

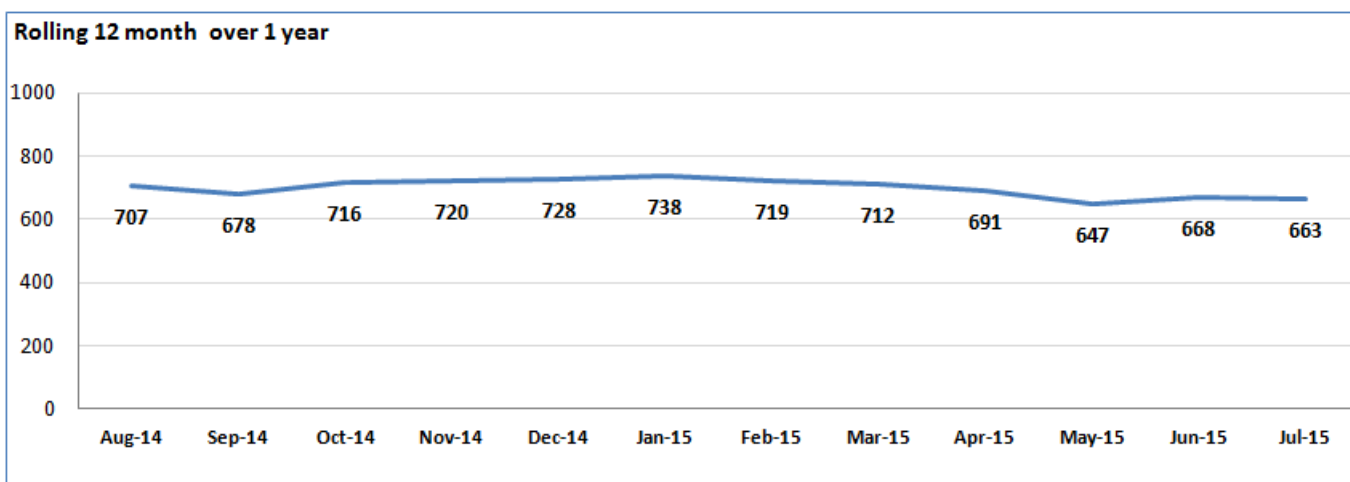
COMPLAINTS REVIEW August 2014 to July 2015

Number of Complaint and Conduct cases recorded during the past 12 months.

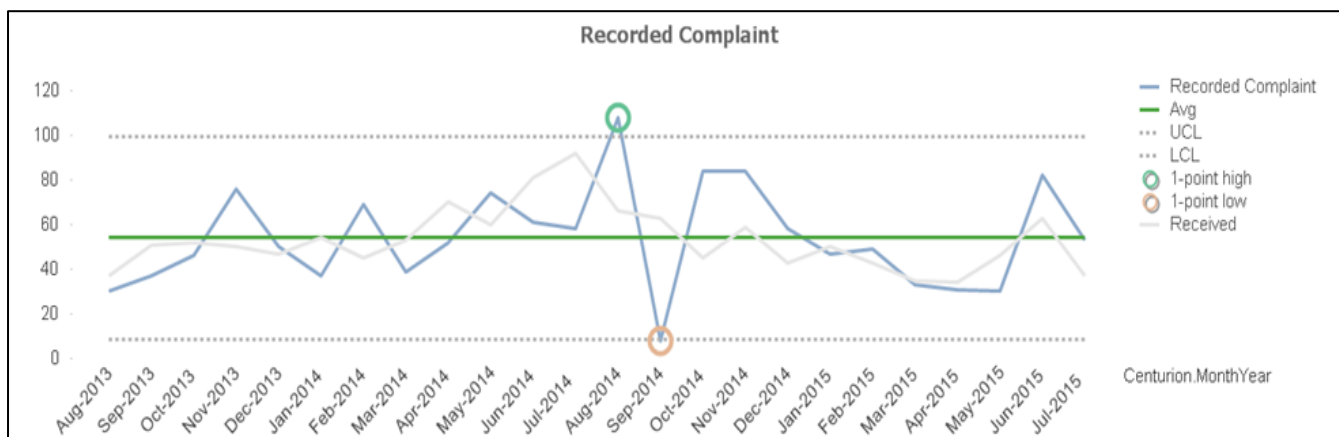
- The table below shows the number of cases recorded in July is down on the previous month and I am pleased to say that the number of complaints recorded in the year to date (compared to the previous year) shows a decrease of 20%: down to 196 from 245.

