Police Complaints Information Bulletin

Force Commentary Sheet

Reporting Period: 1 April – 30 September 2019

Police Force: Essex

Commentary:

The results shown in the Performance Framework bulletin for the financial year 1 April 2019 – 30 September 2019 show that the force remains 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 is at 95%, significantly higher than both the national average (91%) and MSF average (89%).

- Local resolutions are taking an average of 71 days to complete which is the same amount in the same period last year. This is at parity with the national result of 70, especially considering the increase in specific allegations (if not complaints – see below) recorded as shown in the data.

The Force has performed very well in the categories relating to force appeals. The average number of days to complete an appeal stands at 18 days. This is less than half the national average (45 days) and considerably better than the MSF average (26 days).

Over the last year the force has made significant changes to improve the way complaints are handled and as a result we have significantly improved in many areas month on month. Due to a force wide drive to improve our handling of complaints in relation to timeliness, this is one such area where significant improvements have been seen. However as a consequence of this force wide drive we have, within this quarter, seen a small number of particularly lengthy complaints be finalised. These complaints were significantly complex in nature, either due to the complaints made, or the number of subjects involved, and therefore, understandably, took longer to resolve.

With these complaints removed the number of days to resolve complaint cases/allegations would be much lower. This would then be more in line with the MSF/National average.

It is noted that 67% of non recording appeals have been upheld. This is higher than the same period last year (44%), and the MSF and national averages (39% and 40%). Internal processes have recently been reviewed in relation to this area and an improvement should be seen over the coming months.
The remainder of the bulletin indicates that the force is performing well and is consistent when compared to the National and MSF results.'