	2.2
10-14	Close Protection	0.2
	District Crime	1
	District Other	1.8
	Headquarter Department Crime	1
	Headquarter Department Other	1
	Intelligence	1.3
	Response and Neighbourhood Policing Unit	3.2
	Roads Policing	0.6
	Tactical Support	1.4
15-19	Close Protection	0.4
	District Crime	0.9
	District Other	2
	Headquarter Department Crime	0.9
	Headquarter Department Other	1.5
	Intelligence	1.9
	Response and Neighbourhood Policing Unit	4.7
	Roads Policing	0.5
	Tactical Support	1.6
20+	Close Protection	0.8
	District Crime	1
	District Other	5.1
	Headquarter Department Crime	1.8
	Headquarter Department Other	3
	Intelligence	4.4
	Response and Neighbourhood Policing Unit	8.5
	Roads Policing	1
	Tactical Support	2.3

## Appendix 3d Rank profile of the PSNI, October 2010

Rank	Profile PSNI October 2010 %
Reserve Constable	4.0
Constable	77.2
Sergeant	12.7
Inspector/Chief Inspector	5.2
Superintendent/Chief Superintendent	0.9
ACC and above	0.1

Rank and Gender		
Rank	Gender	% of officers in PSNI Oct 2010
Constable/Reserve Constable	Male	58.5
	Female	22.7
Sergeant	Male	10.3
	Female	2.4
Inspector and above	Male	5.3
	Female	0.9

Rank and Age		
Rank	Age	% of officers in PSNI Oct 2010
Constable /Reserve Constable	18-34	27.3
	35-44	30.8
	45+	23.1
Sergeant	18-34	1.2
	35-44	7.3
	45+	4.3
Inspector/Chief Inspector and above	18-34	0.1
	35-44	3.1
	45+	2.9

Rank and Length of Service		
Rank	Length of Service	% of officers in PSNI Oct 2010
Constable /Reserve Constable	0-4	23
	5-9	20.7
	10-14	7.9
	15-19	9.9
	20+	19.7
Sergeant	0-4	0.2
	5-9	1.9
	10-14	2.9
	15-19	3.1
	20+	4.7
Inspector and above	0-4	0.2
	5-9	0.1
	10-14	0.8
	15-19	1.5
	20+	3.4

## Appendix 3d Rank profile of the PSNI, October 2010 (continued)

Rank and Role		
Rank	Role	% of officers in PSNI Oct 2010
Constable/Reserve Constable	Close Protection	1.4
	District Crime	5.3
	District Other	9.4
	Headquarter Department Crime	4.0
	Headquarter Department Other	4.5
	Intelligence	6.6
	Response and Neighbourhood Policing Unit	41.1
	Roads Policing	2.5
	Tactical Support	6.5
Sergeant	Close Protection	0.1
	District Crime	1.0
	District Other	2.5
	Headquarter Department Crime	1.0
	Headquarter Department Other	1.5
	Intelligence	1.5
	Response and Neighbourhood Policing Unit	3.7
	Roads Policing	0.3
	Tactical Support	1.1
Inspector and above	Close Protection	0.0
	District Crime	0.2
	District Other	1.3
	Headquarter Department Crime	0.6
	Headquarter Department Other	1.3
	Intelligence	1.1
	Response and Neighbourhood Policing Unit	1.2
	Roads Policing	0.1
Tactical Support	0.3	

## Appendix 3e Role profile of the PSNI, October 2010

Role	Profile PSNI October 2010 %
Close Protection	1.5
District Crime	6.5
District Other	13.3
Headquarter Department Crime	5.6
Headquarter Department Other	7.3
Intelligence	9.2
Response and Neighbourhood Policing Unit	45.9
Roads Policing	2.9
Tactical Support	7.9

