Commentary:
The results shown in the Performance Framework bulletin for the financial year 1 April 2019 – 31 December 2019 show that the force remains in a strong and favourable position when compared to our Most Similar Forces (MSF) and our national colleagues.

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

- The percentage of complaint cases recorded within 10 days is at 91%, higher than both the national average (89%) and MSF average (89%).

- Local resolutions are taking an average of 77 days to complete which is slightly higher than the same period last year. This is still at an acceptable level with the national result of 70.

The Force has performed very well in the categories relating to force appeals. The average number of days to complete an appeal stands at 17 days. This is less than half the national average (44 days) and considerably better than the MSF average (26 days).

The force has an ongoing programme to make significant changes to improve the way complaints are handled and as a result we have significantly improved in many areas over time. Due to a force wide drive to improve our handling of complaints in relation to timeliness, this is one such area where significant improvements remain. However, as a consequence of this force wide drive we have, within this and the last quarter and beyond, 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 50% of non-recording appeals have been upheld. This is higher than the same period last year (40%), and the MSF and national averages (33% and 41%).

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

No further comment.