

Police Complaints Information Bulletin

Force Commentary Sheet

Reporting Period: Reporting Period: 1 April – 30 June 2019

Police Force: Cumbria

Commentary:

This commentary is in relation to average number of days to locally resolve allegations and average number of days to finalise allegations by local investigation, both of which have improved since last year and are below the MSF and National Result

Average number of days to locally resolve allegations

Briefings and Training has been given to Inspectors, who carry out Local Resolutions.

When a complaint is sent to an Inspector to Locally Resolve they are provided with a pack, which includes guidance and documents such as letters they can use to send complainants. One of these letters is the final letter which means that the Inspector is actually sending the final update to the complainant, thus reducing the time it takes to finalise the case

There is a robust process within PSD where timescales are monitored. If a complaint is not resolved within 20 days the Complaints and Misconduct Manger is informed who will offer advice and support to the Inspector dealing with the complaint. A further reminder is set at 38 days

Average number of days to finalise allegations by local investigation

The structure and management of investigations within Professional Standards has recently changed

The number of investigators has increased from 5.5 to 6 and all 6 Investigators investigate Public Complaints and Conduct matters

One supervisor, the Detective Inspector, now supervises all investigations and there are weekly meetings held with the investigators to discuss the progress of cases