

# Police Complaints Information Bulletin: Avon And Somerset

**Reporting Period: 01 April 2024 - 30 September 2024 (Q2 2024/25)**

**Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hampshire, Hertfordshire, Kent, Staffordshire, Sussex**

## About this bulletin

This bulletin presents information about complaints defined under the Police Reform Act 2002 (PRA 2002), as amended by the Police and Crime Act 2017. The legislation came into effect on 1 February 2020 (4 January 2021 for the British Transport Police).

It sets out performance against a number of measures and compares force results to their most similar force (MSF) group (where applicable) and with the overall result for all forces (national).

**Please note: Unless stated otherwise, tables within the bulletin consist of 'year-to-date' figures covering all matters being started or completed between the two dates.**

**Q1: 1 April to 30 June, Q2: 1 April to 30 September, Q3: 1 April to 31 December, Q4: 1 April to 31 March**

Where charts refer to separate quarters the dates are: Q1: 1 April to 30 June, Q2: 1 July to 30 September, Q3: October to 31 December, Q4 1 January to 31 March.

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## Acronyms used in this bulletin

**YTD** – Year to date figures, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002

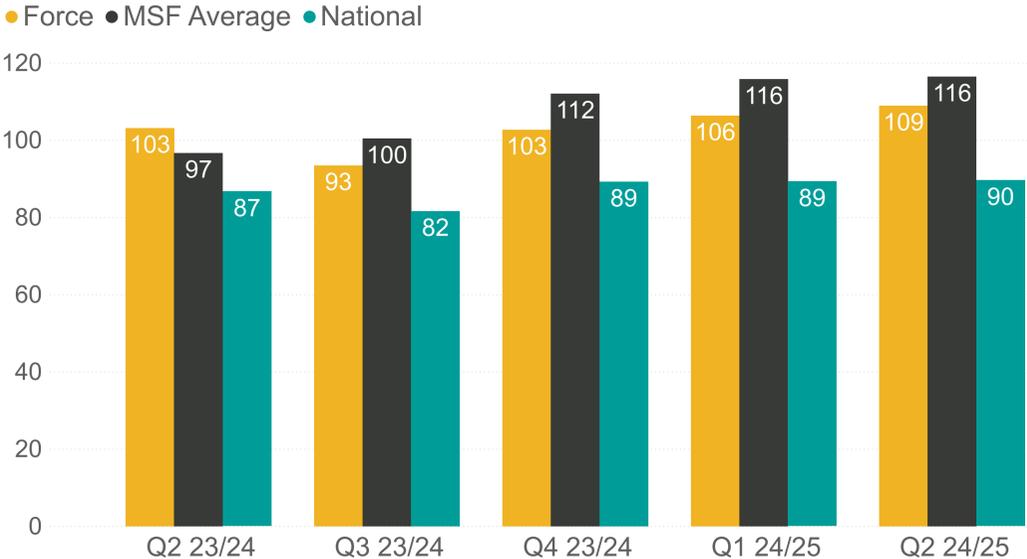
**Nat.** – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

**Section A1.1: Complaint cases and allegations logged**

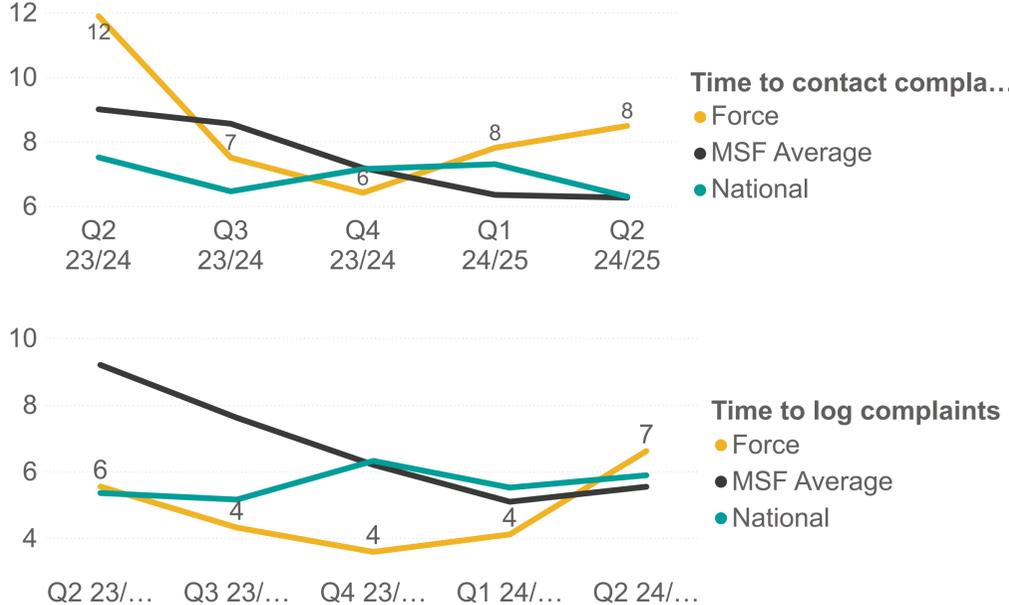
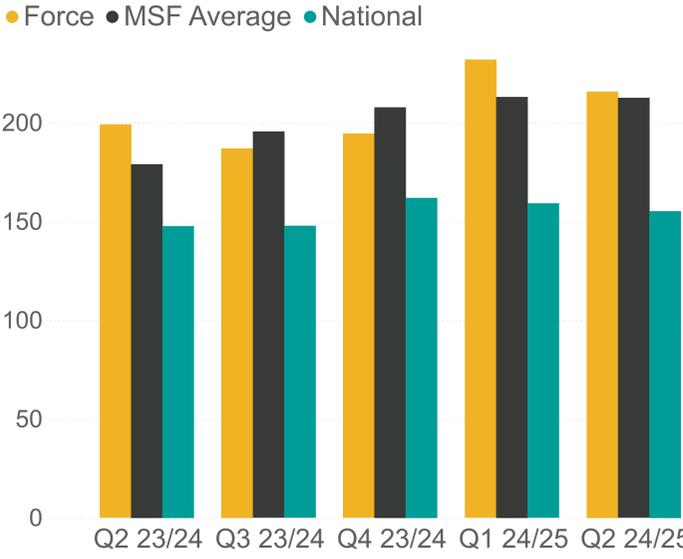
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective. Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)

Year to date	Complaint cases logged	Complaints per 1,000 employees	Allegations Logged	Allegations per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	1,433	215	2,981	448	8	5
SPLY	1,331	198	2,591	386	12	6
MSF Average	1,310	232	2,381	426	6	5
National	45,593	179	80,142	314	7	6

**Complaints logged per 1,000 employees**



**Allegations logged per 1,000 employees**



**Section A1.2: Reason for complaints to be logged under Schedule 3**

For space reasons some figures in the above charts are not shown

Allegations should have an allegation category applied to them which will identify the root of what the allegation is about.

Forces can handle a complaint informally (known as Outside of Schedule 3), this should be used to deal with lower level complaints.

If a complaint is handled formally under Schedule 3, the force should record the reason why.

For more information on Schedule 3 of the Police Reform Act see here:

[Guidance on capturing data about police complaints.](#)

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	187	218	247	6,798
Complainant wishes the complaint be recorded	118	133	46	2,795
Dissatisfaction after initial handling	46	55	65	2,316
Nature of the allegation(s) in the complaint	278	240	125	3,441
<b>Total</b>	<b>629</b>	<b>646</b>	<b>482</b>	<b>15,350</b>

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	30 %	34 %	49 %	44 %
Complainant wishes the complaint be recorded	19 %	21 %	9 %	18 %
Dissatisfaction after initial handling	7 %	9 %	18 %	15 %
Nature of the allegation(s) in the complaint	44 %	37 %	25 %	22 %

