

Police Complaints Information Bulletin

Force Commentary Sheet

Reporting Period: Reporting Period: 1 April 2024 – 30 September 2024

Commentary:

A1.1 – Complaint cases and allegations logged

We note we are taking significantly longer to contact complainants and log complaints than both MSF and the national average. We have addressed this by introducing a new triage system which prioritises early contact and logging. We expect to see improvements in these metrics in the next bulletin.

A2 – Allegations timeliness

It is noted we are not fully utilising the 'outside Schedule 3' process and are an outlier against MSFs and the national average. Our new triage system, launched on 17th September 2024, seeks to resolve outside Schedule 3 at the first point of contact, so we anticipate a significant rise in the number of complaints dealt with in this way, as well a reduction in the average handling time.

A3.1 – How allegations were handled and their decisions

Over the previous four quarters we could see an increasing use of formal recording inside Schedule 3, but the most recent quarter's data shows a reversal. This is likely due to the early implementation of the new complaint handling system.

C1 – Reviews received and timeliness

We received nearly twice as many OTBI reviews than our MSF but our proportion %age is similar (19% v 15%). This is, in part, due to a local decision to record all discrimination complaints inside Schedule 3 to afford complainants a right to review. This demonstrates that complainants are regularly taking the opportunity to seek a review, but it is line with other similar forces.

C2 – outcomes on reviews

We take confidence that despite the number of reviews requested, the percentage upheld (11%) is lower than the MSF group (18%).

D1 – Complaint cases finalised under Schedul3 – timeliness

Despite our high numbers of Schedule 3 OTBIs, we continue to finalise these efficiently – and are in a stronger position than both MSF and national average (68 days v 96 days v 118 days).

