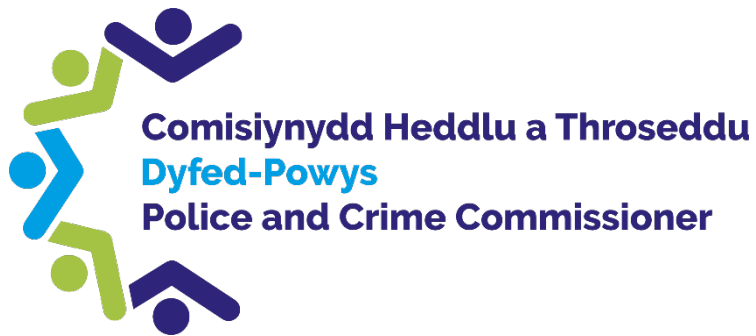




Mae'r ddogfen hon ar gael yn Gymraeg yn ogystal â Saesneg.

This document is available in Welsh as well as English.



**Police and Crime
Commissioner for Dyfed-Powys**

**OPCC Complaint Reviews
Reporting period Update Report
January – March 2024 (Q4)**

Number of reviews received

During this reporting period the OPCC received more complaint reviews than the same period last year. In comparison, the IOPC received less complaint reviews than the same period last year.

	Complaint cases finalised under Schedule 3	Reviews Received	Reviews received as proportion of complaint cases	No OPCC reviews investigated	No OPCC reviews not investigated	Number IOPC reviews received - investigated	Number IOPC reviews not investigated
DPP	469	74	16%	0	63	4	7
SPLY	369	73	20%	3	50	4	16
MSF	474	84	19%	1	63	8	12

Timeliness

The average number of days to complete a review is significantly less than the same period last year. In the reporting period 22/23, the OPCC were still clearing a back log of complaint reviews which impacted on the timeframes for review to be completed.

	Force	SPLY	MSF Average
OPCC Average working days to complete review	20	68	37
Sancus average working days to complete review	8	/	/
IOPC Average working days to complete review	145		

As a result of the OPCC restructure, there have been improvements in the timeliness of reviews being completed.

From the time the OPCC submits a review to Sancus, the average time for the review to be returned is 8 working days.

There could be a number of factors for the difference in time between the OPCC/Sancus average, such as receiving case files from PSD and competing priorities after receiving the review back from Sancus.

Reviews found not reasonable and proportionate

OPCC have upheld significantly less reviews during this reporting period than the same period last year.

	Investigated			Non - investigation		
	Valid completed reviews	Upheld	Upheld %	Valid completed reviews	Upheld	Upheld %
DPP	0	0	0	59	6	10
SPLY	0	0	0	70	19	27

Reason for upheld reviews

- One review resulted in a recommendation for the allegation to be investigated
- The other reviews upheld were due to the outcome letter not providing enough detail for the complainant to understand the outcome reached.

Oversight

The local policing bodies will, during the course of the review process, spot anomalies that do not change the outcome being reasonable and proportionate, but where the service in handling the complaint can be improved. The review process provides local policing bodies with the opportunity to address those anomalies, in individual cases, with the appropriate authorities [IOPC-Focus-19-Reviews \(18\).pdf](#)

Themes identified as oversight

- Timeliness of the handling of complaint
There were some cases where there was a delay in allocating a complaint handler for the complaint and as result a delay in contact being made with the complainant.
- Lack of updates
The OPCC were identifying a number of complaints where updates were not being provided to the complainant and in some cases was the reason for why the complainant was then submitting a review.
- Not all allegations being considered resulted in new complaints being made following the outcome of a review.

Positives

- Improvements with decision making forms which from a reviewer's perspective makes it easier to see what considerations have been made by PSD.
- Best practice identified with some cases where there is a detailed audit trail of conversation between PSD and the complainant.
- Best practice when we have identified where the complaint handler has been clear with the complainant on what action they are going to take for their complaint.

General comments

Improvements have been made to the Review tracker for 24/25 which will now capture Equality Data which is in line with the OPCC Business Plan and the Strategic Equality Plan. Additionally changes have been made to how we capture Oversight so that the data can be broken down in to themes.
