

Police Complaints Information Bulletin

Force Commentary Sheet

Reporting Period: 1 April 2020 – 31 March 2021

Police Forces: Bedfordshire Police, Cambridgeshire Constabulary & Hertfordshire Constabulary

Outside of Schedule 3 data is not available for Bedfordshire Police, Cambridgeshire Constabulary and Hertfordshire Constabulary (BCH). This is due to a decision to use a different recording platform for the initial logging of complaints, which takes place outside of PSD in individual force customer services teams. The forces are working closely with IOPC to resolve this issue. This is reflected across the report but most notably in Section A.

Whilst there are acknowledged national issues with the data quality in the reports in relation to the number of Schedule 3 cases which are investigated, our own informal benchmarking suggests that BCH does investigate a higher proportion of complaints under Schedule 3 than many other forces (as shown in section A3.2) and this is likely to be borne out in future IOPC bulletins once data quality has improved. Chief among the reasons for this is the decision for any cases involving an allegation of discriminatory behaviour to automatically attract an investigation, in reflection of the seriousness of allegations of this nature.

The timeliness of complaint case finalisation (section A3.1) is a noted issue for all three BCH forces. This has already been recognised internally and is being addressed robustly through PSD's Performance Management Framework. Improved performance is forecast for Q4 of 2021/22 onwards.

Actions taken in respect of allegations (section E1.2) show a higher proportion resulting in no further action for BCH, compared to nationally. This is accounted for by low usage of Explanation as an outcome. This is a local data quality issue which we are working to resolve, with explanations offered in a greater proportion of BCH cases than is reflected within the data presented.