Case Type	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015
Complaint	108	8	84	84	58	47	49	33	31	30	82	53
Conduct	5	12	6	7	4	3	7	4	7	7	8	11

- The chart below shows the 12-month rolling period for allegations. Using a rolling 12-month total 'smoothes' the data and removes any seasonal effects. This clearly shows that the number of complaints recorded since the beginning of this year has continued to fall, since the introduction of new recording measures within the department and additional staff.

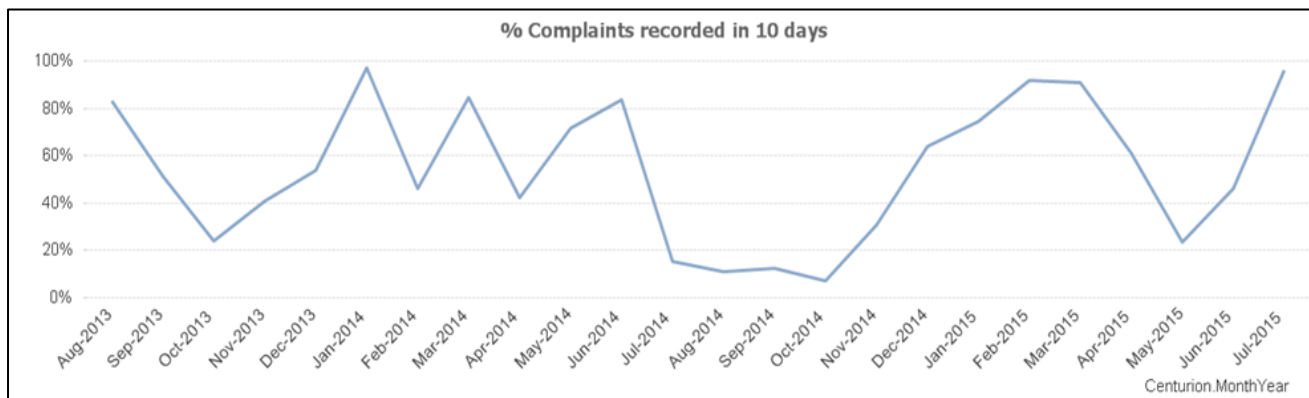


- The chart below shows the plotted number of complaint cases recorded each month, identified by the blue line and the grey line indicates the number of complaints received each month. The two lines above and below the green centre-line (average) are called the upper control limit (UCL) and lower control limit (LCL) respectively, and they both denote the normal range of variation for the number of complaints recorded.



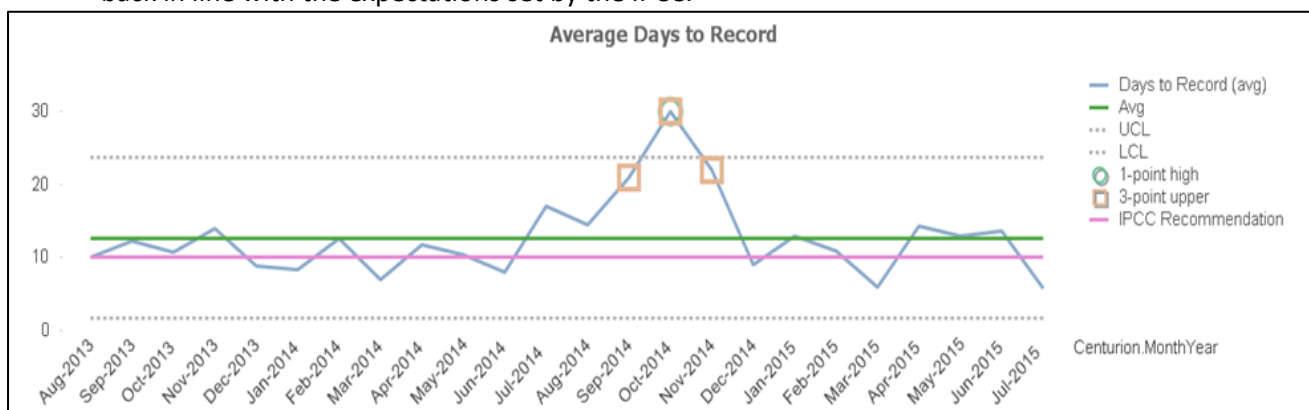
Percentage of Complaint Cases recorded within 10 working days

- The percentage of complaints recorded within 10 working days has continued to rise over the past two months and is now above the IPCC recommended level.



