

# Police Complaints Information Bulletin

## Force Commentary Sheet

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

### **Commentary:**

Complaint Allegations have reduced. This is due to West Midlands Police having invested in training, with the assistance of the IOPC to ensure complaint handling is more efficient. Allegations that are service recovered are documented but not recorded as Sch 3 allegations when a complaint is recorded as a Schedule 3 for other than by way of investigation (OTI) or Investigation handling. Thus, any OTI or investigation only provides an outcome to the agreed allegations and the ones service recovered are captured in the notes tab on Centurion. This has reduced the amount of time required for inputting, coding and finalisation of complaints.

WMP have experienced challenges with abstraction of staffing that has impacted timeliness of service recovery and OTI handling. Performance monitoring however does reveal handling times, once allocated to a case handler, are addressed within 10 days for service recovery and within 28 days for OTI handling. The logging times also have increased due to staffing abstraction which has now been recruited into but remains below the national average.

Increase in timeliness for Sch 3 Investigations;

There are 2 areas of impact,

1. Delays caused by IOPC review timeliness significantly impact overall timeliness for Sch3 investigations that have been subject to a review. We are commonly seeing reviews take in excess of 6 months, with some reviews taking in excess of 12 months. This IOPC time is not deducted from the force timeliness data.
2. Backlog of Sch 3 investigations, an internal restructure has allowed for a more focused area of resource to address complaints via Sch 3 investigation, there is currently a backlog of aged cases being worked through at the same time as newer cases. The aged cases will affect overall timeliness.

Given the number of reviews outstanding and the backlog we are expecting the timeliness to remain high for Sch 3 investigations for Q3 and Q4 before returning back to the national avg/MSFF avg in the new financial year.