Commentary:

Introduced in March 2011; the PSD Service Delivery Unit has been working closely with Divisions/Force Commands to provide enhanced support in the management of all locally investigated complaints. The statistical data supplied by the IPCC reflects the team’s contribution which shows a positive impact on the general quality and timeliness of locally investigated complaint matters. This particularly reflected in the % of all appeal types upheld which demonstrates the positive work undertaken by the team in the handling of appeals to the IPCC, the preparation of the files and the quality checking of the IO reports.

The statistics reflect a continuing broad improvement in key areas of service delivery / provision in the management of complaint matters recorded within the reporting period. Of particular note is the overall reduction in the number of days taken to finalise complaint allegations. In addition there has been a significant reduction in the overall time taken to locally resolve complaints especially in light of MSF and national performance.

Whilst there has been an increase in the number of Neglect of Duty complaints this category reflects some unusual cases in the period – particularly one complainant who has 109 complaints recorded – by extension these cases feed into the allegations per 1000 employees figure, which is shown as increasing on last year.

The number of complaints successfully dispensated has also increased from 7% to 10% within the reporting period, together with a similar increase in those subsequently withdrawn.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.

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.