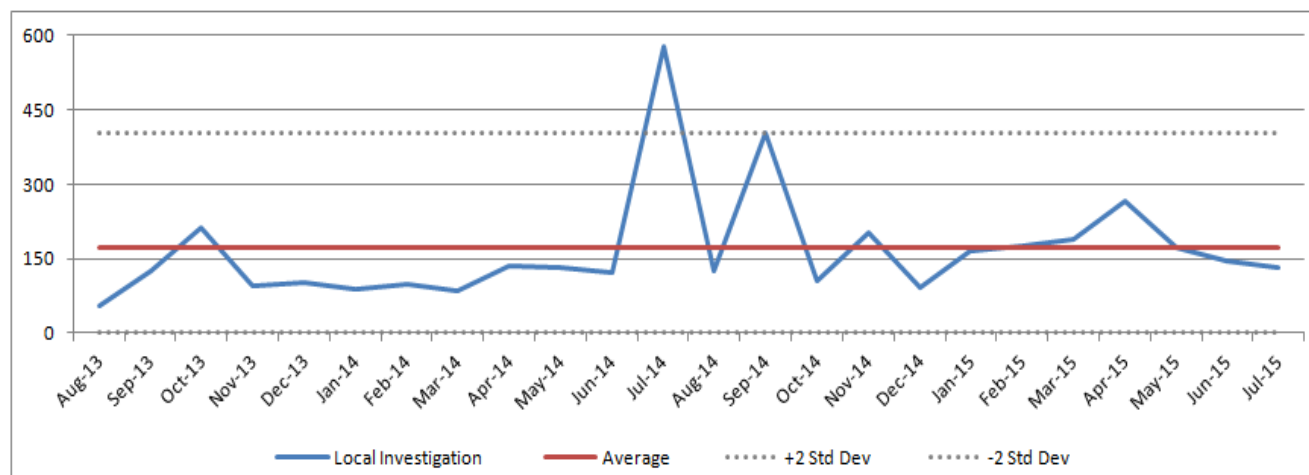
Average number of days to record Complaints

- The average number of days to record a complaint is no longer perceived as significant and since April 2015 has seen an improvement in the recording of complaints within 10 working days, bringing the force more back in line with the expectations set by the IPCC.



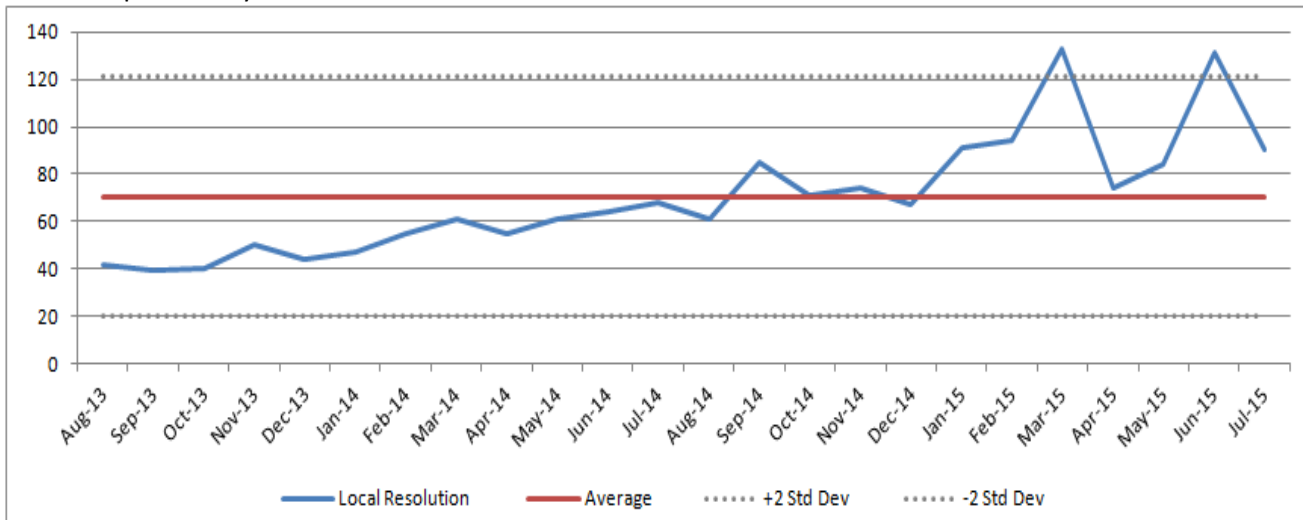
Average number of days to finalise Allegations by Local Investigation and Local Resolution

- The two control charts below shows the average number of days (blue line) to finalise allegations by Local Investigation and Local Resolution; the two dotted lines above and below the red line (average) are the upper and lower control limit.
- The IPCC reported that in 2014/15 this force took on average 184 days to locally investigate allegations, compared to the MSF average of 147 days.
- Since January this year (with the exception of April) the force has continued to locally investigate allegations in line with the average (174 days) or just below it.



