

# Police Complaints Information Bulletin

## Force Commentary Sheet

**Reporting Period: Reporting Period: 1 April 2020 – 31 March 2021**

### **Commentary:**

North Yorkshire Police were, on enactment of the 2020 regulations, the only force in the UK to adopt model 3, this being the maximum level of involvement in the police complaints mechanism a Local Policing Body can adopt.

The transition from the police to the LPB being the initial handlers of all reports of dissatisfaction was a significant business change. Early months saw the number of days taken to record and handle complaints extend significantly from that previously reported under previous regulations, however by Q4, the average time has dropped comfortably into the 10 day threshold, in fact, averaging 3 days to report. However, throughout, North Yorkshire are faster than the national average in contacting customers who express dissatisfaction.

The initial slower timetable had a knock on effect into the total time to deal with complaints also being higher. This also has now reduced. Timeliness to complete handling complaints does however need further improvements.

The report shows NYP percentages of complaints categories to be broadly in line with MSF and national average. The exceptions being regarding people feeling they have not had sufficient information, and also impolite language and tone used. These will be looked into in more detail to see how improvements could be made.

The statistics show that NYP is conscientious in our referrals to the IOPC, with better than MSF performance in all elements of referrals. This shows that NYP quickly identify and notify the IOPC of matters which meet the referral criteria. NYP performs better than both MSF and National average with regard to referrals.

An outlier for NYP is the completion time for reviews. This is legacy data from a long period without an independent adjudicator. This has been redressed now. The reviewer has identified in 27% of cases that further work was required. Conversely, for IOPC reviews, NYP were well below the national average for matters needing further work. As this is 2020 regs end of year 1, these statistics will be interesting to compare as we strive to bring these percentages closer.

The report shows that in North Yorkshire, considerably higher percentage of cases are dealt with outside schedule 3, therefore those which require PSD attention are the more serious cases or those where the complainant wishes a Schedule 3 approach. This may account for the average times to resolve being longer, as only these cases are counted, and not those cases which are as easily resolved. This is again demonstrated in the levels of complaints which are dealt with as an explanation or learning rather than warranting being dealt with under regulations. NYP performs at double the national average in the use of reflective practice. This is a significant step forward, demonstrating a force which is wanting to learn and reflect, saving misconduct proceedings for the most serious of cases.

The move to LPD handing complaints was a significant new venture, where the OPFCC and NYP worked in a strong partnership to make it happen. Now, 6 months into year 2, the statistics show how the close working is paying off, with improved working practices and swifter resolution for the public.