

Police Complaints Information Bulletin

Force Commentary Sheet – West Yorkshire

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

Commentary:

Section A1.1: Complaint cases and allegations logged

WYP achieved a reduction in logged complaint cases during the reporting period, 859 compared with 872 for the same period last year (SPLY)
Complaints per 1000 employees was also lower than the SPLY
Allegations per 1000 employees stands for the second year running at 100.
The nearest most similar force (MSF) figure is at 174

Section A2: Allegations timeliness

WYP finalised 525 OS3 complaints – on average within 7 days.
The MSF figures are at 540 complaints, with the finalisation date at an average of 14 days
The difference in OS3 finalisations between WYP and MSF is negligible, however the average finalisation time of 7 days compared to 14 days of the MSF, shows how WYP investigate in a timely manner.
This expeditious investigative prowess is further evidenced in the timely finalisation of both OBTI and Investigations – over 40% quicker than MSF.
The average time for WYP to contact a complainant is 6 working days – compared with 10 days for the SPLY

General SRT Business

The above figures are a snapshot of the good work WYP SRT produces
A new management team is in place and a recruitment campaign is currently in full flow to attract additional complaint handlers to the department.
These additions will allow WYP figures to continue to be comparable and in numerous areas more favourable than for the same period last year and that of the most similar force areas.