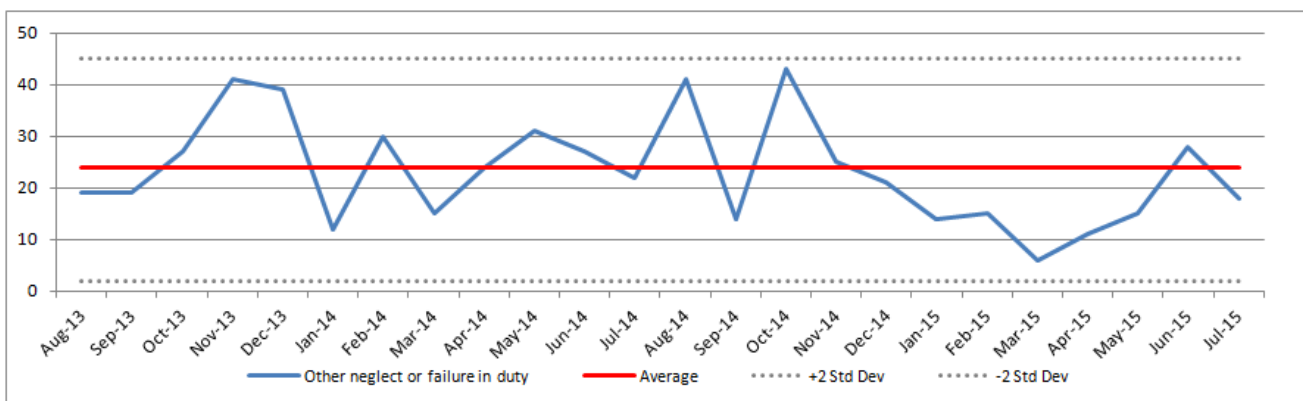
9. The IPCC reported that in 2014/15 this force took on average 78 days to locally resolve allegations, compared to the MSF average of 69 days.

10. Since the start of this financial year April 2015/16 (with the exception of June) the Force has continued to locally resolve allegations within the control chart. The high exceptions in March and June were subject to special investigation and found to be largely due to 4 allegations in which some resolving officers failed to update PSD in a timely manner and some delays were caused by changes in personnel appointed to resolve complaints; some revision to the complaint review process is now in place to ensure matters are dealt with expeditiously.



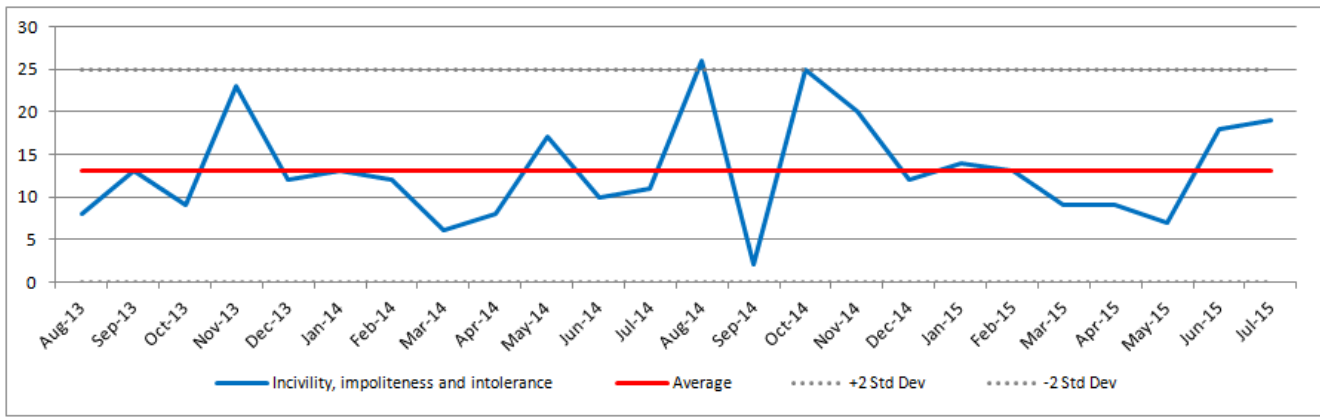
Top three allegation types.

