Police Complaints Information Bulletin

Force Commentary Sheet

Reporting Period: 1 April 2016 – 31 March 2017

Police Force: Essex

Commentary:

The data in this bulletin shows, in general, that the force has performed well over the last financial year.

The issues around the time taken to close complaint cases remains and the reasons for this were outlined in the previous commentary. We also commented on the work being undertaken to address this and it is expected that results in this area of business will significantly improve during the next financial year.

Over 90% of complaint cases were recorded in the financial year within 10 days, which is better than the national result and that of our MSF. The force consistently performs well in this area.

The number of force appeals which were upheld has decreased by 50% on that of the previous year. This is the result of the hard work carried out by the Service Delivery Unit who have focused resource on training and support for our colleagues on the Local Policing Areas (LPA’s). Surgeries are now being held on each of the LPA’s, inputs are being made both individually and in groups across all ranks and the unit has supported a number of visits by officers for advice and guidance, in addition to providing these services over the telephone.

There has been an increase in the time taken to locally resolve complaints however this is due, in part, to the Professional Standards Department clearing a significant legacy backlog. It is expected that this result will improve in the coming quarters as these files are now dealt with in a timely manner. Additionally an initiative to deal with these cases in a more efficient manner by handling them electronically has been rolled out across the LPA’s.