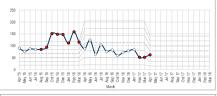
Complaints Performance Latest Performance Key Indicator Graph Comments The number of Complaints recorded in April has decreased to 33. This is a significant drop and is below the lower control limit. This is also the lowest monthly number of Complaints recorded over the past 2 years. Number of Complaint 33 cases recorded A A A 15 In general the number each month has been fairly consistent - around 20. The highest number recorded so far was in July 2016 (28). The number actioned in April Number of Service 23 Recoveries was 23, an increase compared with the previous month. Ade;15 Jun;15 Jun;16 Zep;15 Oct;15 Oct;15 Jun;16 Ade;16 Ade;16 Ade;17 The purpose of this chart is to ascertain whether there are any discernable patterns with regards to the number of Complaints and Service Recoveries recorded each month. The number of Complaints dropped to 33 in April whilst the number of service recoveries increased slightly with 23 actioned in April. Number of Service Recoveries compared with the number of Complaints (From April 2015) More recently the trend had been one of increase each month with regards to the number of allegations recorded. However, in April, there was a sharp drop in the number of allegating to 274 which is the lowest figure recorded for the past 2 years. Number of Allegations recorded 74 May 15 May 16 May 17 Ma Since achieving the maximum rate of Compliance in December the Compliance rate has dropped over the past couple of months. 88% of Complaint cases were recorded within 10 working days in April. % Complaint cases recorded within 10 working days 88% May 15 Multi Average number of days to finalise complaint cases (not including sub judice days) An average of 101 days to finalise cases (excluding sub judice days) was recorded in April which is a decrease compared with last month. 101 May 15 May 16 May 17 May 18 Ma The pattern in this graph is the same as the above graph which excluded sub judice, indicating that the inclusion of sub judice days makes very little impact on the average number of days to finalise cases. The figure recorded in April fell to 104 days. Average number of days to finalise 104 complaint cases (including sub judice) Apr 15 Apr 17 Apr 17 Apr 17 Apr 18 Apr 18 Apr 18 Apr 18 Apr 19 Ap Number of outstanding The number of outstanding cases being dealt with via Complaints cases at ocal resolution or investigation stands at 138 at the end of April, which is a decrease compared with the previous end of reporting period (Local Resolution and 138 Investigation) 35, 259 Number of outstanding Complaints cases at end of reporting period by year. At the end of the reporting period a quarter of outstanding cases (35) are from 2016 and just under three-quarters are from 2017. There is one case outstanding from 2015. 138 ■2015 ■2016 ■2017

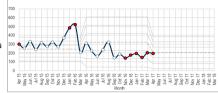


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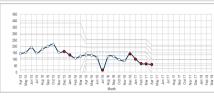
The average number of days to locally resolve allegations increased by 10 days in April to 62 days. At the start of the performance year, this figure remains below average.

Average number of days to finalise allegations by investigation



Allegations finalised by investigation in April took an average of 196 days to finalise which is a slight decrease compared with the previous month. Since February 2016 the average number of days has decreased although over the last 6 months there has been no further signs od decrease and the figure remains fairly constant between 140 and 200 days.

Average number of days to complete all force appeals



In April this figure decreased to 60 days. It should be noted that the number of appeals completed each month is generally very low (single figures) which can cause fluctuations in the data.

% Force investigation appeals upheld

		2014	- 2015			2015	- 2016	2016 - 2017				
Investigation	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Valid Completed	0	3	7	4	6	4	2	0	0	0	0	0
Valid upheld	0	0	1	1	3	0	0	0	0	0	0	0
% Upheld	0%	0%	14%	25%	50%	0%	0%	0%	0%	0%	0%	0%

During 2016/17 there have been no valid force investigation appeals completed or upheld. This will be updated in July after completion of the next quarter.

% Force local resolution appeals upheld

Local Resolution	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Valid Completed	0	0	7	3	9	3	5	13	18	16	10	10
Valid upheld	0	0	1	1	3	1	1	1	0	2	1	0
% Upheld	0%	0%	14%	33%	33%	33%	20%	8%	0%	13%	10%	0%

During 2016/17 54 valid appeals were completed with 3 being upheld. This is higher than the total number recorded for the whole of last year (30) and indicates that there has been a rise in the number of valid local resolution appeals. This may be a consequence of the increased number of Complants that are dealt with by local resolution. This will be updated in July after completion of the next quarter.

% Force disapplicat appeals upheld

			2014	2013			2013	2010			2010	2017	
	Disapplication	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
ıti	Va lid Completed	2	0	0	5	2	1	0	2	1	6	1	6
	Valid upheld	0	0	0	0	1	0	0	0	0	0	0	1
	% Upheld	0%	0%	0%	0%	50%	0%	0%	0%	0%	0%	0%	17%

During 2016/17 14 Disapplication appeals were completed and 1 was upheld. This will be updated in July after completion of the next quarter.