Other Neglect or Failure in Duty

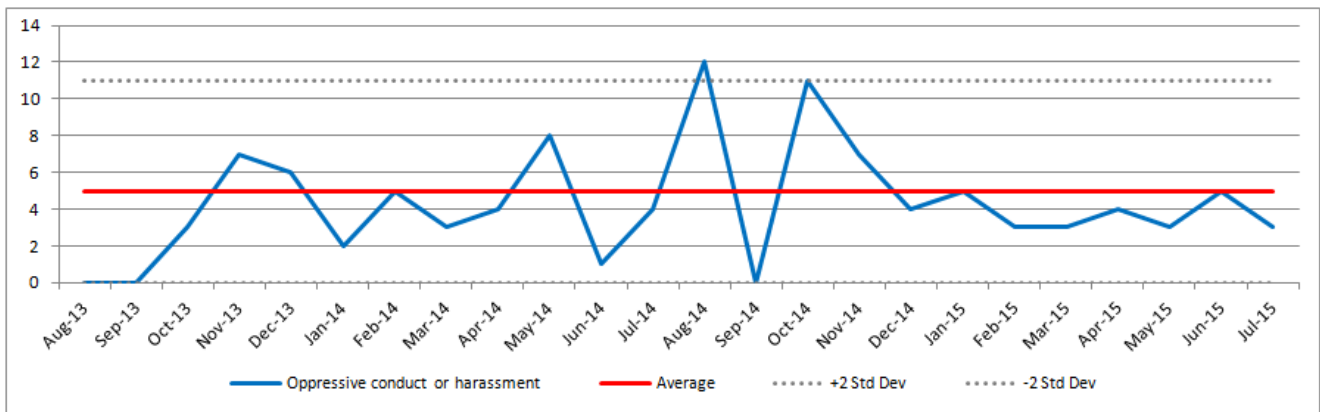


Incivility, impoliteness and Intolerance

11. Although the number of incivility allegations is slightly up on the previous month, they are within the control chart and are from across the force area (7 allegations in the Swindon area, 2 allegations in 5 different sectors and 1 in 2 other sectors)..

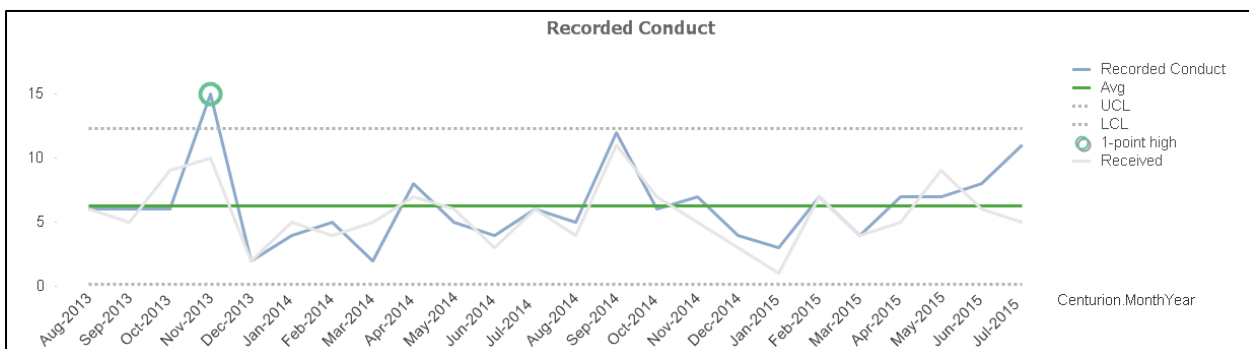


Oppressive Conduct or Harassment



Conduct Cases

12. The chart below shows the plotted number of Conduct Cases recorded each month, identified by the blue line and the grey line indicates the number of conduct cases received each month. The two lines above and below the green centre-line (average) are called the upper control limit (UCL) and lower control limit (LCL) respectively, and they both denote the normal range of variation for the number of conduct cases recorded.



Monitoring of Professional Standards, Integrity and Complaint Appeals

13. Attached as further information for members is a redacted version of my annual report to the Commissioner for the period April 2014 to March 2015.

Allan T Johns.

August 2015