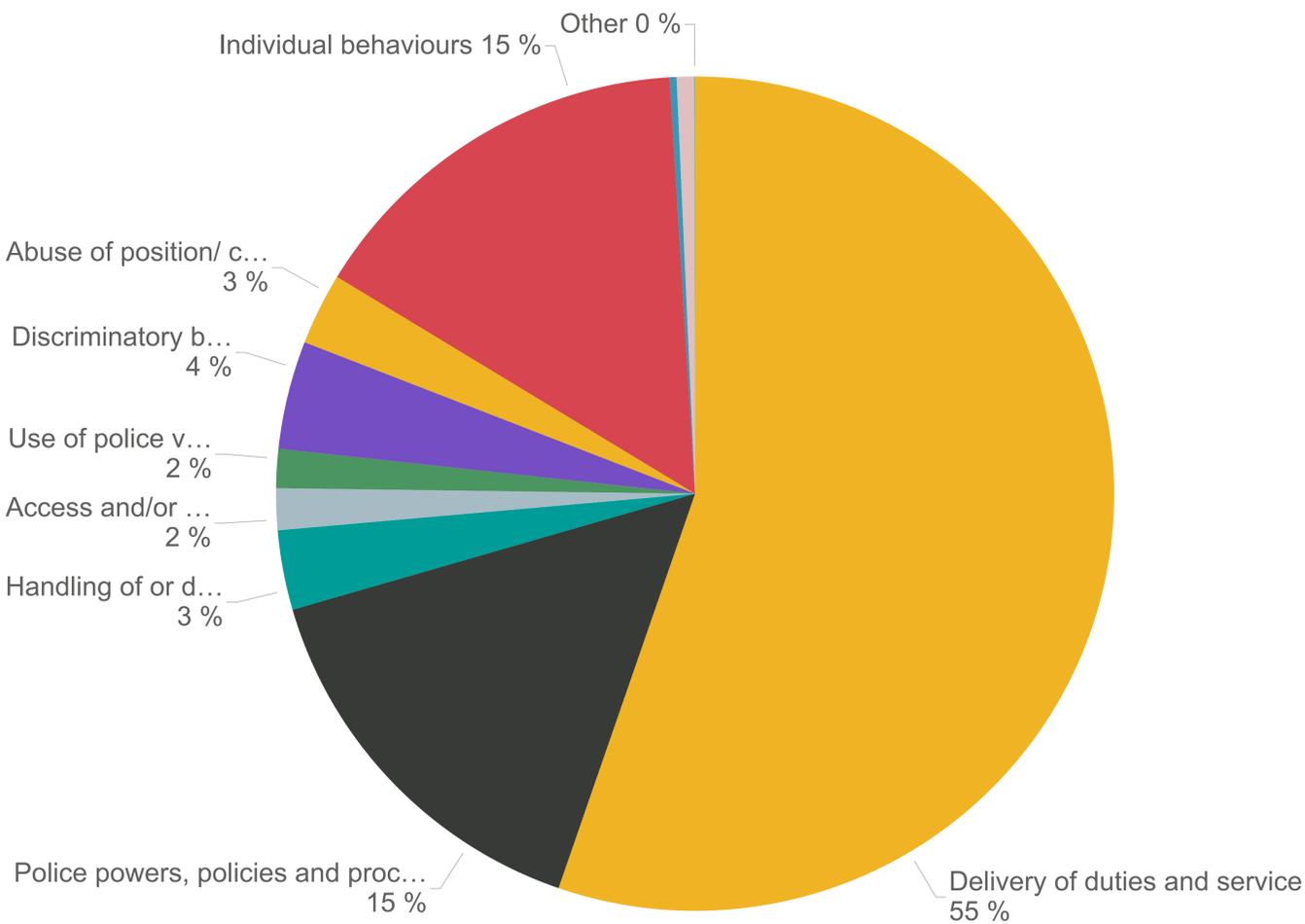
**Section A1.3: Allegations logged – what has been complained about (YTD)**

This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

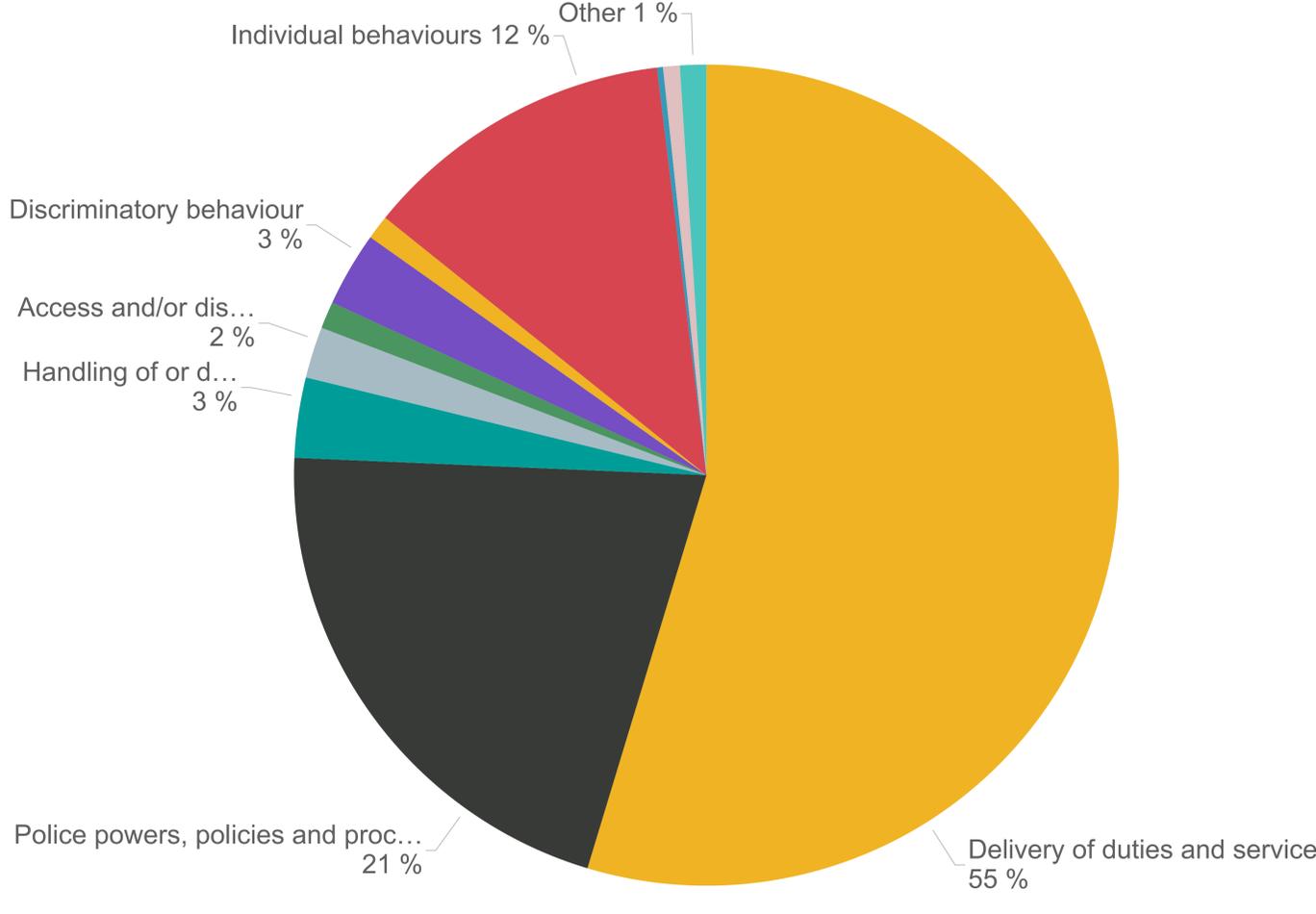
**What has been complained about (YTD)**

Year to date	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	1,648	454	92	48	45	125	83	457	8	20	1	2,981
SPLY	1,298	463	82	34	45	119	99	423	2	24	2	2,591
MSF Average	1,312	481	66	44	25	66	24	325	6	15	17	2,381
National	43,804	16,841	2,527	1,617	850	2,349	762	9,854	186	523	826	80,139

**What has been complained about (force - year to date)**



**What has been complained about (national - year to date)**



**Section A1.4: Allegations logged – Top five allegation categories and their sub-categories (Year to date)**

Category	Year to date Subcategory	Force		SPLY		MSF Average		National	
		No.	%	No.	%	No.	%	No.	%
Delivery of duties and service	<b>Total</b>	<b>1,648</b>	<b>55 %</b>	<b>1,298</b>	<b>50 %</b>	<b>1,312</b>	<b>55 %</b>	<b>43,801</b>	<b>55 %</b>
	Police action following contact	820	50 %	695	54 %	561	46 %	18,035	41 %
	General level of service	283	17 %	238	18 %	352	23 %	14,604	33 %
	Decisions	275	17 %	163	13 %	208	16 %	6,186	14 %
Individual behaviours	Information	270	16 %	202	16 %	191	16 %	4,976	11 %
	<b>Total</b>	<b>457</b>	<b>15 %</b>	<b>423</b>	<b>16 %</b>	<b>325</b>	<b>14 %</b>	<b>9,853</b>	<b>12 %</b>
	Lack of fairness and impartiality	126	28 %	86	20 %	58	17 %	1,368	14 %
	Unprofessional attitude and disrespect	109	24 %	112	26 %	85	26 %	2,782	28 %
Police powers, policies and procedures	Overbearing or harassing behaviours	109	24 %	100	24 %	60	18 %	1,756	18 %
	Impolite language / tone	75	16 %	79	19 %	84	27 %	2,449	25 %
	Impolite and intolerant actions	38	8 %	46	11 %	38	12 %	1,498	15 %
	<b>Total</b>	<b>454</b>	<b>15 %</b>	<b>463</b>	<b>18 %</b>	<b>481</b>	<b>20 %</b>	<b>16,837</b>	<b>21 %</b>
	Use of force	122	27 %	128	28 %	112	23 %	4,424	26 %
	Detention in police custody	94	21 %	89	19 %	70	15 %	2,422	14 %
	Power to arrest and detain	81	18 %	82	18 %	88	19 %	3,002	18 %
	Searches of premises and seizure of property	56	12 %	60	13 %	61	12 %	2,094	12 %
	Bail, identification and interview procedures	26	6 %	13	3 %	33	7 %	955	6 %
	Other policies and procedures	23	5 %	29	6 %	45	9 %	1,615	10 %
Discriminatory behaviour	Evidential procedures	19	4 %	14	3 %	41	8 %	1,283	8 %
	Stops, and stop and search	17	4 %	11	2 %	17	3 %	793	5 %
	Out of court disposals	16	4 %	37	8 %	13	3 %	249	1 %
	<b>Total</b>	<b>125</b>	<b>4 %</b>	<b>119</b>	<b>5 %</b>	<b>66</b>	<b>3 %</b>	<b>2,349</b>	<b>3 %</b>
	Race	58	46 %	55	46 %	29	44 %	1,088	46 %
	Disability	27	22 %	27	23 %	13	21 %	439	19 %
	Sex	20	16 %	24	20 %	12	17 %	394	17 %
	Age	8	6 %	4	3 %	2	3 %	38	2 %
	Other	6	5 %	3	3 %	6	7 %	229	10 %
	Sexual orientation	4	3 %	3	3 %	2	4 %	76	3 %
Handling of or damage to property/ premises	Religion or belief	2	2 %	2	2 %	2	3 %	57	2 %
	Gender reassignment	0	0 %	1	1 %	0	1 %	25	1 %
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	2	0 %
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %
	<b>Total</b>	<b>92</b>	<b>3 %</b>	<b>82</b>	<b>3 %</b>	<b>61</b>	<b>3 %</b>	<b>2,467</b>	<b>3 %</b>
Handling of or damage to property/ premises	Handling of or damage to property/ premises	92	100 %	82	100 %	61	92 %	2,466	98 %
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %

