

# Police Complaints Information Bulletin

## Force Commentary Sheet

**Reporting Period: Reporting Period: 1 April 2017 - 31 March 2018**

**Police Force: Dyfed-Powys**

### **Commentary:**

The Professional Standards Department at Dyfed-Powys Police welcomes the latest IPCC performance statistics for the period 1 April 2017 - 31 March 2018. The below commentary is in response to some of the key performance indicators under table A.

It is pleasing to see that the **percentage of complaint cases recorded within 10 working days** is now 93%. It is notably higher than the national result of 84%, and above the MSF average of 91%. Success in this regard is the consequence of consistent decision making and efficient administrative practices in the Department.

In relation to the finalisation of cases, it is pleasing to see that there has been a significant improvement in respect of **local resolution**. The average number of days to finalise allegations by way of local resolution is 65 days as compared to the SPLY figure of 103 days. This is clear evidence that the Force's now established training programme and embedded performance framework (which has greater accountability and oversight of complaint cases) are having a positive impact. The figure of 65 days is below both the national result (72 days) and the MSF average (69 days).

In relation to the finalisation of cases by way of **local investigation**, it is accepted that the average number of days is high (254 days) is high. It is worth highlighting that the Department accumulated a number of lengthy legacy cases as a consequence of historic resilience issues with its staffing levels. This last period has seen a significant drive to finalise these cases which is negatively impacting on the timeliness of investigations. It is worthy of note that at the time of writing, only one of those cases remains ongoing. We are therefore confident that the figures will improve dramatically in the next performance framework year and are not reflective of the time taken to resolve the majority of cases.

It is worth highlighting that although the average number of days for local investigation has increased, the average number of days to finalise cases has decreased from the SPLY. The average number of days to finalise cases (not including sub judice) for 2017-18 was 117 as compared to 131 for 2016-17. This is not significantly off the MSF average (101 days) or the national average (108 days). The average number of days to finalise cases (including sub judice) for 2017-18 was 128 as compared to 153 for 2016-17. Again, this is not significantly off the MSF average (111 days) or the national average (116 days).

Clearly therefore, the Department is making progress in respect of timeliness overall and, as mentioned above, once the legacy cases are cleared notable improvements should be seen in the local investigation figure.

The Department has made significant improvements in complaint handling over the last few years such as the introduction of improved administration practices (including moving to a paper free system), the introduction of a performance monitoring framework, and a rolling training programme for Sergeants and Inspectors dealing with complaints. An excellent relationship has also been established between the Department and its BCU SPOCs.