

# Police Complaints Information Bulletin

## Force Commentary Sheet

Reporting Period: Reporting Period: 1 April 2017 - 31 March 2018

Police Force: Kent

### **Commentary:**

#### **IOPC and Force Appeals:**

There is very little change on the last quarter, consistent performance there have been a fairly low number of appeals made, which is a reflection of the impact of new Operational Complaint Managers and the Force drive to improve quality of investigations and final reports.

#### **Complaint cases timeliness:**

Cases recorded within 10 days – A change in system has seen it rise from 87% to 91% in the last quarter. The third quarter was particularly poor by our standards, thus far in quarter four we have recorded 100%.

Q4 saw some very old protected complaints finalise and this accounts for the slight rise in days to finalise from Q3-Q4.

#### **Allegations timeliness:**

The local resolutions have stayed fairly stable and the local investigation have seen a significant improvement on last year and with this drive continuing in to 2018/2019, we would hope to see further improvement.

#### **Allegations recorded:**

This is consistent with the previous year and when breaking down allegations per complaint, we are fairly consistent with other average Forces.