



# PRESS INFORMATION

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## **Bedfordshire Police Professional Standards Get Top Marks**

Bedfordshire Police Authority's Complaints and Professional Standards Committee members have given Bedfordshire Police's Professional Standards Department top marks for its recent performance.

At the Committee's recent meeting, members saw that in the last year (Ap 08-Mar 09) the Department outperformed its most similar forces group in three significant categories: recorded complaints, the percentage of local resolutions and the percentage of substantiated complaints, coming top in all three areas. It also performed better than the most similar group's average in all areas of activity.

Members particularly commended the Department for the speed in which complaints had been cleared up with a percentage of 76% finalised within 120 days. They were also pleased to see that a proactive campaign to encourage the reporting of misconduct cases had consistently increased the numbers of allegations, which, it was felt, was a positive move to increase standards.

The Department's workload has increased by 22% compared to last year and by 16% on the year before, which was attributed in part to the introduction of a confidential email system. Members wished to congratulate the team for its professionalism and commitment in achieving such a high level of performance despite the increase in the work load.

Penny Fletcher, Chair of the Complaints and Professional Standards Committee, said: "These end of year performance results illustrate how seriously we all take professional standards issues. The Authority monitors all activities in this area as any misconduct impacts on public confidence and our reputation. Therefore, to see how well the Department has performed compared to its peers is very welcome."

ENDS

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