# Police Complaints Information Bulletin

## Bedfordshire Police

**01 April 2025 - 31 March 2026 (Q4 2025/26)**

IOPC Independent Office for Police Conduct

## 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)

**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**

## Notes for this edition of the bulletin

**Devon and Cornwall:** Devon and Cornwall Police had a significant backlog of complaints, including complaints that showed as live but were only administratively awaiting finalisation. Following restructure and uplift of resourcing this queue is being reduced, and we believe this is directly impacting the duration of Complaints Finalised

**De-recorded matters:** A new data loading process has been introduced which removes matters that have been 'de-recorded' (meaning complaints and allegations recorded in error) from the figures. Figures may differ from those previously reported, particularly in 'same period last year' calculations

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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

Most Similar Force (MSF) Group: Bedfordshire Police, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Kent Police, Leicestershire Police, Nottinghamshire Police, South Yorkshire Police

# Complaints and allegations logged

A **complaint case** is formed of one or more **allegations**.

This bulletin contains data on complaints, allegations, referrals and reviews broken down in the following ways:

- **Force** - The police force and date range covered by the bulletin title
- **SPLY** - Data as above in the same period of the previous financial year
- **MSF Average** - Most Similar Force group* average for the period
- **National** - Total or average of all forces in this period

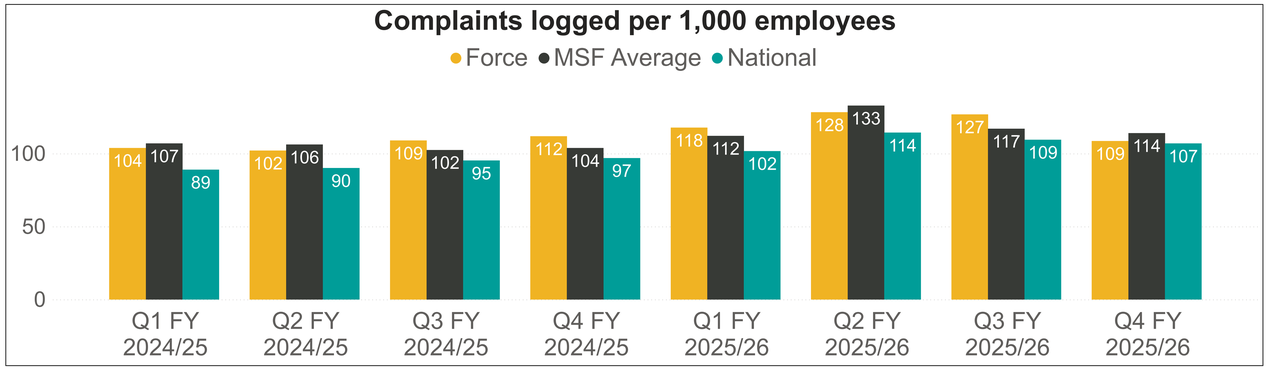
*Most Similar Force groups are specified by the Home Office and enable comparison between forces of similar size and demographics

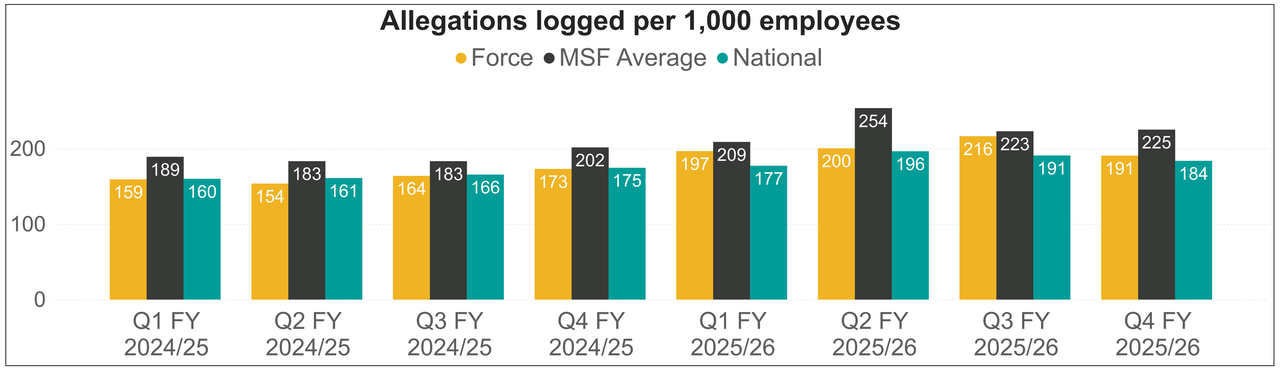
| Measure | Complaints logged | Per 1,000 employees |
|---|---|---|
| Force | 1,321 | 481 |
| SPLY | 1,171 | 427 |
| MSF Average | 2,441 | 476 |
| National | 108,988 | 432 |

| Measure | Allegations Logged | Per 1,000 employees |
|---|---|---|
| Force | 2,207 | 804 |
| SPLY | 1,784 | 650 |
| MSF Average | 4,703 | 910 |
| National | 188,600 | 748 |

**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.

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)

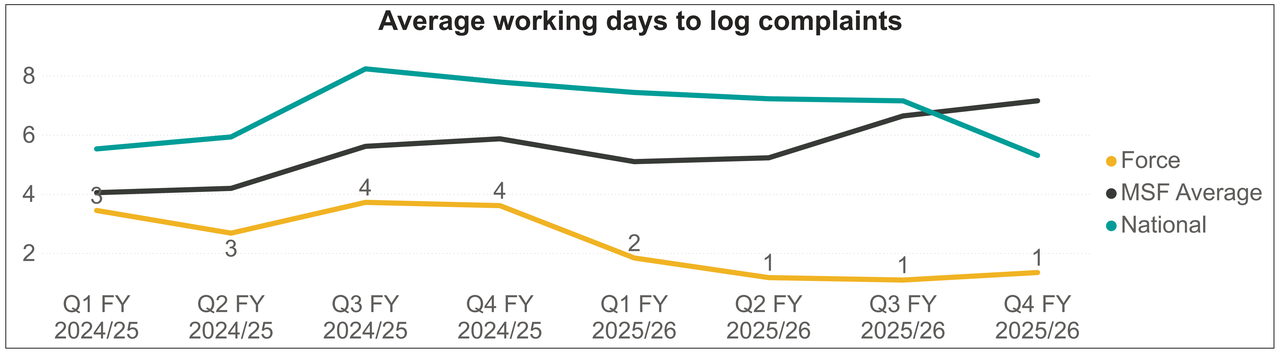


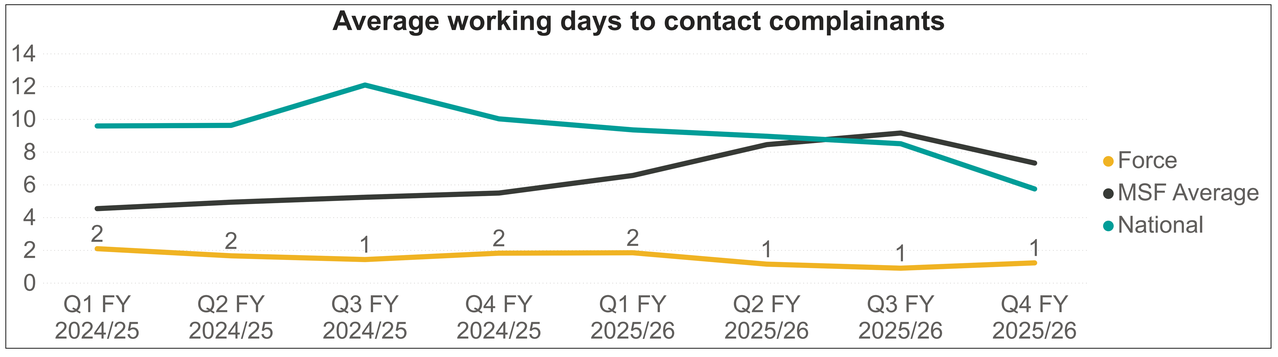




The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

Data labels in the above charts are those of the force

| Measure | Average working days to contact complainants | Average working days to log complaints |
|---|---|---|
| Force | 1 | 1 |
| SPLY | 2 | 3 |
| MSF Average | 8 | 6 |
| National | 8 | 7 |




For information on what has been complained about, see pages 2 to 5

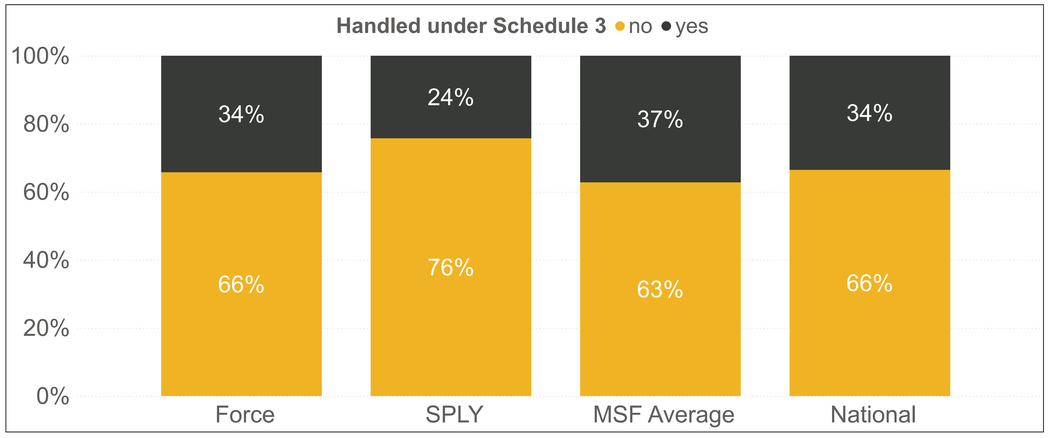
For information on allegations and complaints timeliness, see pages 6 and 7

Most Similar Force (MSF) Group: Bedfordshire Police, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Kent Police, Leicestershire Police, Nottinghamshire Police, South Yorkshire Police