This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged.

Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

Section A1.5: National complaint factors

Year to date Factors on all allegations	Force		SPLY		MSF Average		National	
	Allegations Logged	% Allegations Logged						
Investigation	953	32 %	759	29 %	913	40 %	29,355	37 %
None	745	25 %	508	20 %	454	17 %	15,525	19 %
Arrest	289	10 %	336	13 %	268	12 %	10,232	13 %
Roads/traffic	195	7 %	202	8 %	133	6 %	4,731	6 %
Neighbourhood policing	140	5 %	105	4 %	121	6 %	3,752	5 %
Call Handling	136	5 %	186	7 %	120	5 %	3,424	4 %
VAWG - dissatisfaction handling	130	4 %	89	3 %	79	3 %	3,054	4 %
Custody	122	4 %	97	4 %	117	5 %	4,574	6 %
Mental health	75	3 %	59	2 %	67	3 %	2,317	3 %
Domestic / gender abuse	54	2 %	106	4 %	129	6 %	4,125	5 %
Premises search	53	2 %	43	2 %	43	2 %	1,958	2 %
Public order incident	49	2 %	28	1 %	20	1 %	645	1 %
Missing persons	39	1 %	20	1 %	16	1 %	514	1 %
Child protection / CSA / CSE	30	1 %	22	1 %	41	2 %	1,370	2 %
Stop and/or search	18	1 %	23	1 %	29	1 %	1,618	2 %
Death	15	1 %	20	1 %	19	1 %	759	1 %
Restraint equipment	14	0 %	14	1 %	20	1 %	855	1 %
Drugs / alcohol	7	0 %	14	1 %	20	1 %	897	1 %
Hate Crime	7	0 %	16	1 %	14	1 %	468	1 %
Social media	6	0 %	9	0 %	9	0 %	330	0 %
Covert policing	4	0 %	2	0 %	1	0 %	48	0 %
Firearms	3	0 %	16	1 %	10	0 %	400	0 %
VAWG - police perpetrated	3	0 %	66	3 %	15	1 %	539	1 %
Taser	2	0 %	0	0 %	3	0 %	105	0 %
Fraud	1	0 %	7	0 %	7	0 %	485	1 %
Serious injury	1	0 %	0	0 %	3	0 %	168	0 %
Coronavirus - other	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
Police dogs or horses	0	0 %	0	0 %	1	0 %	54	0 %
PPDA	0	0 %	0	0 %	0	0 %	7	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	3	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %	1	0 %
Unknown	0	0 %	0	0 %	1	0 %	20	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	14	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	14	0 %
VAWG - police victim	0	0 %	4	0 %	6	0 %	88	0 %

This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category and the percentages here will add up to over 100%. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

**Section A1.6: National complaint factors on top five allegation categories**

Factors on top five allegation categories (Year to date)	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Discriminatory behaviour	Individual behaviours
VAWG - dissatisfaction handling	105	5	0	4	11
Taser	0	2	0	0	0
Stop and/or search	1	10	0	3	4
Social media	1	0	0	1	0
Serious injury	0	1	0	0	0
Roads/traffic	100	15	2	5	31
Restraint equipment	1	11	0	0	2
Public order incident	32	2	0	1	13
Premises search	5	39	5	0	3
None	383	54	50	41	149
Neighbourhood policing	95	2	0	1	36
Missing persons	34	1	1	0	2
Mental health	35	17	0	3	16
Investigation	687	46	21	40	110
Hate Crime	4	1	0	2	0
Fraud	1	0	0	0	0
Firearms	3	0	0	0	0
Drugs / alcohol	6	0	0	0	1
Domestic / gender abuse	42	0	0	3	8
Death	12	0	3	0	0
Custody	9	94	1	5	7
Covert policing	2	0	0	0	0
Child protection / CSA / CSE	25	0	0	0	1
Call Handling	120	0	1	1	14
Arrest	41	164	8	14	52
<b>Total</b>	<b>1,635</b>	<b>447</b>	<b>92</b>	<b>120</b>	<b>450</b>

This section presents information that shows what people are complaining about using a combination of allegation categories and factors against the police force.

Categories capture the root of the dissatisfaction expressed in a complaint. Factors capture the situational context of the dissatisfaction expressed in a complaint.

The combination of categories and factors provides a richer picture of what people are complaining about compared to the categories alone.

Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

The table below shows a breakdown of allegations logged with the focus national complaint factors.

IOPC Police Data Year Quarter	VAWG - dissatisfaction handling	VAWG - police perpetrated	VAWG - police victim	Total
Q2 23/24	34	8	0	42
Q3 23/24	50	1	0	51
Q4 23/24	64	6	0	70
Q1 24/25	83	0	0	83
Q2 24/25	47	3	0	49
<b>Total</b>	<b>278</b>	<b>18</b>	<b>0</b>	<b>295</b>

