Commentary:

This bulletin covers the financial year 2012/13, at the beginning of this period a planned restructure of the whole force was implemented. This has had an impact on the overall performance, however as previously highlighted; the PSD Service Delivery Unit (SDU) continues to work closely with Force Commands to provide enhanced support in the management of all locally investigated complaints. This support will continue through the imminent changes occurring because of the Police Reform and Social Responsibility Bill.

The data supplied by the IPCC reflects the work of the SDU which continues to show a positive impact on the general quality and timeliness of locally investigated complaint matters. The positive work undertaken by the team in the handling of appeals to the IPCC, the preparation of the files, the quality assurance of IO reports and the training provided to IO’s who struggle to write reports in an accurate, proportionate or dispassionate manner.

It is recognised that the average number of days to finalise allegations by investigation has increased when compared to the same period last year and is worse than both the national and MSF figures. There were a number of aged files which were returned to PSD and closed in the period. The Business Manager has instigated a programme of work to improve performance in this area focusing on improved monitoring of aged files and increased liaison with Investigating Officers. It is hoped that there will be a reduction shown in the next bulletin.

The number of Neglect of Duty complaints remained unchanged but better than the MSF and national figures, whilst complaints of Oppressive Conduct also remained constant at 10% but these were slightly above the national and MSF comparators. Unlawful arrest complaints remain the same as the same period last year and are slightly above the National and MSF figures.

The allegations per 1000 employees figure, which is shown as increasing on last year is, in part, skewed by some exceptional cases which were recorded in the period. One case, relating to a high profile individual serving a full life tariff, had 69 complaints recorded (49 in April and 20 in August 2012) whilst a number of cases were adjusted when being closed. It is hoped that the next set of data provided by the IPCC will also show this figure reducing.

The number of complaints successfully dispensated has increased to 13% from 10% within the reporting period, together with a similar increase in those subsequently withdrawn. Dispensation is of particular importance in consideration of those complaint matters which are vexatious, repetitive,
oppressive, out of time or otherwise an abuse of process. With the inception of PRSR it is expected that the number of cases passed to the IPCC will reduce over time.

Particular emphasis is placed on those matters where key learning outcomes have been identified and additional focus / support is required to address both individual and strategic failings. Further detail can be obtained direct from the Service Delivery Unit.

All upheld appeals will now be discussed directly with the IPCC at the half yearly meeting and the actions taken by the force to address those issues raised in an upheld appeal are fed back to the CWM's on an on-going basis.