

Police Complaints Information Bulletin

Force Commentary Sheet – South Wales Police

Reporting Period: Reporting Period: 1 April 2024 – 31 December 2024

Commentary:

South Wales Police strives to deliver the best service for complaint handling, and we have implemented a number of changes that will enable us to do so, as well as identifying and addressing a number of issues that impact our efficiency and our delivery.

South Wales Police have continued to deliver Forcewide complaint handling training on a quarterly basis which is improving quality and timeliness. The aim is to set about complaint handling with a consistent and meticulous approach. Following a visit with our colleagues in Avon & Somerset Police, we have altered the way that we manage the receipt of complaints by streamlining the inbox, which has reduced duplication significantly and thus, made us more efficient with the intake and assessment of complaints. In addition, we have also added the IOPC information sheet to our complaint outcome reports for further transparency and guidance on decision making, reviews and managing the expectations of complainants.

We continue to experience unprecedented demand in the intake and assessment team which is lengthening the timescales for initial contact to be made; however, the Professional Standards Department have welcomed several new members of the team across different areas of business, and all have been trained and mentored in their roles. By further increasing capacity and transitioning to a new operating model, we will be able to adopt increasingly complex discrimination complaints as well as improving the timeliness of contact by the intake and assessment team.

South Wales Police recognise that there needs to be increased management of matters dealt with outside of Schedule 3, and we are currently reviewing our policies and implementing training in this regard. We are exploring a new strategy of transitioning our PSD recording from Centurion to Niche which will align us with our SWP telephone Incident Resolution Team. The aim is to increase the number of complaints recorded but to be dealt with outside of Schedule 3.

In order to address complaints in the first instance, the Professional Standards Department has delivered Operation Ninian 3 presentations to more than 2,000 police personnel across the force. Operation Ninian is the main communication delivery method for standards and values in South Wales Police, and this training is in addition to our Standards and Values presentation delivered to new personnel on their arrival into the force. The Professional Standards Department has now taken ownership of the Whistleblowing Policy which encourages upstander behaviour and gives the workforce confidence to report misconduct behaviours.

In addressing the issues surrounding the repeat demand of high service users, the Professional Standards Department have implemented the IOPC guidance for managing unacceptable and unreasonable complainant

behaviour as well as taking a more stringent approach to these service users. South Wales Police now collate and share data regarding any concerning complaint patterns against individuals, supervisors and teams to BCU Commanders in order to put preventative measures in place.