# How complaints are being handled and what has been complained about

When a complaint is received by the force, the force can attempt to handle the complaint informally (outside of Schedule 3 of the Police Reform Act) or handle it formally (under Schedule 3). When deciding handle to complaint formally, the force should record the reason why

| Measure type | Force | | SPLY | | MSF Average | | National | |
|---|---|---|---|---|---|---|---|---|
| Reason complaint recorded under Schedule 3 | Complaints | % | Complaints | % | Complaints | % | Complaints | % |
| AA/body responsible for initial handling decides | 31 | 7% | 35 | 12% | 271 | 30% | 13,438 | 37% |
| Complainant wishes the complaint be recorded | 185 | 41% | 44 | 15% | 139 | 15% | 6,263 | 17% |
| Dissatisfaction after initial handling | 100 | 22% | 96 | 34% | 165 | 18% | 6,430 | 18% |
| Nature of the allegation(s) in the complaint | 136 | 30% | 109 | 38% | 332 | 37% | 10,354 | 28% |
| **Total** | **452** | **100%** | **284** | **100%** | **907** | **100%** | **36,485** | **100%** |

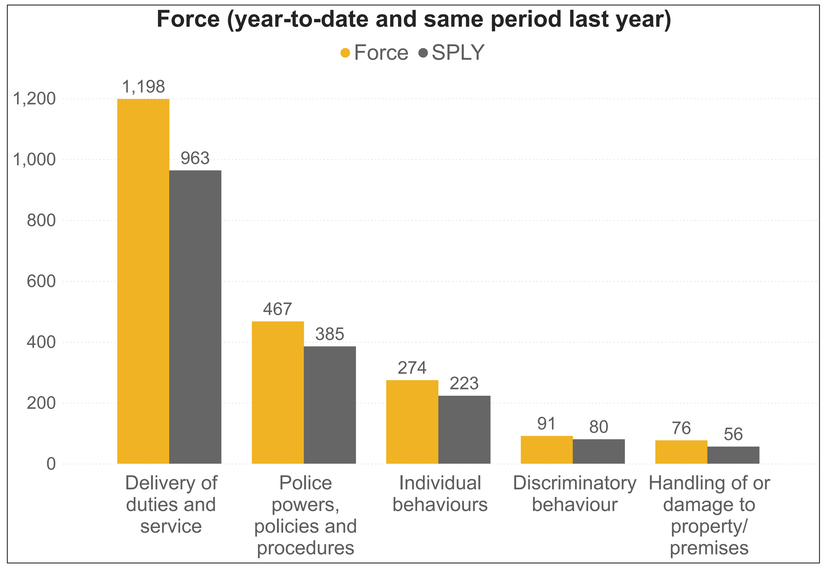


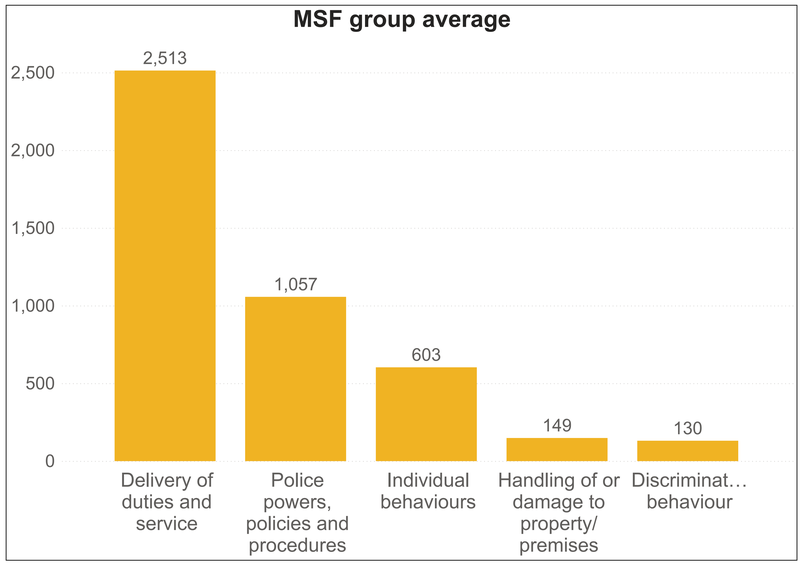

Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist of numerous allegations, each with their own category

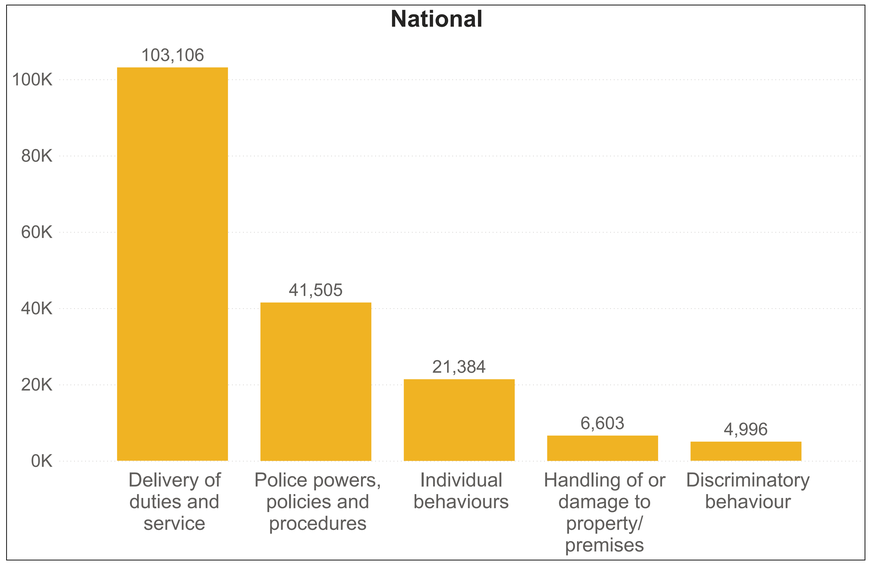
| Allegation category | Delivery of duties and service | Police powers, policies and procedures | Handling of or damage to property/ premises | Access and/or disclosure of information | Use of police vehicles | Discriminatory behaviour | Abuse of position/ corruption | Individual behaviours | Sexual conduct | Discreditable conduct | Other | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Force | 1,198 | 467 | 76 | 62 | 21 | 91 | 5 | 274 | 1 | 1 | 11 | **2,207** |
| SPLY | 963 | 385 | 56 | 41 | 14 | 80 | 2 | 223 | 1 | 7 | 12 | **1,784** |
| MSF Average | 2,513 | 1,057 | 149 | 108 | 44 | 130 | 34 | 603 | 8 | 34 | 24 | **4,703** |
| National | 103,106 | 41,505 | 6,603 | 4,098 | 2,025 | 4,996 | 1,507 | 21,384 | 336 | 1,167 | 1,871 | **188,598** |

| Allegation category | 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 | 54% | 21% | 3% | 3% | 1% | 4% | 0% | 12% | 0% | 0% | 0% | **100%** |
| SPLY | 54% | 22% | 3% | 2% | 1% | 4% | 0% | 13% | 0% | 0% | 1% | **100%** |
| MSF Average | 53% | 22% | 3% | 2% | 1% | 3% | 1% | 13% | 0% | 1% | 1% | **100%** |
| National | 55% | 22% | 4% | 2% | 1% | 3% | 1% | 11% | 0% | 1% | 1% | **100%** |

**Top five most applied allegation categories**




Most Similar Force (MSF) Group: Bedfordshire Police, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Kent Police, Leicestershire Police, Nottinghamshire Police, South Yorkshire Police

# Allegation subcategories

This section presents data on some of the most commonly recorded categories on allegations logged. For more information on allegation categories, see the IOPC website and links provided on page 14.

This category is about the service received from the police. Complaints in this category can be organisational or can be about individual behaviour

| Delivery of duties and service | Force | | SPLY | | MSF Average | | National | |
|---|---|---|---|---|---|---|---|---|
| Sub-category | Logged | % | Logged | % | Logged | % | Logged | % |
| Police action following contact | 475 | 40% | 382 | 40% | 1,174 | 47% | 43,168 | 42% |
| General level of service | 289 | 24% | 285 | 30% | 457 | 18% | 31,306 | 30% |
| Decisions | 221 | 18% | 153 | 16% | 508 | 20% | 16,853 | 16% |
| Information | 213 | 18% | 143 | 15% | 374 | 15% | 11,776 | 11% |
| **Total** | **1,198** | **100%** | **963** | **100%** | **2,513** | **100%** | **103,103** | **100%** |

This concerns individual behaviours (language, actions and behaviour) that are not an abuse of position or discriminatory in nature

| Individual behaviours | Force | | SPLY | | MSF Average | | National | |
|---|---|---|---|---|---|---|---|---|
| Sub-category | Logged | % | Logged | % | Logged | % | Logged | % |
| Unprofessional attitude and disrespect | 95 | 35% | 65 | 29% | 161 | 27% | 6,001 | 28% |
| Impolite language / tone | 76 | 28% | 61 | 27% | 136 | 23% | 5,690 | 27% |
| Lack of fairness and impartiality | 53 | 19% | 42 | 19% | 117 | 19% | 3,135 | 15% |
| Overbearing or harassing behaviours | 37 | 14% | 38 | 17% | 102 | 17% | 3,342 | 16% |
| Impolite and intolerant actions | 13 | 5% | 17 | 8% | 87 | 14% | 3,216 | 15% |
| **Total** | **274** | **100%** | **223** | **100%** | **603** | **100%** | **21,384** | **100%** |

This category is about the use of police powers, including where an available power has not been used, and police policies and procedures. Complaints in this category can be organisational or about individual behaviour

| Police powers, policies and procedures | Force | | SPLY | | MSF Average | | National | |
|---|---|---|---|---|---|---|---|---|
| Sub-category | Logged | % | Logged | % | Logged | % | Logged | % |
| Use of force | 98 | 21% | 83 | 22% | 220 | 21% | 9,354 | 23% |
| Other policies and procedures | 78 | 17% | 64 | 17% | 116 | 11% | 5,037 | 12% |
| Power to arrest and detain | 67 | 14% | 66 | 17% | 174 | 16% | 7,174 | 17% |
| Searches of premises and seizure of property | 65 | 14% | 37 | 10% | 159 | 15% | 5,528 | 13% |
| Detention in police custody | 51 | 11% | 48 | 12% | 134 | 13% | 5,441 | 13% |
| Evidential procedures | 50 | 11% | 39 | 10% | 113 | 11% | 3,715 | 9% |
| Bail, identification and interview procedures | 35 | 7% | 26 | 7% | 77 | 7% | 2,573 | 6% |
| Stops, and stop and search | 14 | 3% | 16 | 4% | 45 | 4% | 1,981 | 5% |
| Out of court disposals | 9 | 2% | 6 | 2% | 19 | 2% | 700 | 2% |
| **Total** | **467** | **100%** | **385** | **100%** | **1,057** | **100%** | **41,503** | **100%** |