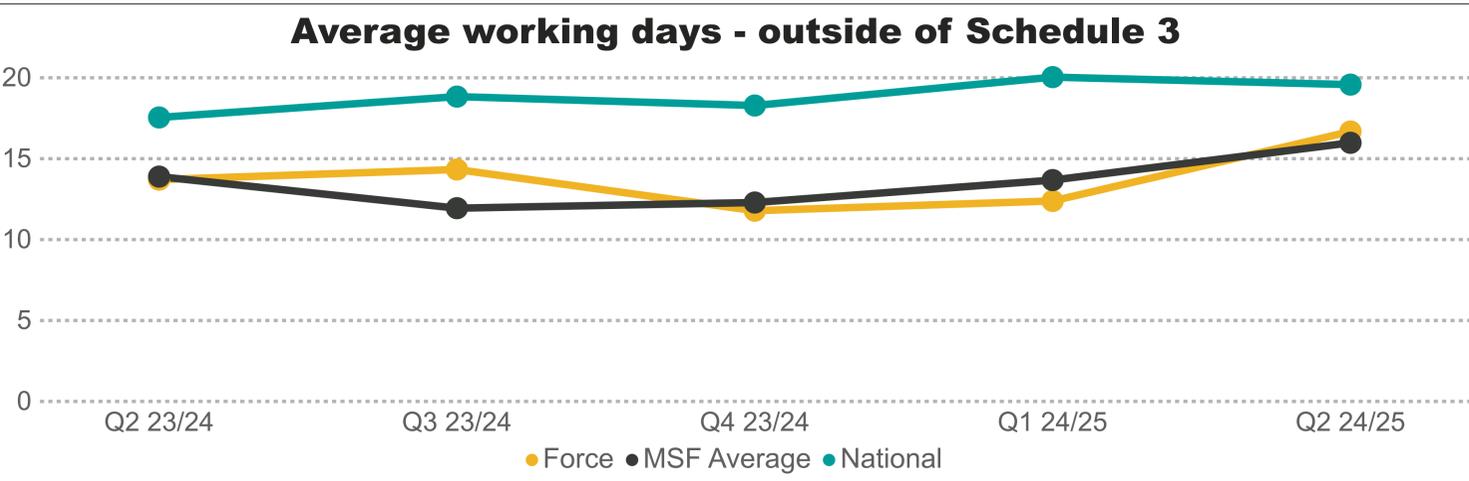
**Section A2: Allegations timeliness**

This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

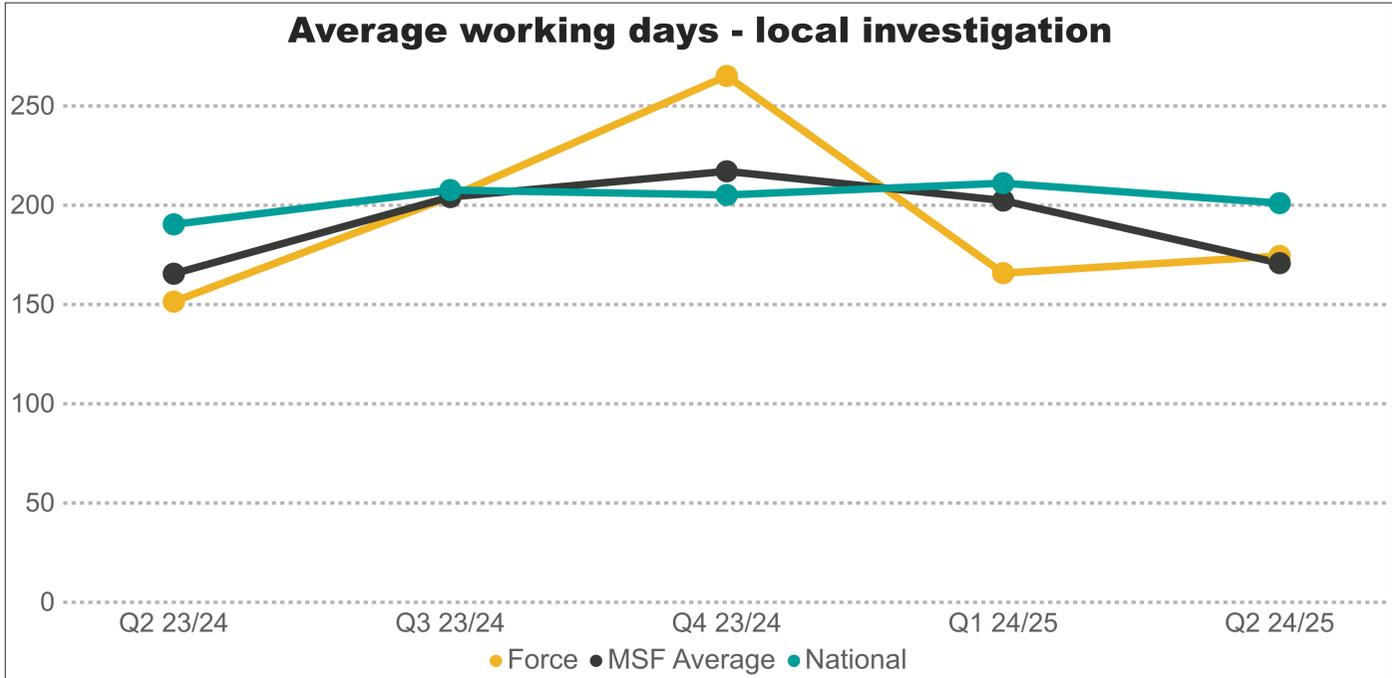
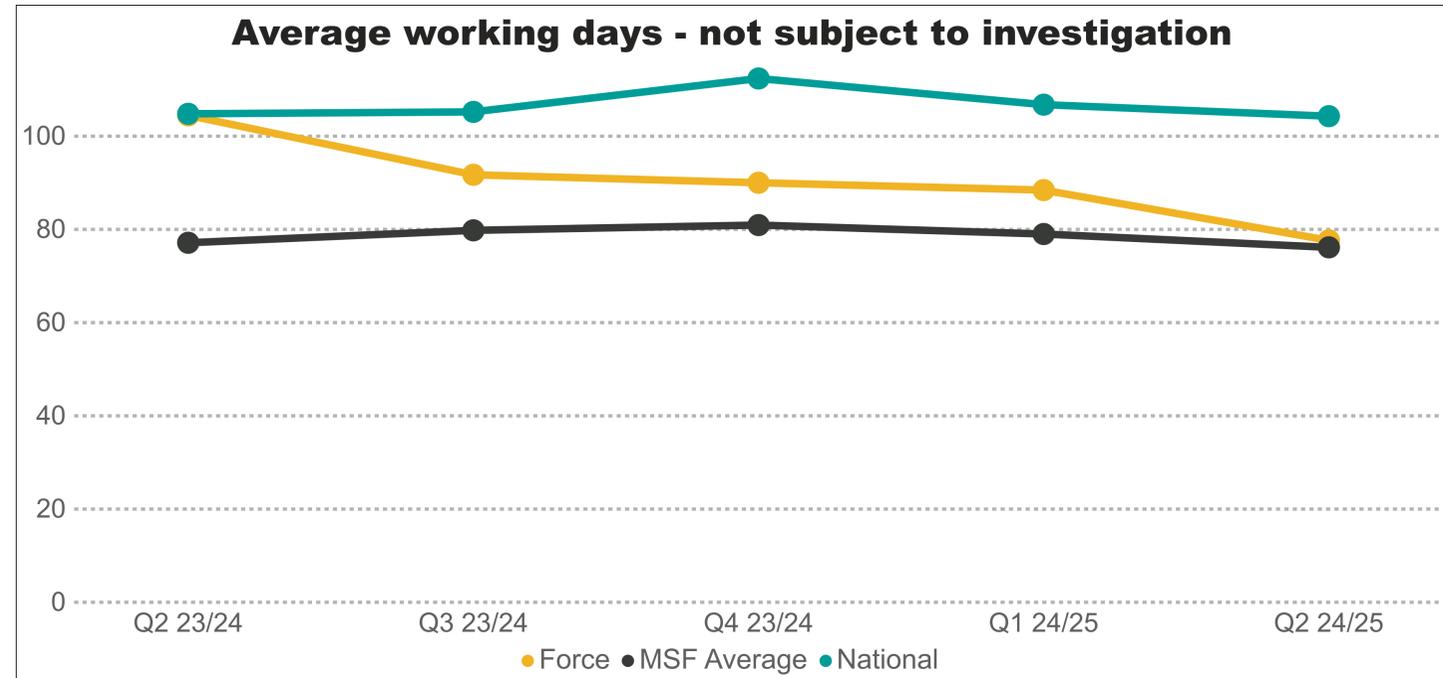
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

Allegations with 'invalid dates' have been removed from the data shown. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for an explanation of invalid dates.

Year to date Allegations	Outside of Schedule 3		Under Schedule 3 - not subject to investigation		Under Schedule 3 - by local investigation		Under Schedule 3 - by independent investigation	
	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days
Force	1,041	15	1,540	82	258	170	2	524
SPLY	820	14	1,104	110	253	164	4	193
MSF Average	903	15	1,080	78	196	181	0	66
National	33,250	20	35,230	105	8,680	206	109	282



Year to date Allegations	Under Schedule 3 - by directed investigation	
	Number Finalised	Average days
Force	0	0
SPLY	0	0
MSF Average	0	0
National	16	544

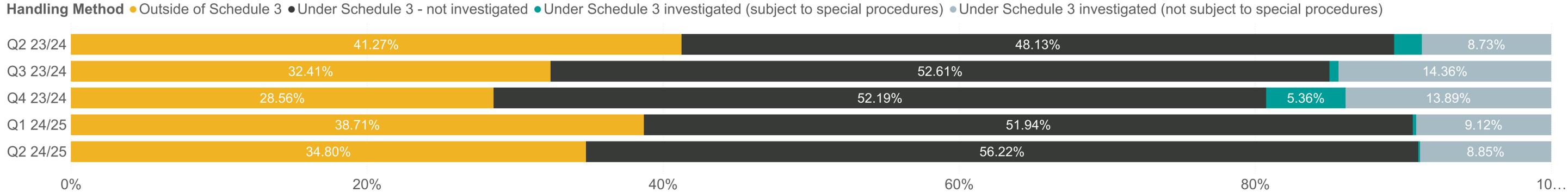


**Section A3.1: How allegations were handled and their decisions**

This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised. The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside or under Schedule 3; and secondly, the means of handling where it has been dealt with under Schedule 3. Please refer to our [Guidance on capturing data about police complaints](#) for details of allegation decisions.

