Police Complaints Information Bulletin

Force Commentary Sheet

Reporting Period: 1 April – 30 June 2019

Police Force: Essex

Commentary:

The results shown in the Performance Framework bulletin for the financial year 1 April 2019 – 30 June 2019 show that the force is in a strong and favourable position when compared to our Most Similar Forces (MSF) and our National colleagues.

There has been significant work across the force to improve the timeliness of complaint handling, both in terms of local resolutions and local investigations. The positive impact of this work is reflected in this quarter’s results which shows:

- The percentage of complaint cases recorded within 10 days has seen an increase to 98%, significantly higher than both the national average (91%) and MSF average (92%).
- Local resolutions are taking an average of 52 days to complete which is 31 days less than the same period last year. This is better than both the national average (69) and the MSF average (56).
- Cases (not including suspension) are taking an average of 101 days to finalise, and cases (including suspension) an average of 114 days. Both are an improvement on the same period last year (103 and 127 respectively), and are now more in line with the national averages (100 and 107 respectively).

The force has performed very well in the categories relating to force appeals. The average number of days to complete an appeal stands at 23 days. This is less than half the National average (50 days) and less than the MSF average (27 days).

Additionally it should be noted that no local resolution appeals have been upheld. Whilst this is significantly lower than the same period last year (38%), the appeals process remains transparent, ethical and robust and therefore it demonstrates success in the training and development of staff which has taken place over the last 12 months to improve the quality of our complaint handling across the force.

The remainder of the bulletin indicates that the force is performing well and is consistent when compared to the National and MSF results.