This includes any issue where an element of discrimination was involved or was perceived to be involved. It also includes any instances where the possible discriminatory behaviour is identified by the person receiving, recording, or investigating a complaint. Complaints in this category can be organisational or can be about individual behaviour.

| Discriminatory behaviour | Force | | SPLY | | MSF Average | | National | |
|---|---|---|---|---|---|---|---|---|
| Sub-category | Logged | % | Logged | % | Logged | % | Logged | % |
| Race | 40 | 44% | 43 | 54% | 59 | 46% | 2,379 | 48% |
| Disability | 21 | 23% | 16 | 20% | 24 | 19% | 1,107 | 22% |
| Sex | 11 | 12% | 11 | 14% | 24 | 18% | 723 | 14% |
| Other | 10 | 11% | 3 | 4% | 12 | 9% | 376 | 8% |
| Religion or belief | 5 | 5% | 3 | 4% | 4 | 3% | 157 | 3% |
| Age | 2 | 2% | 1 | 1% | 2 | 2% | 63 | 1% |
| Sexual orientation | 2 | 2% | 1 | 1% | 4 | 3% | 133 | 3% |
| None | | | | | 0 | 0% | | |
| Gender reassignment | | | 1 | 1% | 1 | 1% | 55 | 1% |
| Marriage and civil partnership | | | | | 0 | 0% | | |
| Pregnancy and maternity | | | 1 | 1% | 0 | 0% | 3 | 0% |
| **Total** | **91** | **100%** | **80** | **100%** | **130** | **100%** | **4,996** | **100%** |

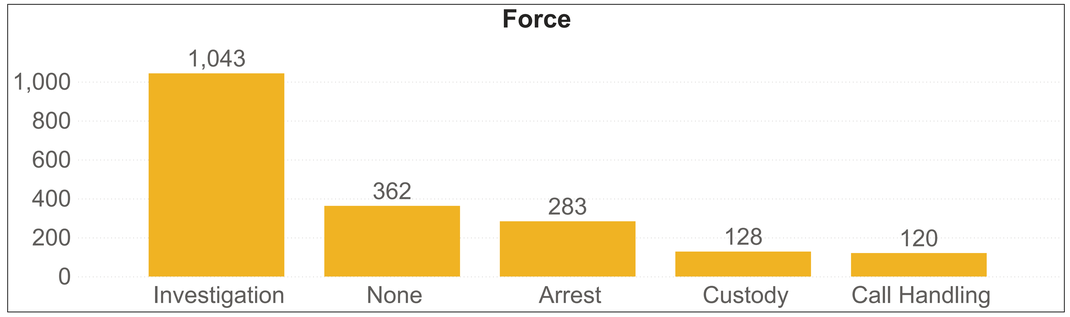
Most Similar Force (MSF) Group: Bedfordshire Police, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Kent Police, Leicestershire Police, Nottinghamshire Police, South Yorkshire Police

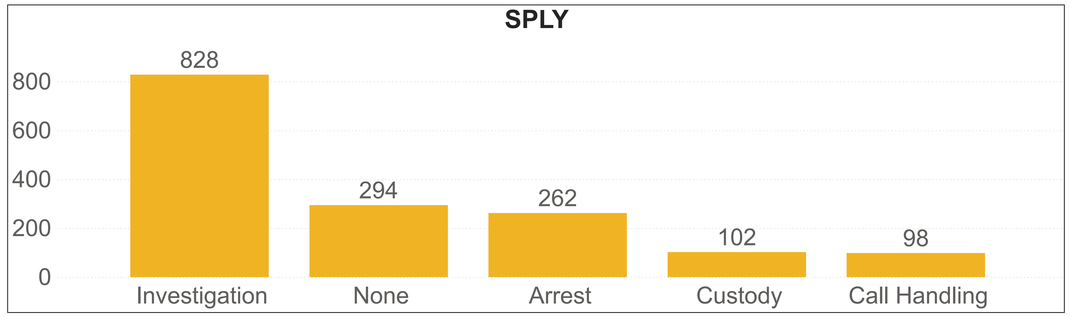
# Factors applied to allegations logged

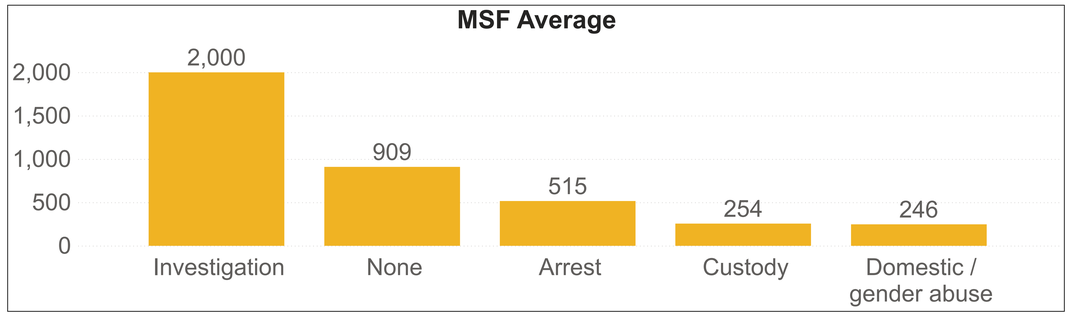
This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

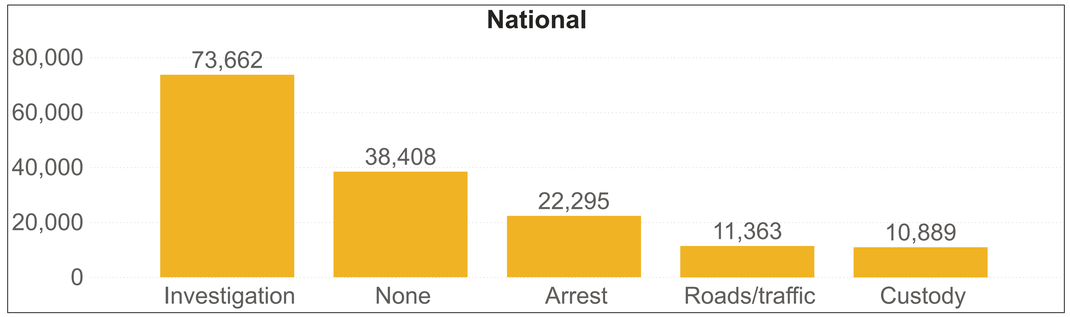
Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category and the percentages here will add up to over 100%. Please refer to our guidance on capturing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

| Measure type | Force | | SPLY | | MSF Average | | National | |
|---|---|---|---|---|---|---|---|---|
| Factor | Logged | % | Logged | % | Logged | % | Logged | % |
| Investigation | 1,043 | 47% | 828 | 46% | 2,000 | 43% | 73,662 | 39% |
| None | 362 | 16% | 294 | 16% | 909 | 19% | 38,408 | 20% |
| Arrest | 283 | 13% | 262 | 15% | 515 | 11% | 22,295 | 12% |
| Custody | 128 | 6% | 102 | 6% | 254 | 5% | 10,889 | 6% |
| Call Handling | 120 | 5% | 98 | 5% | 218 | 5% | 8,178 | 4% |
| Roads/traffic | 118 | 5% | 89 | 5% | 232 | 5% | 11,363 | 6% |
| Premises search | 75 | 3% | 51 | 3% | 134 | 3% | 4,979 | 3% |
| Neighbourhood policing | 57 | 3% | 65 | 4% | 175 | 4% | 8,198 | 4% |
| Mental health | 55 | 2% | 52 | 3% | 95 | 2% | 5,236 | 3% |
| Domestic / gender abuse | 51 | 2% | 80 | 4% | 246 | 5% | 10,451 | 6% |
| VAWG - dissatisfaction handling | 47 | 2% | 13 | 1% | 168 | 4% | 8,335 | 4% |
| Stop and/or search | 45 | 2% | 36 | 2% | 87 | 2% | 3,983 | 2% |
| Firearms | 42 | 2% | 20 | 1% | 23 | 0% | 880 | 0% |
| Child protection / CSA / CSE | 22 | 1% | 28 | 2% | 103 | 2% | 3,524 | 2% |
| Restraint equipment | 22 | 1% | 27 | 2% | 44 | 1% | 1,759 | 1% |
| Social media | 13 | 1% | 5 | 0% | 19 | 0% | 892 | 0% |
| Public order incident | 10 | 0% | 6 | 0% | 27 | 1% | 1,350 | 1% |
| Drugs / alcohol | 9 | 0% | 19 | 1% | 31 | 1% | 1,998 | 1% |
| Hate Crime | 9 | 0% | 12 | 1% | 19 | 0% | 836 | 0% |
| Missing persons | 9 | 0% | 3 | 0% | 28 | 1% | 1,198 | 1% |
| | 8 | 0% | 2 | 0% | 19 | 0% | 1,637 | 1% |
| Death | 7 | 0% | 6 | 0% | 35 | 1% | 1,617 | 1% |
| Fraud | 6 | 0% | 11 | 1% | 14 | 0% | 1,448 | 1% |
| VAWG - police perpetrated | 4 | 0% | 5 | 0% | 23 | 0% | 828 | 0% |
| Covert policing | 1 | 0% | 1 | 0% | 1 | 0% | 83 | 0% |
| Police dogs or horses | 1 | 0% | 1 | 0% | 2 | 0% | 115 | 0% |
| Serious injury | 1 | 0% | 5 | 0% | 5 | 0% | 352 | 0% |
| PPDA | | | 2 | 0% | 6 | 0% | 168 | 0% |
| PPDA - Police victim | | | | | 0 | 0% | 5 | 0% |
| Prejudicial and improper behaviour | | | | | 0 | 0% | 29 | 0% |
| Taser | | | 2 | 0% | 4 | 0% | 189 | 0% |
| VAWG - police victim | | | | | 7 | 0% | 161 | 0% |




Most Similar Force (MSF) Group: Bedfordshire Police, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Kent Police, Leicestershire Police, Nottinghamshire Police, South Yorkshire Police