How allegations were handled (Year to date)	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	255	9 %	189	8 %	7,922	10 %
Under Schedule 3 investigated (subject to special procedures)	5	0 %	8	0 %	883	1 %
Under Schedule 3 - not investigated	1,540	54 %	1080	49 %	35,230	46 %
Outside of Schedule 3	1,041	37 %	903	43 %	33,250	43 %
<b>Total</b>	<b>2,841</b>	<b>100 %</b>	<b>2179</b>	<b>100 %</b>	<b>77,285</b>	<b>100 %</b>

**Force: percent of allegations finalised by handling method**



How allegations were handled (Year to date)	Outside of Schedule 3				Under Schedule 3 - not investigated				Under Schedule 3 investigated (subject to special procedures)				Under Schedule 3 investigated (not subject to special procedures)			
	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %
No further action					170	11 %	2,768	8 %			9	1 %	14	5 %	242	3 %
Regulation 41 applies							59	0 %			1	0 %			93	1 %
Service provided - unable to determine					142	9 %	3,238	9 %			10	1 %	46	18 %	770	10 %
Service provided - not acceptable					178	12 %	4,563	13 %			26	3 %	31	12 %	900	11 %
Service provided - acceptable					1002	65 %	23,538	67 %			129	15 %	158	62 %	5,675	72 %
Not Resolved	28	3 %	1,876	6 %												
Resolved	1013	97 %	31,373	94 %												
No Case to Answer									3	60 %	512	58 %				
Case to Answer									2	40 %	180	20 %				
Withdrawal					48	3 %	1,063	3 %			16	2 %	6	2 %	242	3 %

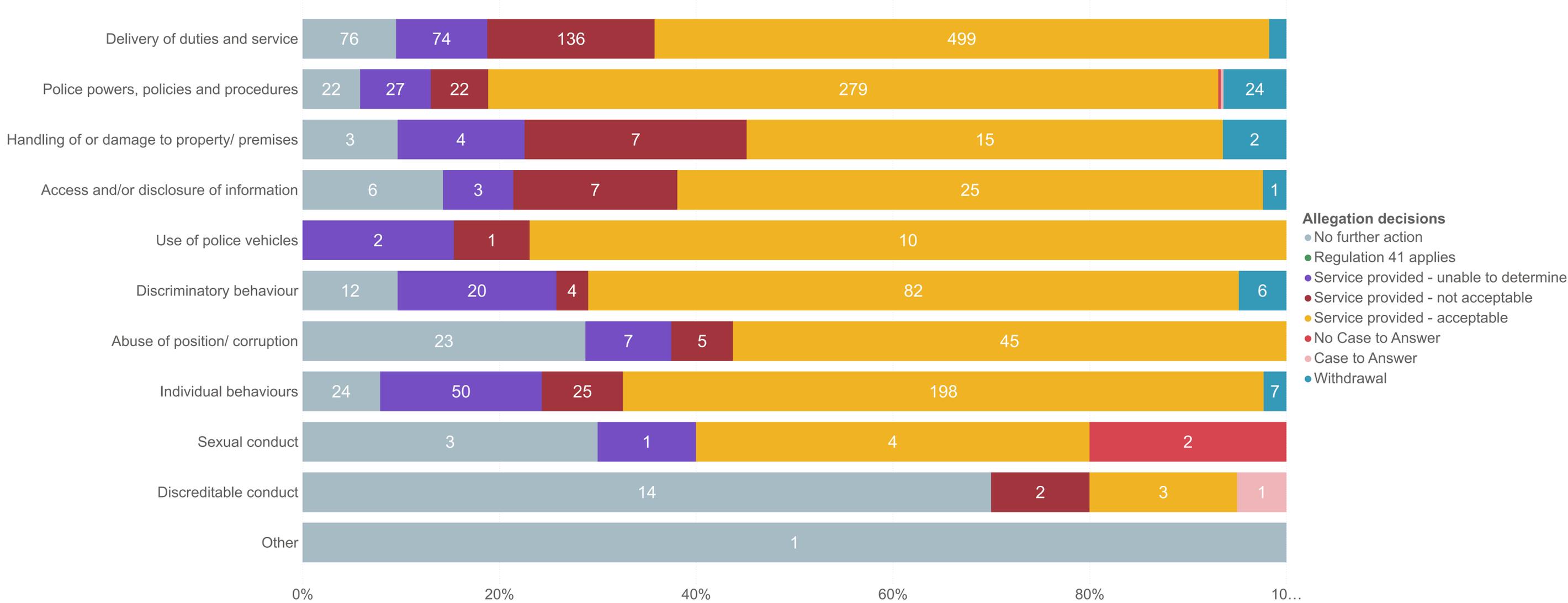
**Section A3.2: Allegation decisions by what was complained about (Year to date by category)**

This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

**Outside Schedule 3 allegation decisions**

Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Resolved	747	57	56	4	25	0	1	122	0	1	0	1,013
Not Resolved	14	1	0	0	3	1	0	9	0	0	0	28

**Schedule 3 allegation decisions**



**Section B1.1: Allegation actions - on allegations handled outside of Schedule 3 (Year to date)**

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available.

Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised						
Organisational learning	0	0 %	2	0 %	5	1 %	132	0 %
Learning from reflection	5	0 %	9	1 %	43	5 %	935	3 %
Policy review	0	0 %	1	0 %	2	0 %	32	0 %
Goodwill gesture	0	0 %	0	0 %	1	0 %	52	0 %
Apology	83	8 %	54	7 %	73	7 %	3,241	10 %
Debrief	1	0 %	0	0 %	9	1 %	311	1 %
Explanation	829	80 %	651	79 %	628	69 %	20,147	61 %
No further action	69	7 %	51	6 %	100	12 %	3,760	11 %
Other action	49	5 %	47	6 %	31	3 %	4,135	12 %

**Section B1.2: Allegation actions - on allegations handled under Schedule 3 (Year to date)**

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available. Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

**All complaint cases handled under Schedule 3**

Actions following Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised						
Organisational learning	22	1 %	7	1 %	9	1 %	398	1 %
Apology	66	4 %	55	4 %	45	4 %	1,605	4 %
Debrief	3	0 %	0	0 %	2	0 %	1,343	3 %
Explanation	552	31 %	318	23 %	724	61 %	27,139	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	1	0 %	11	0 %
No further action	1,036	58 %	863	63 %	390	27 %	9,817	22 %
Other action	6	0 %	12	1 %	32	2 %	432	1 %
Learning from reflection	91	5 %	76	6 %	56	4 %	2,263	5 %
Referral to RPRP	16	1 %	19	1 %	9	1 %	671	2 %

**Misconduct, UPP and RPRP on complaints investigated under Schedule 3 (subject to Special Procedures)**

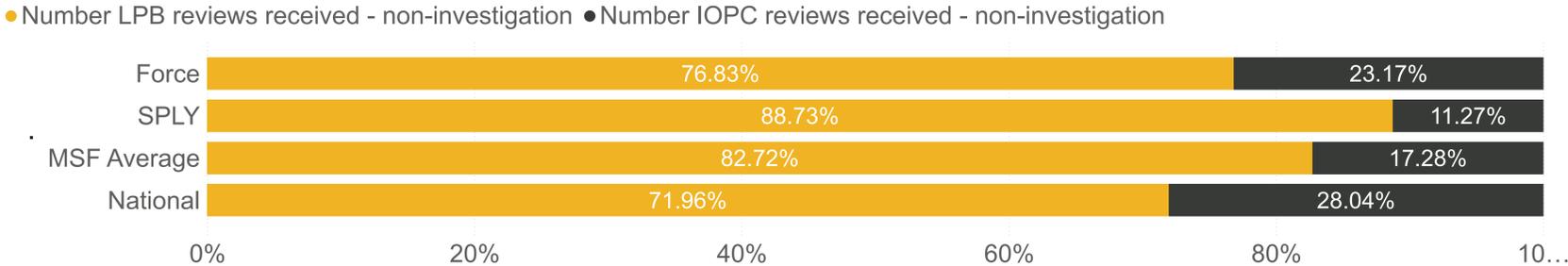
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised						
Misconduct proceedings	0	0 %	4	11 %	0	2 %	77	9 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	2	0 %
Other actions following a case to answer decision	0	0 %	0	0 %	1	7 %	64	7 %
Referral to RPRP	0	0 %	13	37 %	2	39 %	161	18 %

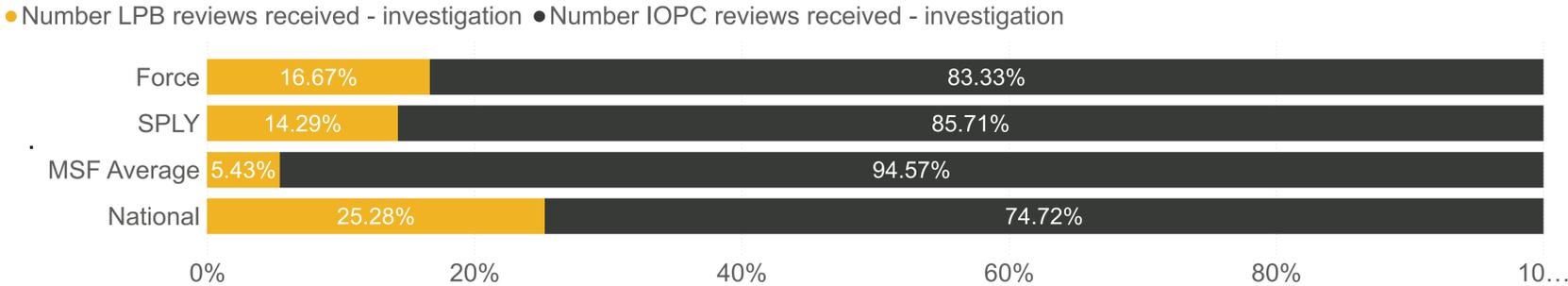
**Section C1: Reviews received and timeliness (Year to date)**

This section presents data on the number of reviews received about this force by the IOPC and by the local policing body. The charts enable you to see the proportion of each review type being received by the two bodies. For information on when the IOPC should be the review body, please see our [Statutory Guidance](#)

Non-investigation reviews received	LPB	IOPC
Force	63	19
SPLY	63	8
MSF Average	62	13
National	1,850	721

