

GWENT POLICE AUTHORITY  
Professional Standards Committee

**Date:** 10 November 1009 **Item No:** 5b  
**Heading:** IPCC Statistics 2008/09 - Gwent Perspective  
**Report Author:** Chief Constable

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**SUMMARY**

The purpose of this report is to update members with the IPCC statistics 2008/09 from a Gwent perspective.

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**RECOMMENDATION(S)**

Members are invited to note the contents of this report which has been provided for information purposes.

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**1. BACKGROUND**

1.1 In relation to the latest yearly IPCC Police Complaints Statistics for England and Wales for the year 2008/09, I report as follows from the Gwent perspective, comparing both nationally and our 'Most Similar Forces'. (Cleveland, Durham, Humberside, South Wales and South Yorkshire).

**1.2 Complaint cases by Force 2008/09**

Gwent	(313) 264	-	16% reduction
Cleveland	(416) 410	-	1% reduction
Durham	(193) 159	-	18% reduction
Humberside	(390) 437	-	+ 12% increase
South Wales	(682) 774	-	+ 13% increase
South Yorkshire	(422) 442	-	+ 5% increase
National			+ 8% increase

Gwent had a 16% reduction in complaints which was the 5<sup>th</sup> best reduction across the country and the best performing in Wales. Gwent was 2<sup>nd</sup> to Durham in our MSF.

Allegations recorded per 1000 officers, Gwent stands at 335, National average is 338. We are the 2<sup>nd</sup> highest amongst our MSF. This places Gwent 23<sup>rd</sup> out of 43 Forces.

**1.3 Means of which allegations are completed by Local Resolution 2008/09**

Gwent	-	45%
Cleveland	-	38%

Durham	-	50%
Humberside	-	28%
South Wales	-	43%
South Yorkshire	-	47%
National	-	41%

This puts Gwent above the National average and 3<sup>rd</sup> behind South Yorkshire and Durham in our MSF. This places Gwent 16<sup>th</sup> of 43 Forces.

#### 1.4 **Outcome of completed investigations 2008/09**

	<b><u>Substantiated</u></b>	<b><u>Unsubstantiated</u></b>
Gwent	10%	90%
Cleveland	17%	83%
Durham	0	100%
Humberside	9%	91%
South Wales	11%	89%
South Yorkshire	10%	90%

This puts Gwent the same as the National average and 3<sup>rd</sup> behind Durham and Humberside in our MSF.

1.5 This places Gwent 23<sup>rd</sup> out of the 43 Forces. Professional Standards Department has undergone an internal review and workforce modernisation plans have been agreed. This relates to an increase in investigators, rationalising a Detective Inspector post. Hours of work will extend to 7 day coverage, thereby increasing our ability to deal with complaints and complainants in a more timely and effective manner.

1.6 An analyst has been approved and we are in the recruitment process, this in turn will greatly assist analysis of complaints and identification of trends, which in turn will enable earlier intervention to better serve the public of Gwent.

1.7 These changes in line with the refinement of working practices will, I am sure improve our performance in delivering a customer focused policing from within the Department and enhance public confidence.

## 2. **PROPOSAL FOR CONSIDERATION BY COMMITTEE AND CURRENT POSITION**

2.1 Members are to note the current position of Gwent police both in a national context and against our MSF. Attention should also be drawn to the measures being taken to improve performance in service delivery and customer focused policing.

## 3. **STAFFING / PERSONNEL IMPLICATIONS**

3.1 None.

**4. FINANCIAL IMPLICATIONS**

4.1 None.

**5. CONSULTATION**

5.1 None

**6. PROJECT ASSESSMENT FOR EQUALITY AND DIVERSITY MATTERS**

6.1 This project/proposal has been considered against the general duty to promote equality, as stipulated under the Force's Equality Schemes, and has been assessed not to discriminate against any particular group.

**7. RISK ASSESSMENT**

7.1 If work modernisation is not undertaken within PSD then there is a risk that improvements in public confidence will not be met.

**8. STAYING AHEAD (2011 REVIEW)**

8.1 This report is aligned to the Staying Ahead principle of engaging with and informing the public.

**9. CONCLUSION**

9.1 The IPCC statistics are very encouraging, notably the 16% reduction in complaints. Although this is good news, there are still further opportunities to improve this. The PSD work modernisation plan will have a positive impact on further reductions and contribute to a more customer focused service that should see greater scrutiny of complaint trends, and earmark areas for improvement.

**10. CONTACT OFFICER**

10.1 D/Supt A Maher

**11. BACKGROUND PAPERS**

11.1 None.

**12. APPENDICES**

12.1 IPCC Briefing Sheet 2008-09