## Factors on frequently applied allegation categories (force figures only)

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.

| Category | Delivery of duties and service | | Discriminatory behaviour | | Individual behaviours | | Police powers, policies and procedures | |
|---|---|---|---|---|---|---|---|---|
| Factors | Allegations Logged | Percent | Allegations Logged | Percent | Allegations Logged | Percent | Allegations Logged | Percent |
| Investigation | 756 | 63% | 36 | 40% | 90 | 33% | 108 | 23% |
| None | 170 | 14% | 21 | 23% | 64 | 23% | 49 | 10% |
| Arrest | 60 | 5% | 13 | 14% | 31 | 11% | 153 | 33% |
| Custody | 26 | 2% | 9 | 10% | 10 | 4% | 75 | 16% |
| Call Handling | 86 | 7% | 3 | 3% | 29 | 11% | | |
| Roads/traffic | 56 | 5% | 1 | 1% | 22 | 8% | 24 | 5% |
| Premises search | 9 | 1% | 1 | 1% | 9 | 3% | 45 | 10% |
| Neighbourhood policing | 41 | 3% | 1 | 1% | 12 | 4% | 2 | 0% |
| Mental health | 32 | 3% | 4 | 4% | 6 | 2% | 13 | 3% |
| Domestic / gender abuse | 39 | 3% | | | 5 | 2% | 4 | 1% |
| VAWG - dissatisfaction handling | 31 | 3% | | | 3 | 1% | 13 | 3% |
| Firearms | 35 | 3% | | | 1 | 0% | 6 | 1% |
| Stop and/or search | 10 | 1% | 7 | 8% | 3 | 1% | 22 | 5% |
| Restraint equipment | 1 | 0% | | | | | 21 | 4% |
| Child protection / CSA / CSE | 14 | 1% | | | 2 | 1% | 4 | 1% |
| Public order incident | 8 | 1% | | | 2 | 1% | | |
| Hate Crime | 6 | 1% | 1 | 1% | 2 | 1% | | |
| | 3 | 0% | 1 | 1% | | | 4 | 1% |
| Drugs / alcohol | 3 | 0% | | | | | 5 | 1% |
| Missing persons | 5 | 0% | | | 2 | 1% | 1 | 0% |
| Social media | 5 | 0% | | | 2 | 1% | 1 | 0% |
| Death | 4 | 0% | | | 1 | 0% | 1 | 0% |
| Fraud | 6 | 1% | | | | | | |
| VAWG - police perpetrated | 1 | 0% | | | 1 | 0% | 2 | 0% |
| Covert policing | 1 | 0% | | | | | | |
| Police dogs or horses | | | | | 1 | 0% | | |
| Serious injury | 1 | 0% | | | | | | |

# How allegations have been handled and allegation timeliness

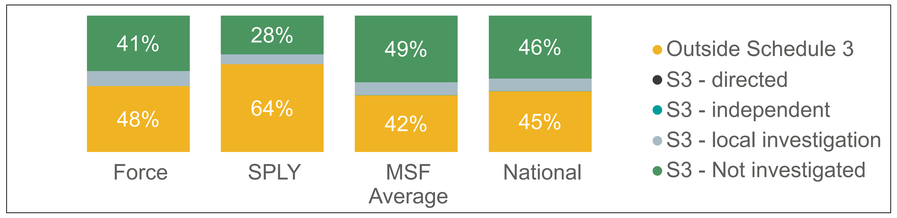
This section presents the time it takes the force to finalise allegations by how they were handled.

- An allegation can be handled informally (outside of Schedule 3 of the Police Reform Act 2002) or formally handled under Schedule 3
- Schedule 3 allegations can handled without investigation or by investigation.
- Where handled by investigation this may be subject to 'special procedures' (meaning that a finding of a case to answer for misconduct may be found)
- If not subject to special procedures, a finding of the service provided being acceptable or unacceptable may be found.

For more information on allegation findings and actions, please see pages 8 - 10

| Handling method | Outside of Schedule 3 | | Under Schedule 3 - not subject to investigation | | Under Schedule 3 - by local investigation | | Under Schedule 3 - by directed investigation | | Under Schedule 3 - by independent investigation | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Number finalised | Allegations Finalised | % | Allegations Finalised | % | Allegations Finalised | % | Allegations Finalised | % | Allegations Finalised | % | Allegations Finalised | % |
| Force | 1,054 | 48% | 886 | 41% | 240 | 11% | | | | | **2,180** | **100%** |
| SPLY | 1,200 | 64% | 529 | 28% | 138 | 7% | | | | | **1,867** | **100%** |
| MSF Average | 1,863 | 42% | 2,182 | 49% | 426 | 10% | 0 | 0% | 5 | 0% | **4,476** | **100%** |
| National | 82,446 | 45% | 85,168 | 46% | 16,974 | 9% | 1 | 0% | 315 | 0% | **184,904** | **100%** |

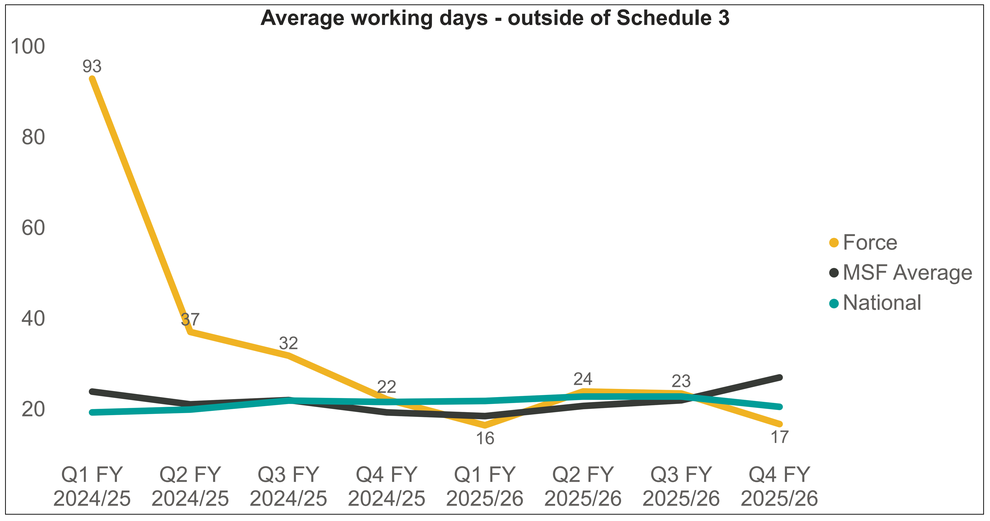
| . Local investigation | Not special procedures | | Special procedures | | Total | |
|---|---|---|---|---|---|---|
| | Finalised | % | Finalised | % | Finalised | % |
| Force | 229 | 95% | 11 | 5% | **240** | **100%** |
| SPLY | 118 | 86% | 20 | 14% | **138** | **100%** |
| MSF Average | 396 | 93% | 30 | 7% | **426** | **100%** |
| National | 15,386 | 91% | 1,588 | 9% | **16,974** | **100%** |

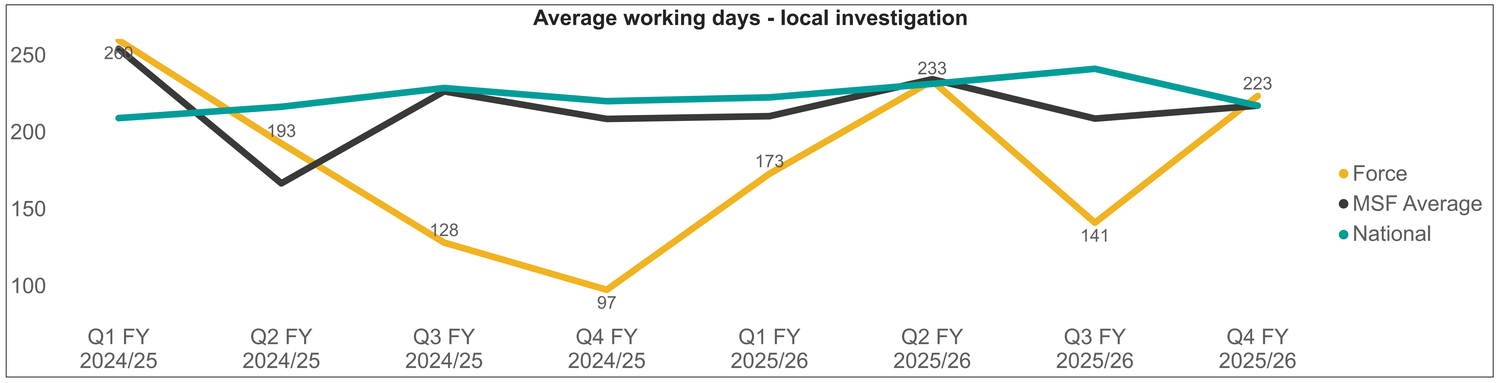


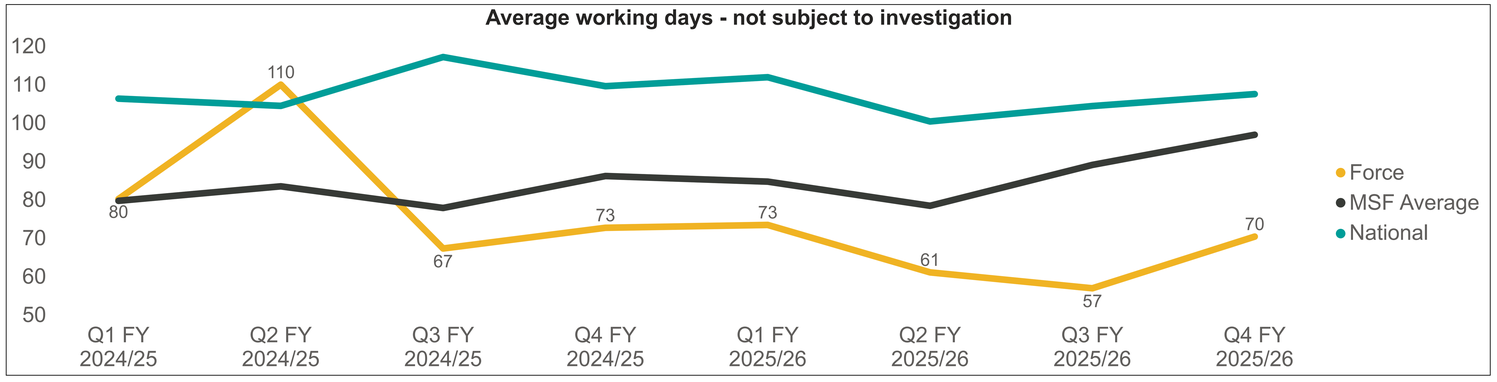

Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

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.