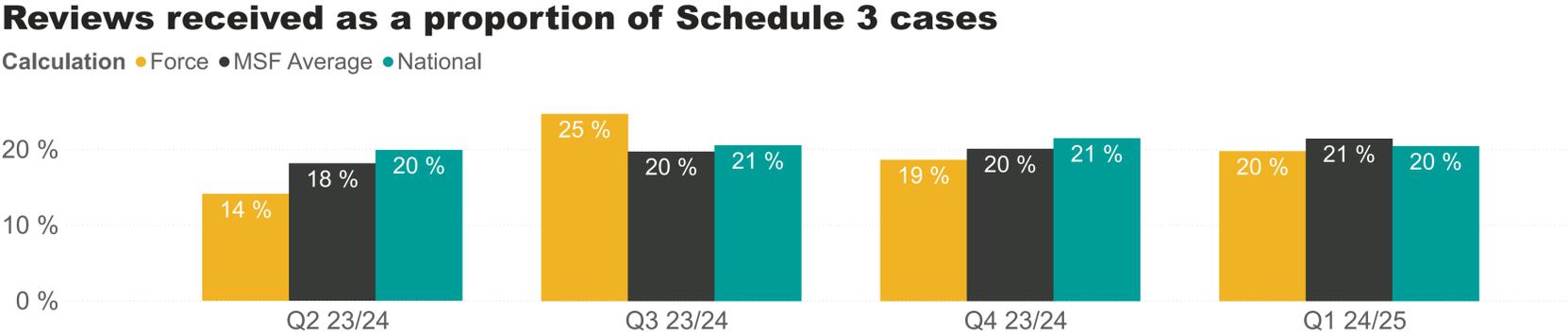


Investigation reviews received	LPB	IOPC
Force	3	15
SPLY	2	12
MSF Average	1	11
National	159	470



Complaints are not finalised until after any reviews are completed. However, this measure helps to provide an indication of how often reviews are made in comparison to the number of complaints completed.

	Reviews received	Schedule 3 complaints finalised
Force	100	399
SPLY	85	551
MSF Average	87	430
National	3,200	15,484



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	3	14	54	49
Average number of working days to complete IOPC reviews	133	173	138	138

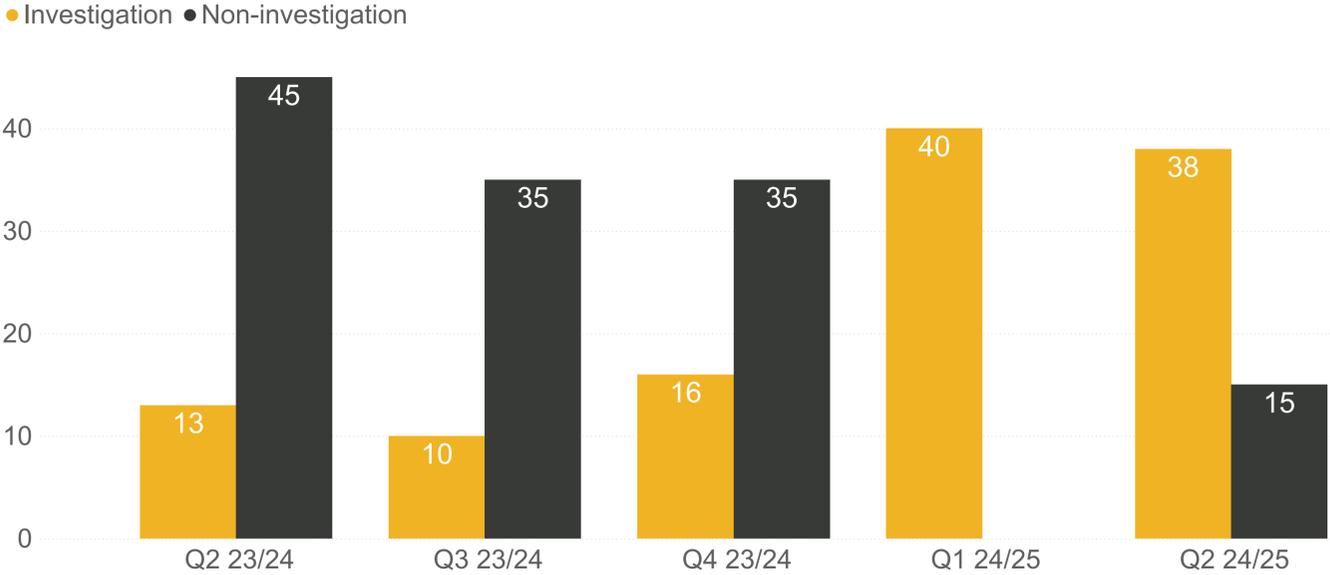
**Section C2: Outcomes on reviews**

This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police. Please note: Numbers are not available for the MSF Average - % only. Contact the IOPC for specific recommendations and directions made as these are not available in this data set

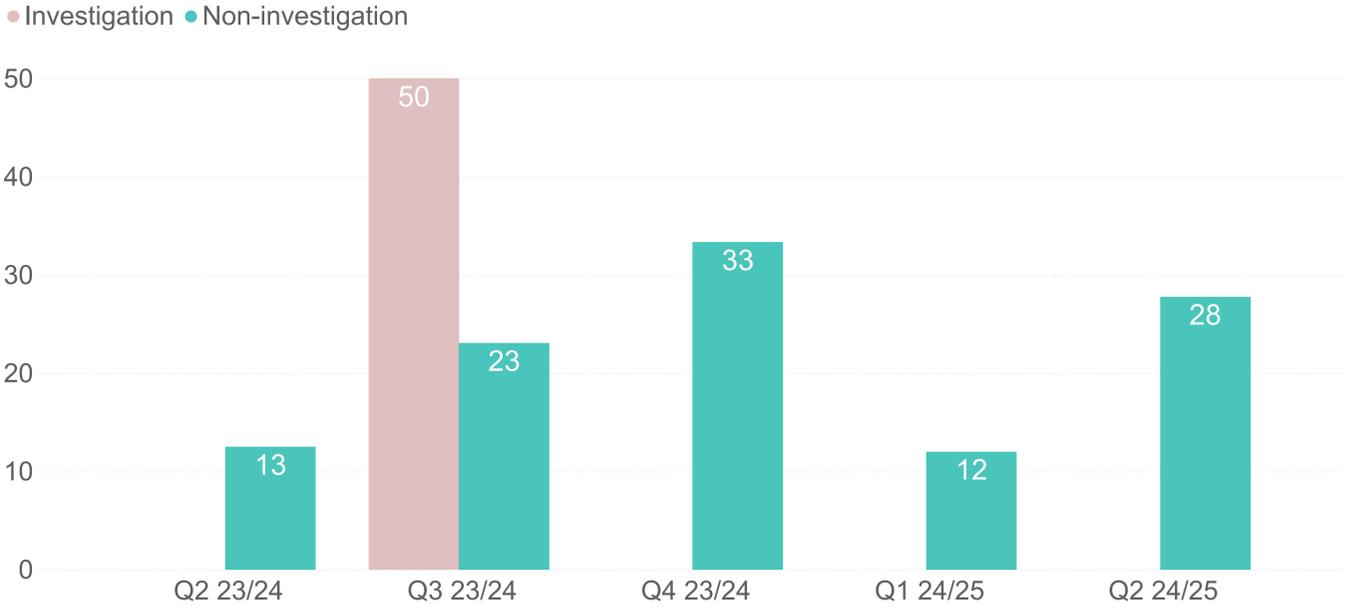
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	13	5	3	
SPLY	16	2	2	
MSF Average	12	4	1	
National	453	139	157	39

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	13	2	61	13
SPLY	11	5	65	10
MSF Average	9	2	57	10
National	452	144	1,825	363

