

Police Complaints Information Bulletin

Force Commentary Sheet

Devon and Cornwall Police

Reporting Period: Reporting Period: 1 April 2018 – 31 March 2019

Commentary:

The number of allegations per 1000 employees (465) is increasing, and Devon and Cornwall Police are aware we are 1st nationally. The Force is seeking to work with the IOPC to understand why this is. The possible hypothesis could be a combination of good accessibility to the complaint system, the resourcing levels and demand across the Force, including significant seasonal variances, or other variances between other forces in relation to the handling and recording of complaints.

The complaint category of 'Other neglect' is increasing and is currently 57% and above the national & MSF level. The resourcing levels and demand may be relevant and Devon and Cornwall is working hard to ensure that the community receives the best service it can in line with our priorities.

The 'Average days to finalise complaint cases' has improved from last year and we are working hard to improve this even further to ensure we maintain the trust and confidence in our communities that we will manage complaints in a timely manner.

'% of complaints recorded within 10 days' is at 97%, which is a great improvement from last year's figures, greatly achieved by securing staff in to vacant posts.

'Average days to complete Force appeals' currently is at 24, is a great improvement by Devon and Cornwall PSD from last year. This has been achieved by changes to the appeals officer role and responsibilities.

Devon and Cornwall Police continue to strive to improve their performance in this key area, learning and evolving from other forces to ensure we deliver the best service we can to the public.