| Handling method | Force | SPLY | MSF Average | National |
|---|---|---|---|---|
| Outside of Schedule 3 | 20 | 50 | 22 | 22 |
| Under Schedule 3 - not subject to investigation | 64 | 83 | 87 | 106 |
| Under Schedule 3 - by local investigation | 201 | 194 | 218 | 228 |
| Under Schedule 3 - by directed investigation | 0 | 0 | 0 | 48 |
| Under Schedule 3 - by independent investigation | 0 | 0 | 202 | 338 |




Most Similar Force (MSF) Group: Bedfordshire Police, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Kent Police, Leicestershire Police, Nottinghamshire Police, South Yorkshire Police

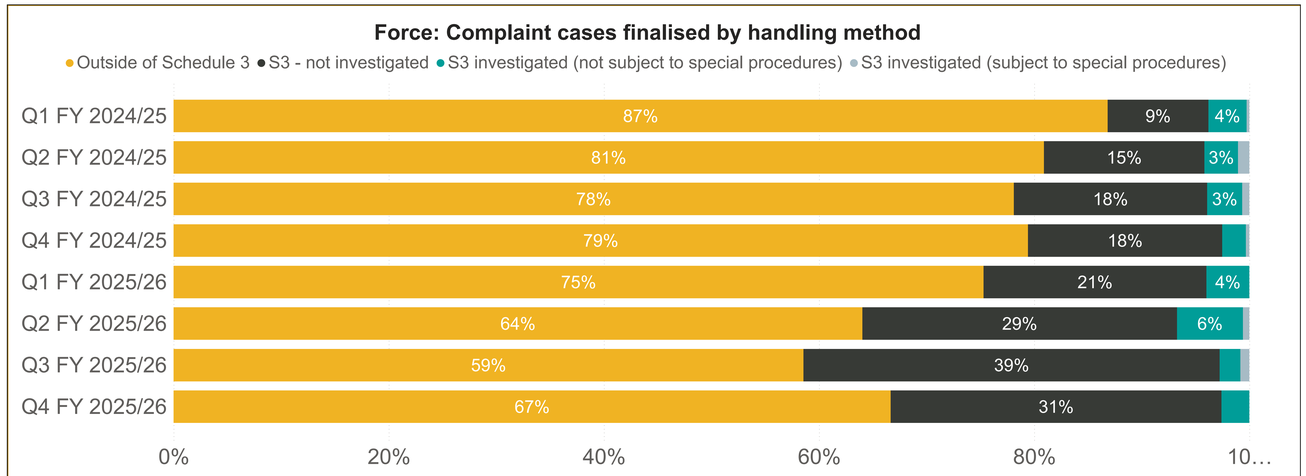
# Complaint timeliness

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. 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.

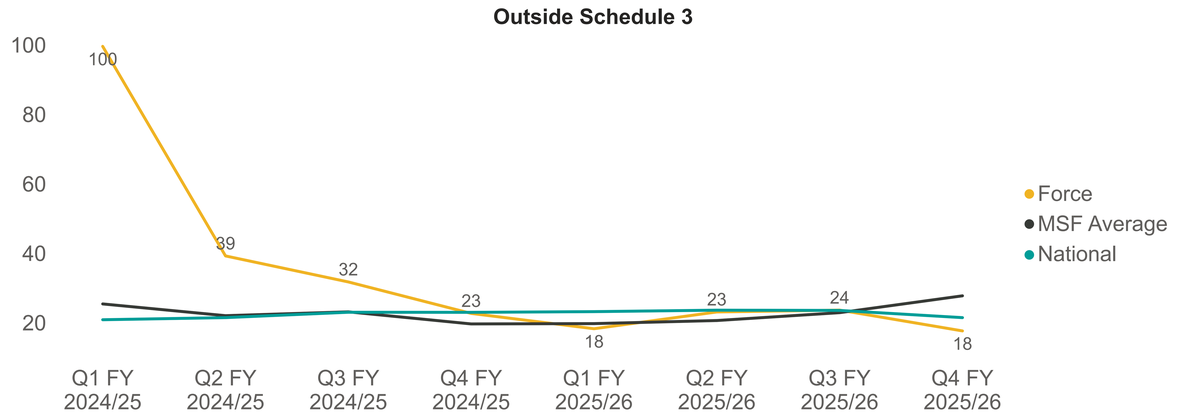
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the IOPC website performance framework counting rules and calculations on the for an explanation of invalid dates.

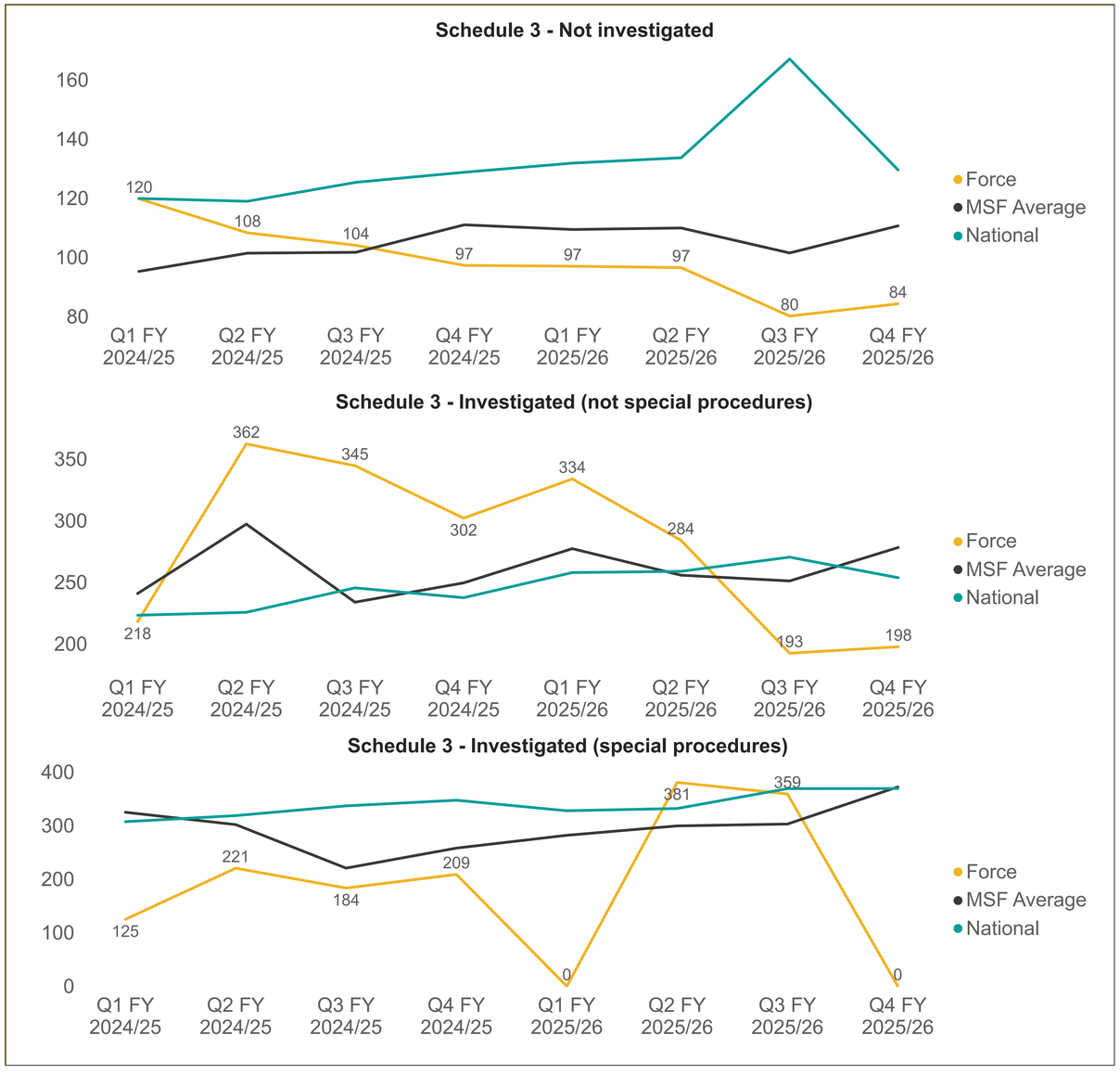
| . | Outside of Schedule 3 | | Schedule 3 - not investigated | | Schedule 3 investigated (not subject to special procedures) | | Schedule 3 investigated (subject to special procedures) | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| Measure type | Finalised | % | Finalised | % | Finalised | % | Finalised | % | Finalised | % |
| Force | 904 | 65% | 423 | 31% | 49 | 4% | 5 | 0% | **1,381** | **100%** |
| SPLY | 1,066 | 82% | 192 | 15% | 40 | 3% | 7 | 1% | **1,305** | **100%** |
| MSF Average | 1,488 | 63% | 778 | 33% | 101 | 4% | 14 | 1% | **2,380** | **100%** |
| National | 70,061 | 65% | 32,002 | 30% | 4,930 | 5% | 634 | 1% | **107,627** | **100%** |

| . | Schedule 3 - not investigated | | Schedule 3 investigated (not subject to special procedures) | | Schedule 3 investigated (subject to special procedures) | |
|---|---|---|---|---|---|---|
| Measure type | Finalised | Average days to finalise | Finalised | Average days to finalise | Finalised | Average days to finalise |
| Force | 423 | 87 | 49 | 262 | 5 | 368 |
| SPLY | 192 | 106 | 40 | 297 | 7 | 195 |
| MSF Average | 778 | 107 | 101 | 273 | 14 | 375 |
| National | 32,002 | 142 | 4,930 | 261 | 634 | 349 |




| Outside of Schedule 3 | Finalised | Average days to finalise |
|---|---|---|
| Force | 904 | 21 |
| SPLY | 1,066 | 53 |
| MSF Average | 1,488 | 23 |
| National | 70,063 | 23 |




Most Similar Force (MSF) Group: Bedfordshire Police, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Kent Police, Leicestershire Police, Nottinghamshire Police, South Yorkshire Police

# Findings and actions on Outside Schedule 3 allegations

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 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%.

