

Police Complaints Information Bulletin

Force Commentary Sheet

Reporting Period: Reporting Period: 1 April 2021 – 31 March 2022

Commentary:

This commentary applies to Bedfordshire Police, Cambridgeshire Constabulary and Hertfordshire Constabulary bulletins.

Bedfordshire Police, Cambridgeshire Constabulary and Hertfordshire Constabulary log complaints and allegations in a different way from other forces nationally. Initial logging takes place on a separate ICT platform by customer services teams in each force, with cases which require recording under Schedule 3 being referred to the shared Professional Standards Department.

As a result of this, there have been challenges in ensuring that the data is consistent with what has been provided by other forces. This has now mostly been resolved. However, there appears to be a continuing issue with timeliness data specifically from the customer perspective. This data relies on a field recording when the initial complaint was made. This field is not reporting accurately into IOPC statistics which means that average days are appearing significantly higher than they should. Work is ongoing to rectify this but in the meantime data on timeliness from the customer perspective is not accurate and should not be utilised. This affects data in sections A1.1, A4, B1 and B2.

In Section A1.1, all three forces show a significantly higher proportion than MSF or nationally of cases recorded under Schedule 3 as a result of the nature of the allegation(s). This is due to robust triage criteria which ensure that certain allegation types are always referred for Schedule 3 recording – for example some police powers allegations, discriminatory behaviour.