**% IOPC reviews upheld - Force**



**% LPB Reviews upheld - Force**



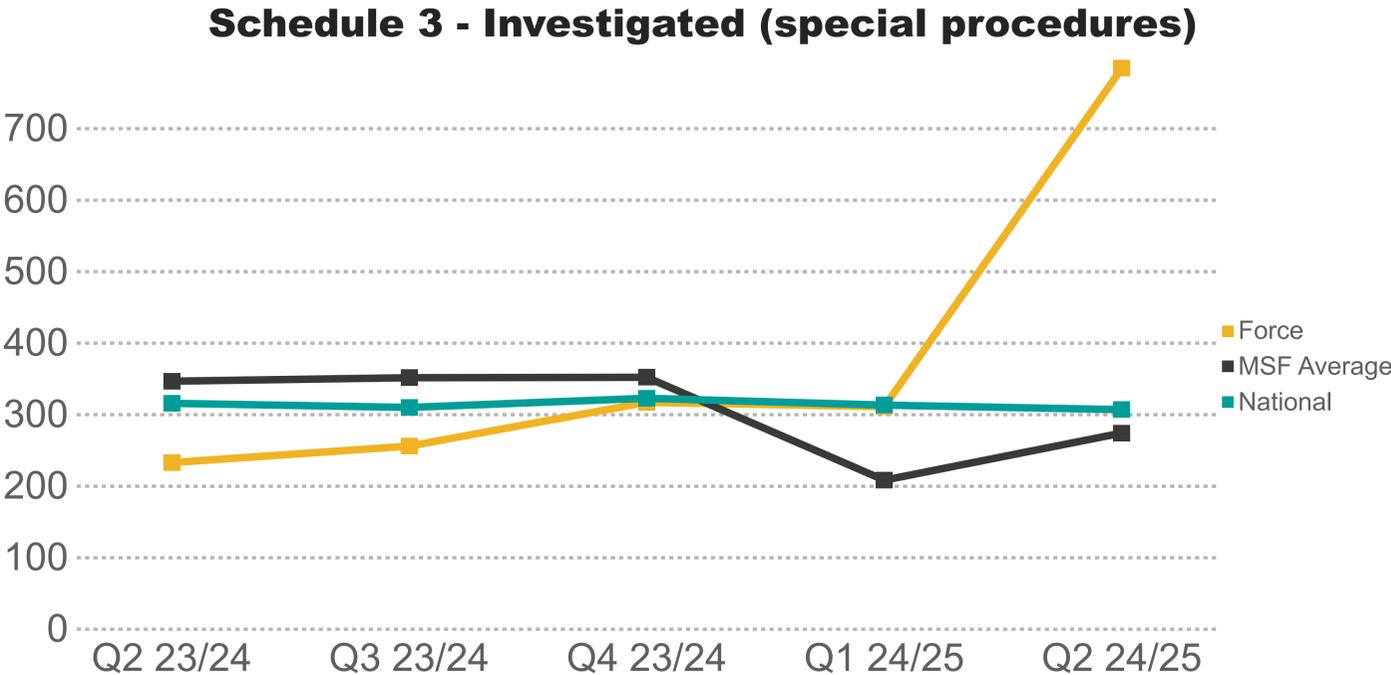
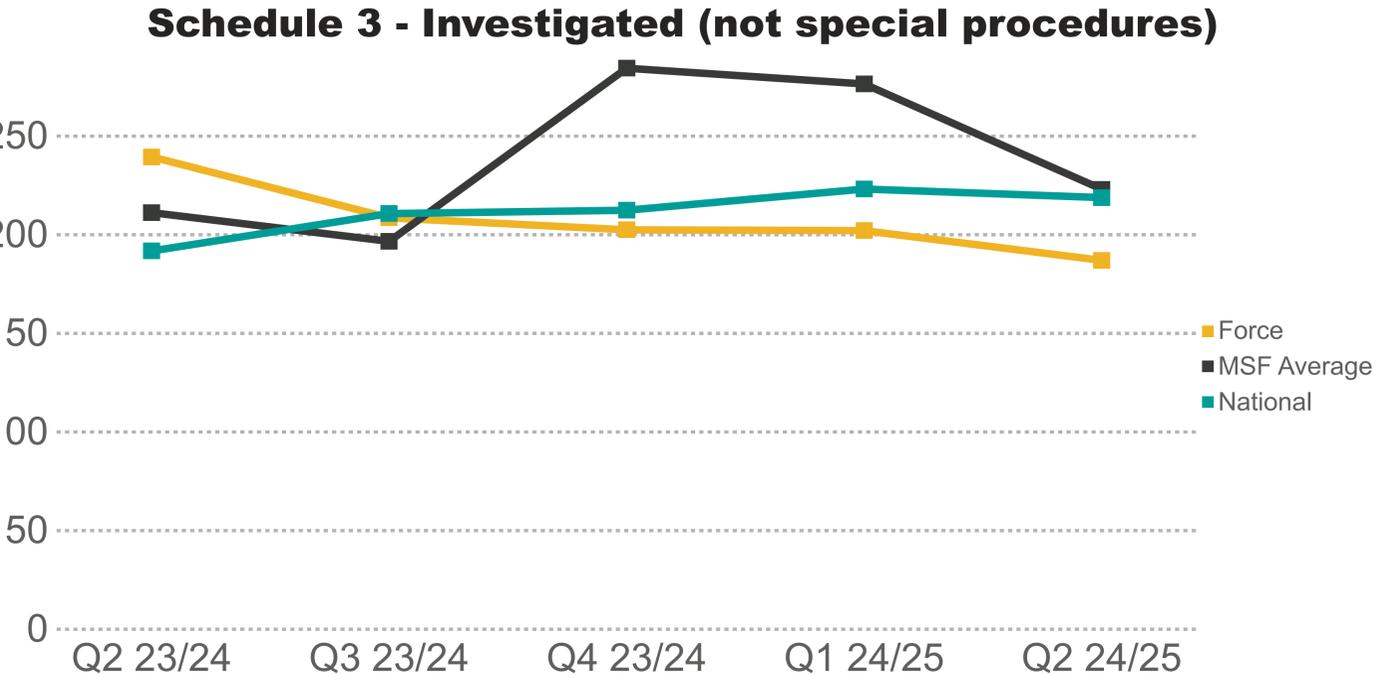
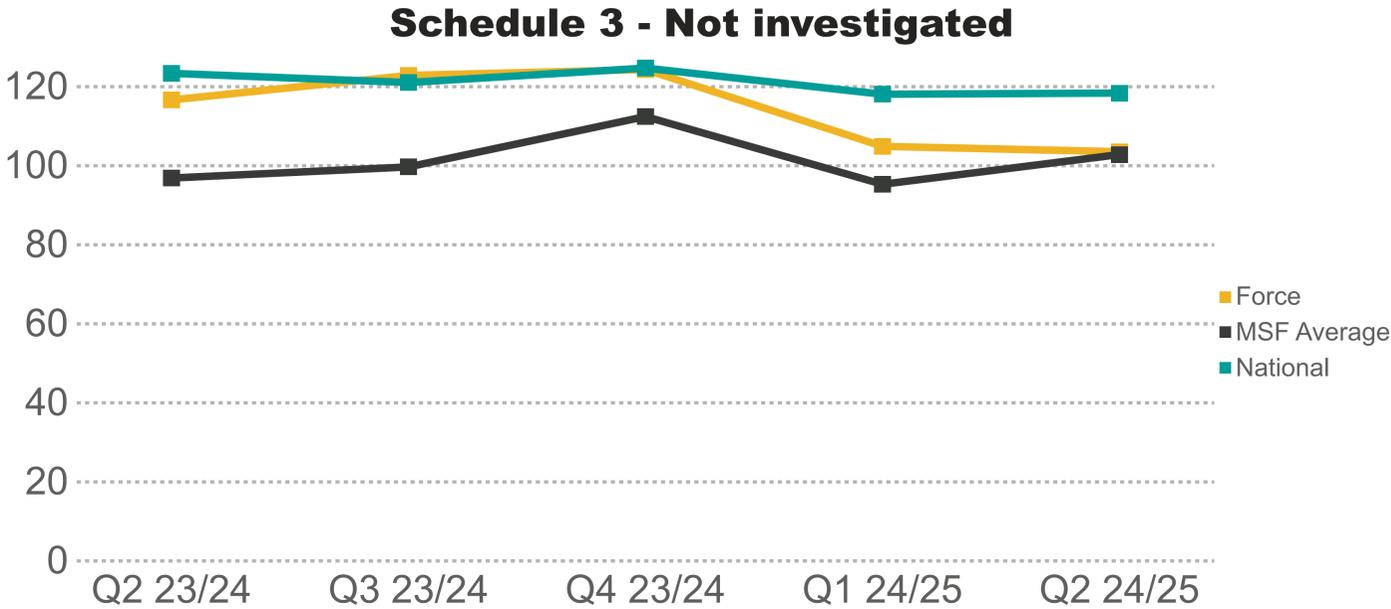
**Section D1: Complaint cases finalised under Schedule 3 - timeliness**

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with outside if Schedule 3) please see page 14

Average working days to finalise (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 investigated (subject to special procedures)	390	227	290	310
Under Schedule 3 investigated (not subject to special procedures)	197	222	240	221
Under Schedule 3 - not investigated	104	120	99	118
<b>Total</b>	<b>122</b>	<b>134</b>	<b>116</b>	<b>140</b>

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	333	478	373	12,474
Under Schedule 3 investigated (not subject to special procedures)	60	63	53	2,681
Under Schedule 3 investigated (subject to special procedures)	6	10	5	329
<b>Total</b>	<b>399</b>	<b>551</b>	<b>430</b>	<b>15,484</b>