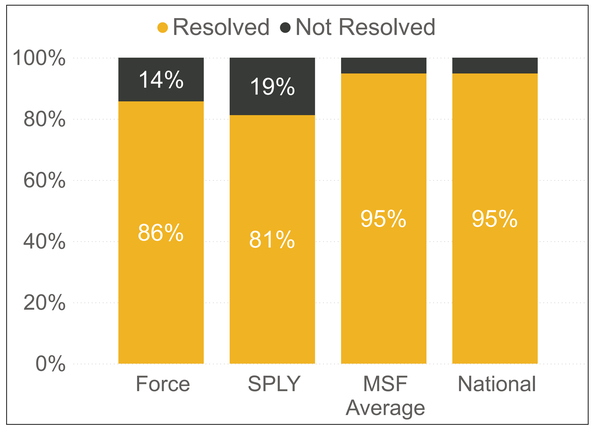
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

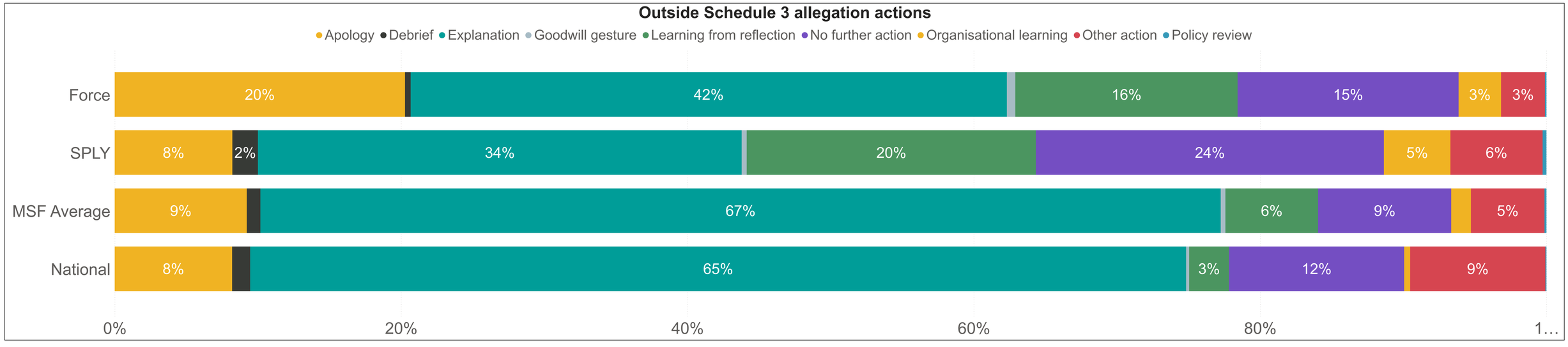
When an allegation is handled outside of Schedule 3 it will result in a finding of Resolved or Not Resolved - (an allegation not resolved may be moved to Schedule 3 or finalised without additional action)

| Outside Schedule 3 result | Force | SPLY | MSF Average | National |
|---|---|---|---|---|
| Resolved | 904 | 975 | 1,768 | 78,219 |
| Not Resolved | 150 | 225 | 95 | 4,224 |
| **Total** | **1,054** | **1,200** | **1,863** | **82,443** |

Figures may differ in the two tables where actions have not yet been decided or not yet recorded

| Measure | Force | | SPLY | | MSF Average | | National | |
|---|---|---|---|---|---|---|---|---|
| Actions on allegations outside of Schedule 3 | Allegations finalised | Percent | Allegations finalised | Percent | Allegations finalised | Percent | Allegations finalised | Percent |
| Explanation | 421 | 42% | 378 | 34% | 1,243 | 67% | 53,668 | 65% |
| Apology | 205 | 20% | 92 | 8% | 171 | 9% | 6,733 | 8% |
| Learning from reflection | 157 | 16% | 226 | 20% | 120 | 6% | 2,278 | 3% |
| No further action | 156 | 15% | 272 | 24% | 172 | 9% | 10,054 | 12% |
| Other action | 31 | 3% | 72 | 6% | 95 | 5% | 7,759 | 9% |
| Organisational learning | 30 | 3% | 52 | 5% | 26 | 1% | 337 | 0% |
| Goodwill gesture | 6 | 1% | 4 | 0% | 6 | 0% | 178 | 0% |
| Debrief | 4 | 0% | 20 | 2% | 18 | 1% | 1,041 | 1% |
| Policy review | 1 | 0% | 3 | 0% | 3 | 0% | 56 | 0% |
| **Total** | **1,011** | **100%** | **1,119** | **100%** | **1,853** | **100%** | **82,104** | **100%** |




Most Similar Force (MSF) Group: Bedfordshire Police, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Kent Police, Leicestershire Police, Nottinghamshire Police, South Yorkshire Police

# Findings on Schedule 3 allegations

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 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.

When an allegation is handled under Schedule 3 (not investigated or investigated not subject to special procedures), it will typically result in a finding of:

The service provided was acceptable

The service provided was not acceptable

Unable to determine whether service provided was acceptable

| Measure type | Force | | SPLY | | MSF Average | | National | |
|---|---|---|---|---|---|---|---|---|
| **Not investigated** | **Finalised** | **%** | **Finalised** | **%** | **Finalised** | **%** | **Finalised** | **%** |
| No further action | 55 | 6% | 22 | 4% | 188 | 9% | 5,708 | 7% |
| Regulation 41 applies | | | | | 3 | 0% | 262 | 0% |
| Service provided - acceptable | 605 | 68% | 400 | 76% | 1,438 | 66% | 58,464 | 69% |
| Service provided - not acceptable | 165 | 19% | 60 | 11% | 266 | 12% | 11,005 | 13% |
| Service provided - unable to determine | 50 | 6% | 38 | 7% | 206 | 9% | 7,657 | 9% |
| Withdrawal | 11 | 1% | 9 | 2% | 81 | 4% | 2,069 | 2% |

| Measure type | Force | | SPLY | | MSF Average | | National | |
|---|---|---|---|---|---|---|---|---|
| **Not subject to special procedures** | **Finalised** | **%** | **Finalised** | **%** | **Finalised** | **%** | **Finalised** | **%** |
| Case to Answer | | | | | 0 | 0% | | |
| No further action | 5 | 2% | | | 12 | 3% | 504 | 3% |
| Regulation 41 applies | | | | | 4 | 1% | 218 | 1% |
| Service provided - acceptable | 163 | 71% | 86 | 73% | 270 | 68% | 10,707 | 69% |
| Service provided - not acceptable | 22 | 10% | 21 | 18% | 49 | 12% | 2,102 | 14% |
| Service provided - unable to determine | 32 | 14% | 11 | 9% | 49 | 12% | 1,531 | 10% |
| Withdrawal | 7 | 3% | | | 15 | 4% | 429 | 3% |

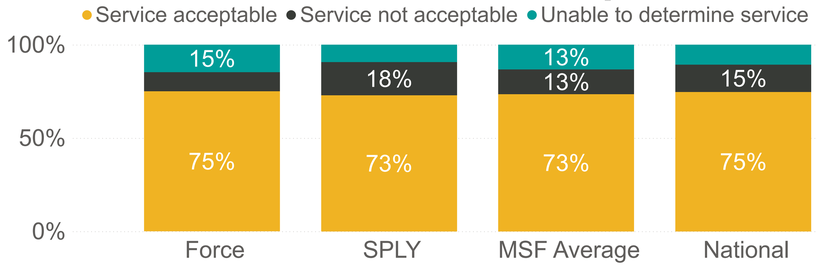
An allegation investigated (subject to special procedures) should not result in a service finding but some have been recorded with that outcome

Such allegations should result in a Case to Answer or No Case to Answer for misconduct

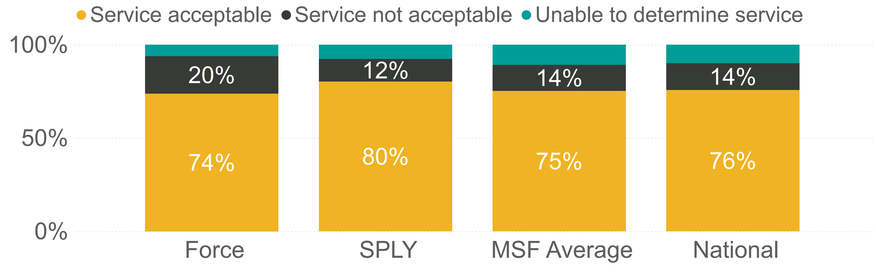
In addition, an allegation can be withdrawn, finalised following criminal proceedings or subject to no further action. No further action here means that the allegation could not be progressed, for example due to being unable to engage with the complainant. This is different from the force deciding to take no further action after looking into an allegation

| Measure type | Force | | SPLY | | MSF Average | | National | |
|---|---|---|---|---|---|---|---|---|
| **Subject to special procedures** | **Finalised** | **%** | **Finalised** | **%** | **Finalised** | **%** | **Finalised** | **%** |
| Case to Answer | 1 | 9% | 7 | 35% | 7 | 21% | 397 | 22% |
| No Case to Answer | 9 | 82% | 11 | 55% | 18 | 54% | 886 | 49% |
| No further action | | | | | 0 | 1% | 31 | 2% |
| Regulation 41 applies | | | | | 0 | 1% | 7 | 0% |
| Service provided - acceptable | | | | | 3 | 10% | 285 | 16% |
| Service provided - not acceptable | 1 | 9% | 2 | 10% | 1 | 3% | 81 | 5% |
| Service provided - unable to determine | | | | | 1 | 3% | 43 | 2% |
| Withdrawal | | | | | 3 | 8% | 69 | 4% |

**Schedule 3 allegations (not investigated)**




**Schedule 3 allegations (investigated - not subject to special procedures)**




Most Similar Force (MSF) Group: Bedfordshire Police, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Kent Police, Leicestershire Police, Nottinghamshire Police, South Yorkshire Police