Role and Gender		% of officers in PSNI Oct 2010
Role	Gender	
Close Protection	Male	1.5
	Female	0.0
District Crime	Male	4.5
	Female	2.0
District Other	Male	9.3
	Female	4.0
Headquarter Department Crime	Male	3.9
	Female	1.7
Headquarter Department Other	Male	5.9
	Female	1.4
Intelligence	Male	7.6
	Female	1.6
Response and Neighbourhood Policing Unit	Male	31.6
	Female	14.4
Roads Policing	Male	2.4
	Female	0.4
Tactical support	Male	7.3
	Female	0.5

Role and Length of Service		% of officers in PSNI Oct 2010
Role	Length of Service	
Close Protection	0-4	0.0
	5-9	0.1
	10-14	0.2
	15-19	0.4
	20+	0.8
District Crime	0-4	0.6
	5-9	3.0
	10-14	1.0
	15-19	0.9
	20+	1.0
District Other	0-4	1.4
	5-9	3.0
	10-14	1.8
	15-19	2.0
	20+	5.1
HQ Dept Crime	0-4	0.4
	5-9	1.5
	10-14	1.0
	15-19	0.9
	20+	1.8
HQ Dept Other	0-4	1.3
	5-9	0.5
	10-14	1.0
	15-19	1.5
	20+	3.0
Intelligence	0-4	0.2
	5-9	1.3
	10-14	1.3
	15-19	1.9
	20+	4.4
Response and Neighbourhood Policing Unit	0-4	19.2
	5-9	10.3
	10-14	3.2
	15-19	4.7
	20+	8.5
Roads Policing	0-4	0.0
	5-9	0.7
	10-14	0.6
	15-19	0.5
	20+	1.0
Tactical support	0-4	0.3
	5-9	2.2
	10-14	1.4
	15-19	1.6
	20+	2.0

## Appendix 3e Role profile of the PSNI, October 2010 (Continued)

Role and Age		Profile PSNI October 2010 %
Role	Age	
Close Protection	18-34	0.1
	35-44	0.8
	45+	0.6
District Crime	18-34	2.1
	35-44	3.2
	45+	1.1
District Other	18-34	2.3
	35-44	5.7
	45+	5.2
Headquarter Department Crime	18-34	0.9
	35-44	2.7
	45-54	2.0
Headquarter Department Other	18-34	1.3
	35-44	3.2
	45+	2.9
Intelligence	18-34	0.9
	35-44	4.5
	45+	3.8
Response and Neighbourhood Policing Unit	18-34	19.3
	35-44	15.3
	45+	11.3
Roads Policing	18-34	0.3
	35-44	1.5
	45+	1.1
Tactical Support	18-34	1.5
	35-44	4.1
	45+	2.2

Role and Rank		Profile PSNI October 2010 %
Role	Rank	
Close Protection	Constable	1.4
	Sergeant	0.1
	Inspector and above	0.0
District Crime	Constable	5.3
	Sergeant	1.0
	Inspector and above	0.2
District Other	Constable	8.4
	Sergeant	2.5
	Inspector and above	1.2
Headquarter Department Crime	Constable	4.0
	Sergeant	1.0
	Inspector and above	0.6
Headquarter Department Other	Constable	4.5
	Sergeant	1.5
	Inspector and above	1.3
Intelligence	Constable	6.6
	Sergeant	1.5
	Inspector and above	1.0
Response and Neighbourhood Policing Unit	Constable	41.1
	Sergeant	3.7
	Inspector and above	1.2
Roads Policing	Constable	2.5
	Sergeant	0.3
	Inspector and above	0.1
Tactical Support	Constable	6.5
	Sergeant	1.1
	Inspector and above	0.3

## Appendix 4

### Number of Complaints and Allegations 2009/10 – 2010/11

Year	Number of Complaints	Number of allegations	Incivility allegations	Oppressive behaviour	Failure In Duty
2009/10	3542	6475	856	1882	2424
2010/11	3313	6232	683	1893	2462

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