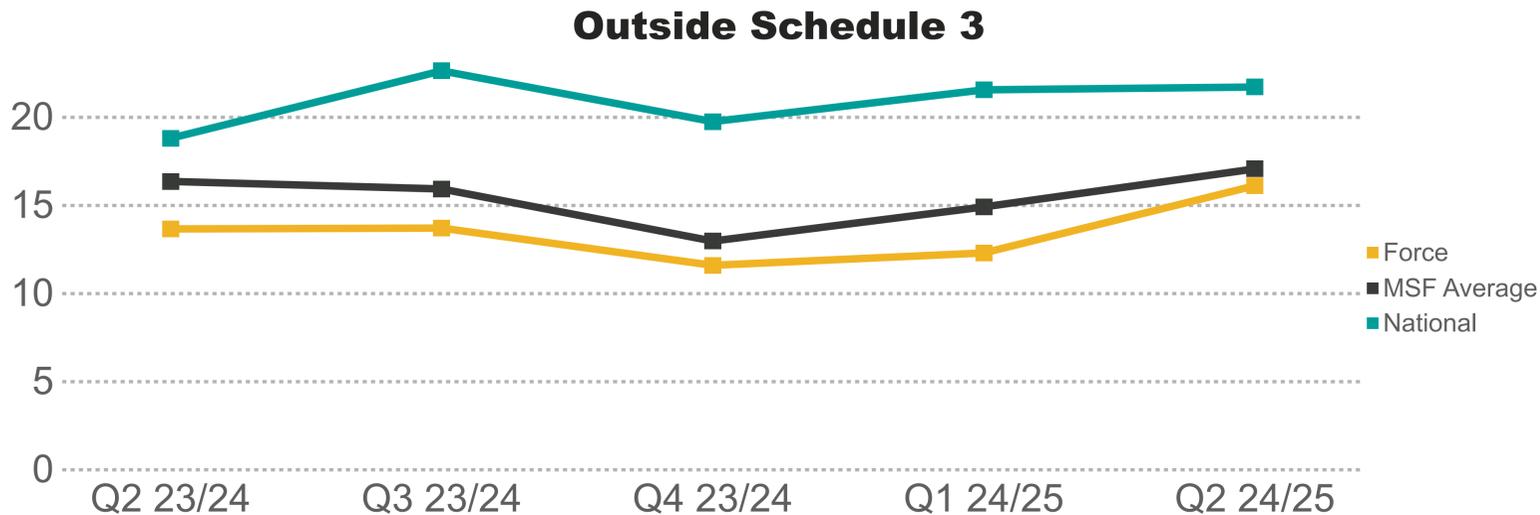
**Section D2: Complaint cases finalised outside of Schedule 3 - timeliness**

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates.

**Year to date**

	Force	SPLY	MSF Average	National
Complaint cases handled outside of Schedule 3	765	658	745	27766
Average days to finalise complaint cases handled outside of Schedule 3	14	14	16	22



**Section D3: How complaint cases handled**

This section shows the proportion of complaint cases handled by the force, most similar for group and nationally under each method of handling. The table covers data recorded in the period as per 'Reporting Period' above, while the below chart concerns the force only using the last four quarters of available data.

Means Of Handling	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised						
Outside of Schedule 3	765	66%	658	54%	745	63%	27,766	64%
Under Schedule 3 - not investigated	333	29%	478	40%	373	32%	12,474	29%
Under Schedule 3 investigated (not subject to special procedures)	60	5%	63	5%	53	4%	2,681	6%
Under Schedule 3 investigated (subject to special procedures)	6	1%	10	1%	5	0%	329	1%
<b>Total</b>	<b>1,164</b>	<b>100%</b>	<b>1,209</b>	<b>100%</b>	<b>1,175</b>	<b>100%</b>	<b>43,250</b>	<b>100%</b>

**Force: percent of complaint cases finalised by handling method**

Means Of Handling • Outside of Schedule 3 • Under Schedule 3 - not investigated • Under Schedule 3 investigated (not subject to special procedures) • Under Schedule 3 investigated (subject to special procedures)



**Section E: Referrals**

The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints.

When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation.

Referrals may have been completed in a different period to when they were received.

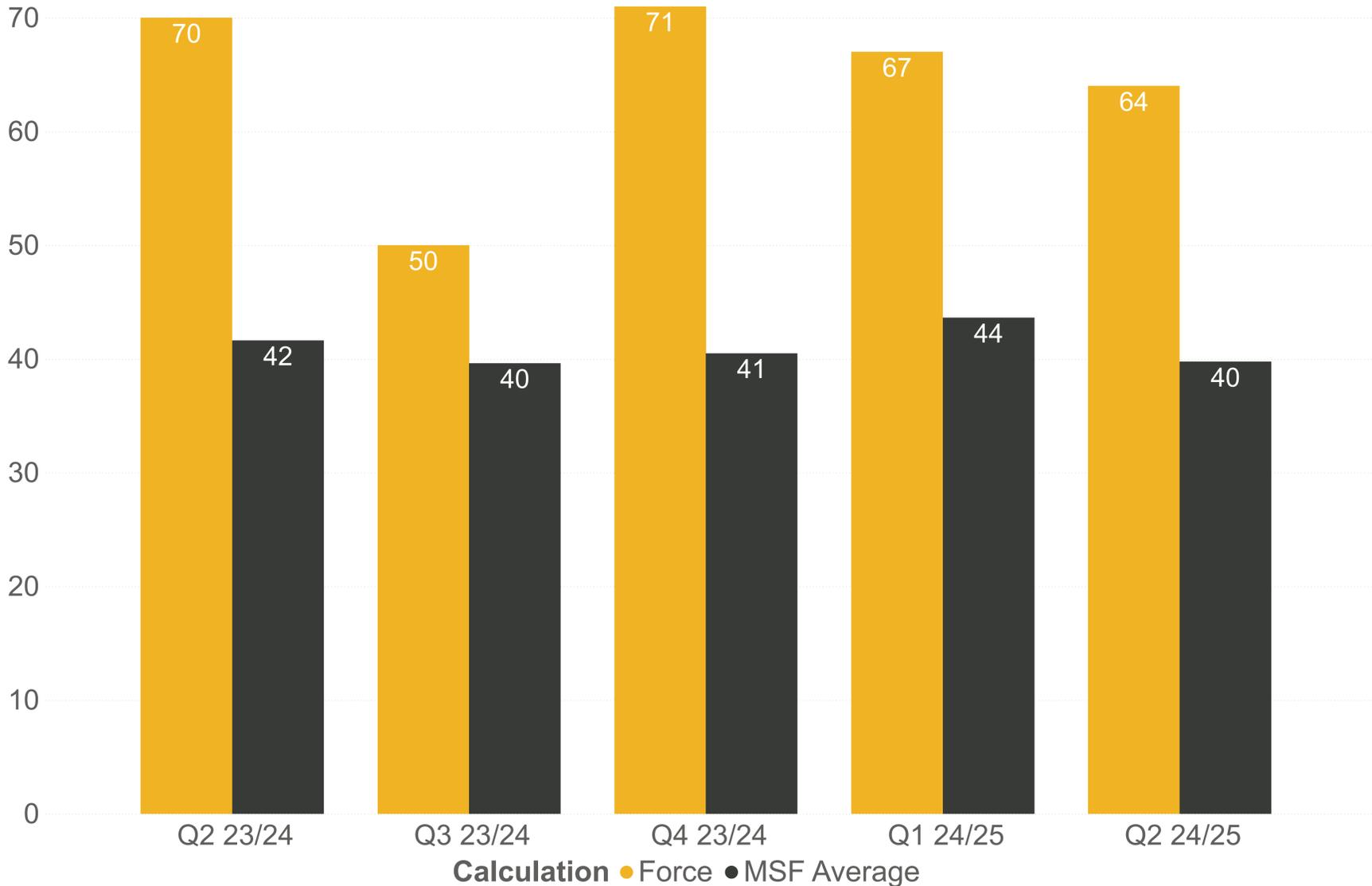
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

**Year to date**

	Force	SPLY	MSF Average	National
Number referrals received	131	143	83	3,490
Number referrals completed	128	138	84	3,490
Decision: Independent Investigation	1	13	4	206
Decision: Directed Investigation	0	0	0	5
Decision: Local Investigation	90	103	48	1,935
Decision: Return to Force	35	20	30	1,262
Decision: Invalid	2	2	2	80

**Force and MSF Group referrals received**



Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hampshire, Hertfordshire, Kent, Staffordshire, Sussex

## Notes

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### Data sources

- Data in this bulletin is taken from XML data submissions made by forces to the IOPC every quarter except for IOPC performance data which is taken from the IOPC case management system.
- Police force employee numbers are taken from the latest [police workforce England and Wales statistics](#) published by the Home Office.
- The most similar force (MSF) groups used for the calculation of the MSF averages in this bulletin are those determined by HMICFRS. Please note that the British Transport Police and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).
- Figures for City of London include complaint cases logged in relation to 'Action Fraud'. Action Fraud is the UK's national reporting centre for fraud and cybercrime. The service is run by the City of London Police, which is the national policing lead for economic crime.

### Performance Framework counting rules and calculation

- The counting rules and calculations used to produce the data shown in this bulletin can be found on the [IOPC website](#).
- Average times are presented in working days and do not include weekends or bank holidays.
- Some percentages may add up to more or less than 100% due to rounding.
- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

### Data constraints

- The data is sourced from live case management systems and provides a snapshot of information as it was at that time. Therefore, there may be variances between the information in this bulletin and information reported at a later date.

### Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the [IOPC website](#).
- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC's [Guidance on capturing data about police complaints](#).
- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC's [Statutory Guidance on the police complaints system \(February 2020\)](#).