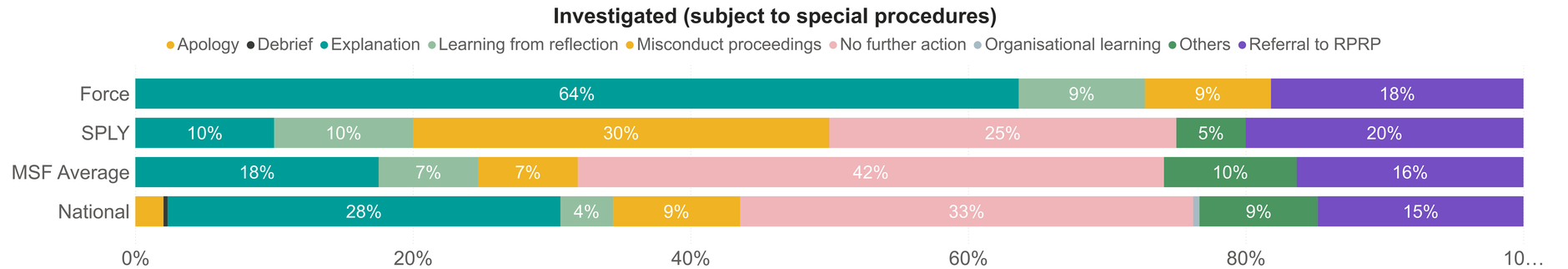
## Actions on Schedule 3 allegations

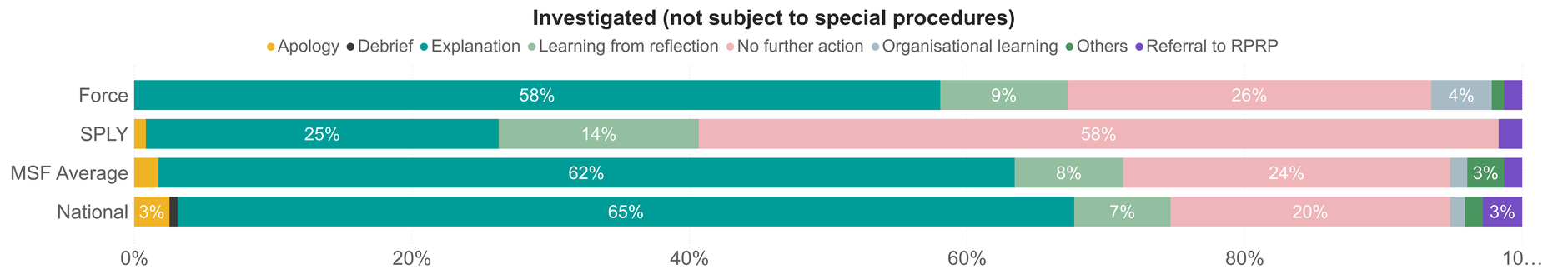
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding action.

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.

| Measure | Force | | SPLY | | MSF Average | | National | |
|---|---|---|---|---|---|---|---|---|
| Actions on Schedule 3 allegations | Allegations finalised | Percent | Allegations finalised | Percent | Allegations finalised | Percent | Allegations finalised | Percent |
| Explanation | 871 | 77% | 476 | 71% | 1,716 | 66% | 66,745 | 65% |
| Learning from reflection | 110 | 10% | 60 | 9% | 155 | 6% | 5,564 | 5% |
| No further action | 92 | 8% | 97 | 15% | 535 | 21% | 17,908 | 18% |
| Apology | 24 | 2% | 10 | 1% | 99 | 4% | 4,154 | 4% |
| Organisational learning | 15 | 1% | 7 | 1% | 27 | 1% | 948 | 1% |
| Referral to RPRP | 11 | 1% | 9 | 1% | 17 | 1% | 1,333 | 1% |
| Others | 2 | 0% | 2 | 0% | 53 | 2% | 1,158 | 1% |
| Misconduct proceedings | 1 | 0% | 6 | 1% | 2 | 0% | 162 | 0% |
| Debrief | | | | | 0 | 0% | 4,219 | 4% |
| **Total** | **1,126** | **100%** | **667** | **100%** | **2,604** | **100%** | **102,191** | **100%** |

**Please note: A finding for misconduct can only be made where the allegation is investigated subject to special procedures**



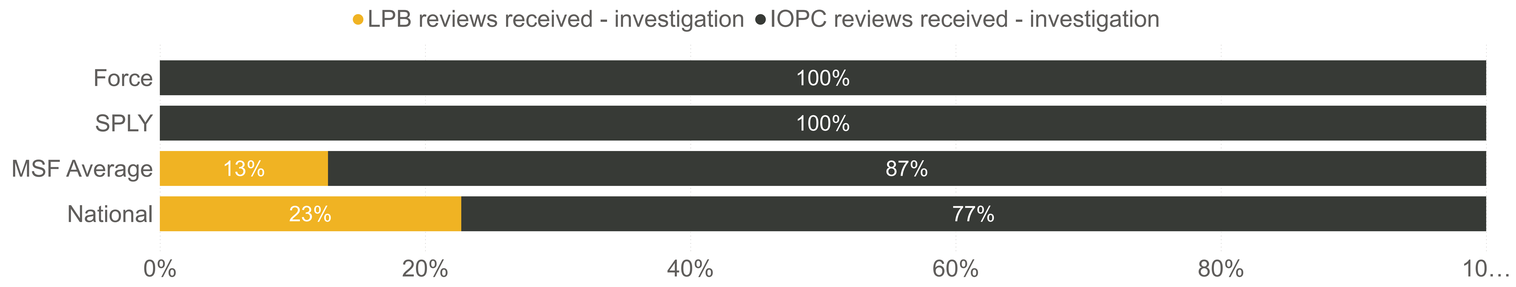




Most Similar Force (MSF) Group: Bedfordshire Police, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Kent Police, Leicestershire Police, Nottinghamshire Police, South Yorkshire Police

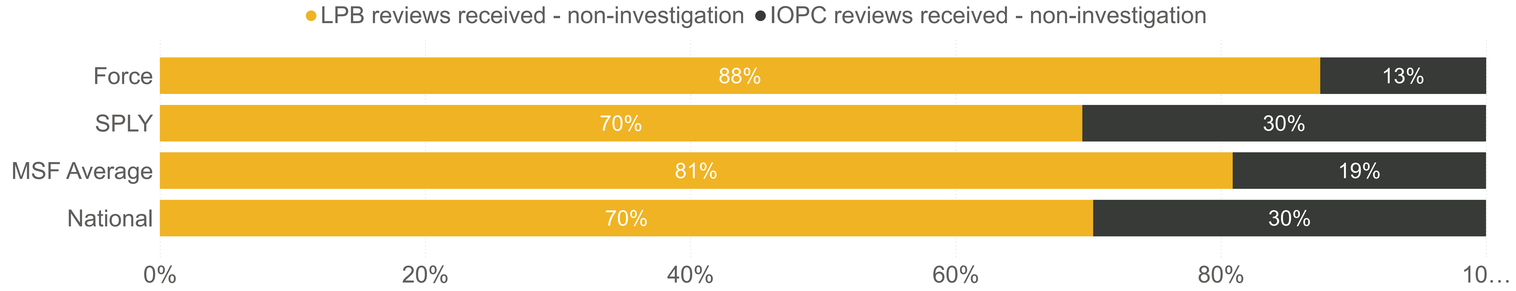
## Reviews received

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. The IOPC handle the majority of reviews where the complaint was handled by investigation. For information on when the IOPC should be the review body, please see our Statutory Guidance

| LPB reviews | Investigation | Non-investigation |
|---|---|---|
| Force | 0 | 84 |
| SPLY | 0 | 32 |
| MSF Average | 3 | 151 |
| National | 275 | 5,002 |

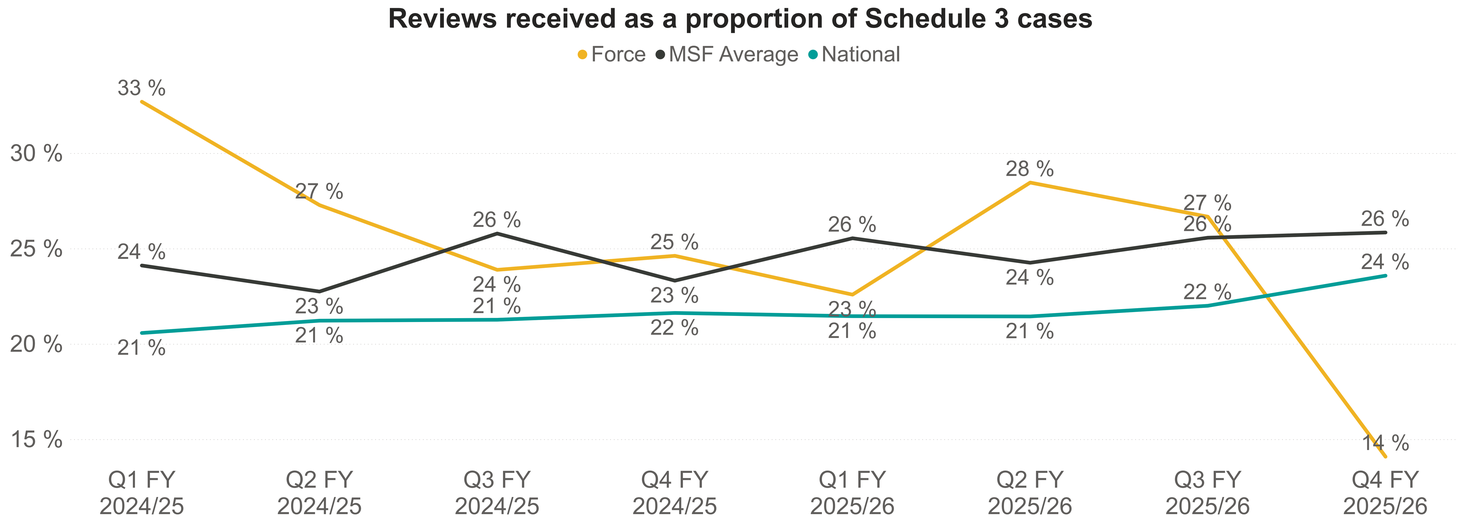



| IOPC Reviews | Investigation | Non-investigation |
|---|---|---|
| Force | 13 | 12 |
| SPLY | 18 | 14 |
| MSF Average | 22 | 36 |
| National | 935 | 2105 |




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.

| Measure | Reviews Received | Complaint cases finalised under Schedule 3 |
|---|---|---|
| Force | 109 | 477 |
| SPLY | 64 | 239 |
| MSF Average | 212 | 892 |
| National | 8,317 | 37,566 |




