

Police Complaints Information Bulletin

Force Commentary Sheet

Reporting Period: Reporting Period: 1 April 2024 – 30 September 2024

Commentary:

Surrey Police maintains a strong position in relation to the logging of public complaints (section A1.1), averaging 1 day which is lower than most similar forces and national averages.

Average days to contact a complainant has risen slightly to 5 days, which remains below the national average.

Surrey Police continues to log higher numbers of complaints and allegations than this time last year (SPLY) and most similar forces (MSF), but the figures suggest complaint handler training is starting to take effect with Q2 figures showing a 19% increase since this time last year, compared to a 23% increase in Q1 compared to previous year. Further training and signposting to be undertaken.

The percentage of cases recorded under Schedule 3 (section A1.2) and recorded as 'Dissatisfaction after initial handling' has again reduced from 34% to 27% which suggests that more complaints are being successfully resolved at first contact.

On reviewing the low figure compared to MSF's in relation to recording matters under the category 'AA/body responsible for initial handling decides', the Force is pleased to confirm that Surrey Police are recording matters in line with the guidance from the IOPC (Oversight Newsletter September 2024).

The figures within the 'allegations logged' sections (A1.3 and A1.4) indicate that Surrey Police is in line with MSF's and national averages.

There has been a further slight improvement by the Force in reducing the use of the National Factor 'None' category (section A1.5) compared to SPLY, but it remains higher than MSF and national, and training will continue with the complaint handlers.

The Force continues to see below average timeliness (section A2 and D2) in handling complaints outside Schedule 3 against MSF and national averages, with 335 more complaints being finalised. For inside Schedule 3 complaints (section A2 and D1), the Force is below average timeliness against the national average. Breaking this down into the sub-categories, the figures suggest that investigations subject of special procedures are taking longer on average than national and MSF averages. As the number of cases in this category is low, further scrutiny will be undertaken.

Surrey Police continue to handle more complaints other than by investigation compared to MSF (section A3.1) who show higher numbers of matters investigated. It remains that omnicompetent complaint handlers are able to reasonably and proportionately handle complaints without the need to investigate leading to timelier conclusions.

Surrey Police continues to refer more cases to the IOPC than MSF (section E referrals), and whilst in most cases these are returned to the force to handle, the IOPC have ratified these as appropriate.

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Date: 25th November 2024

Agreed with by S. Limbachia
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Date: 28/11/24