Most Similar Force (MSF) Group: Bedfordshire Police, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Kent Police, Leicestershire Police, Nottinghamshire Police, South Yorkshire Police

# Reviews outcomes and timeliness

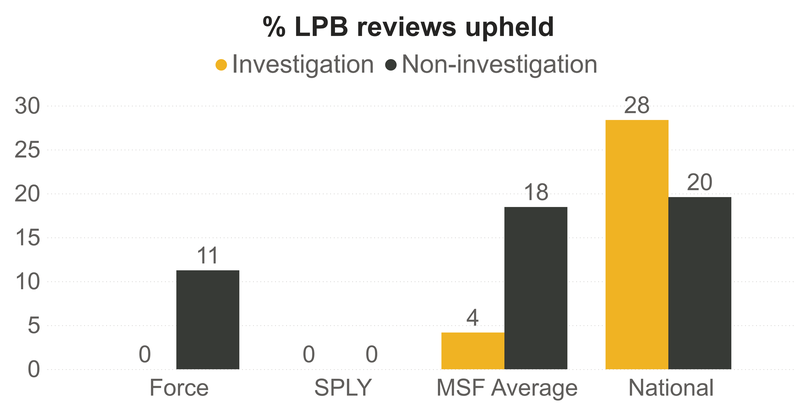
## LPB Reviews

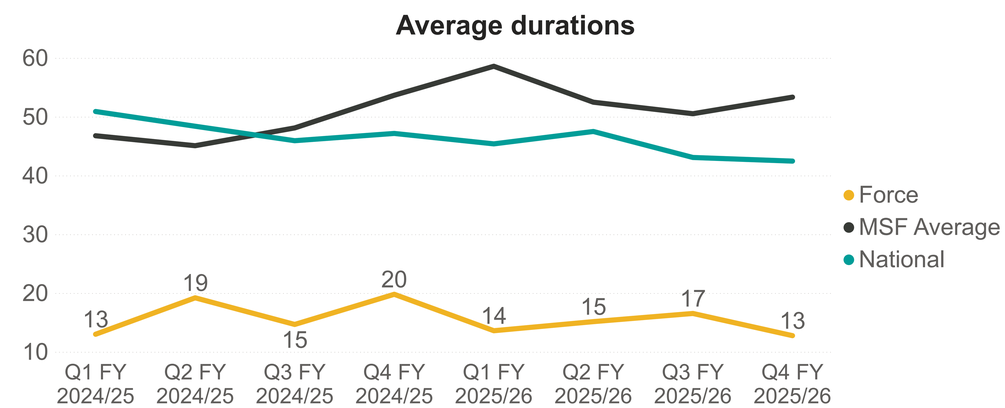
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

When a review finds that the outcome of the complaint was not reasonable and proportionate, that review is considered to be 'upheld'

| Review type | Complete with outcome | Upheld |
|---|---|---|
| **Investigation** | | |
| Force | 0 | 0 |
| SPLY | 0 | 0 |
| MSF Average | 3 | 1 |
| National | 282 | 80 |
| **Non-investigation** | | |
| Force | 80 | 9 |
| SPLY | 28 | 0 |
| MSF Average | 123 | 20 |
| National | 4429 | 868 |

| Review type | Average duration |
|---|---|
| **Investigation** | |
| Force | 0 |
| SPLY | 0 |
| MSF Average | 34 |
| National | 57 |
| **Non-investigation** | |
| Force | 15 |
| SPLY | 18 |
| MSF Average | 54 |
| National | 44 |




## IOPC Reviews

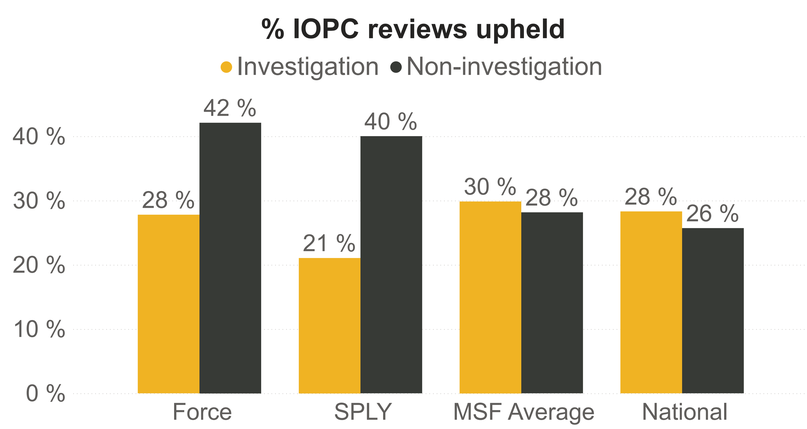
The IOPC will be the review body on complaints that meet certain criteria, including mandatory referral criteria (see page 16)

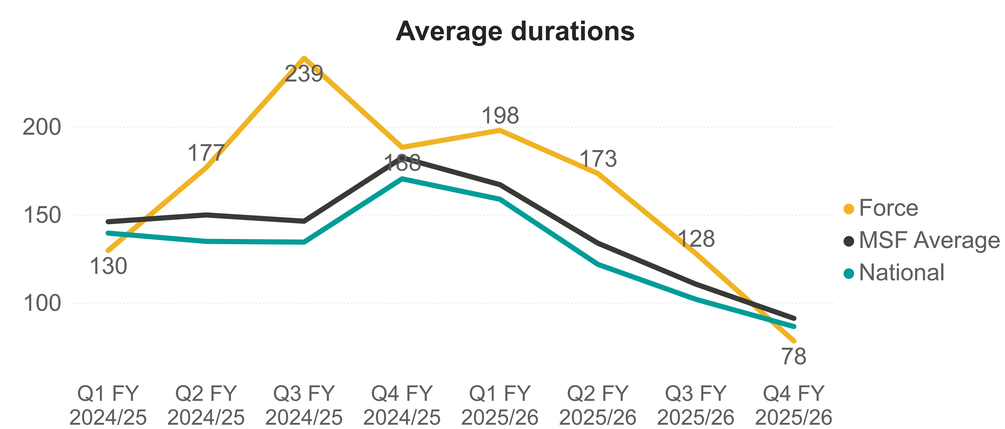
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

There has been a significant backlog in the number of reviews handled by the IOPC which means the average durations are typically longer than those on reviews where the relevant review body is the local policing body

| IOPC review | Investigation | Upheld | Non-investigation | Upheld |
|---|---|---|---|---|
| Force | 18 | 5 | 19 | 8 |
| SPLY | 19 | 4 | 10 | 4 |
| MSF Average | 30 | 8 | 35 | 9 |
| National | 1,152 | 327 | 2,121 | 555 |

| Measure | Average duration |
|---|---|
| Force | 146 |
| SPLY | 174 |
| MSF Average | 130 |
| National | 115 |




Most Similar Force (MSF) Group: Bedfordshire Police, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Kent Police, Leicestershire Police, Nottinghamshire Police, South Yorkshire Police

# Referrals to the IOPC

The force should refer certain matters to the IOPC for the IOPC to decide how they should be handled. The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints.

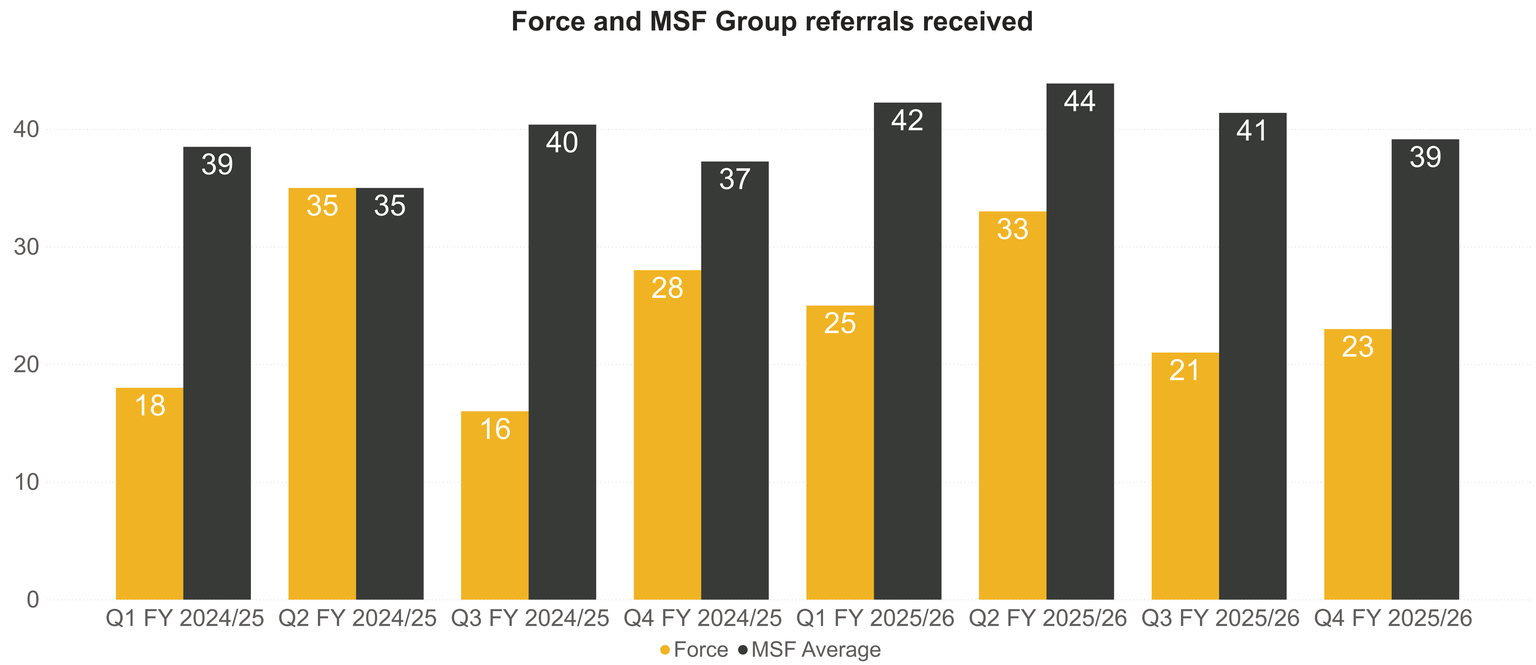
When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation.

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

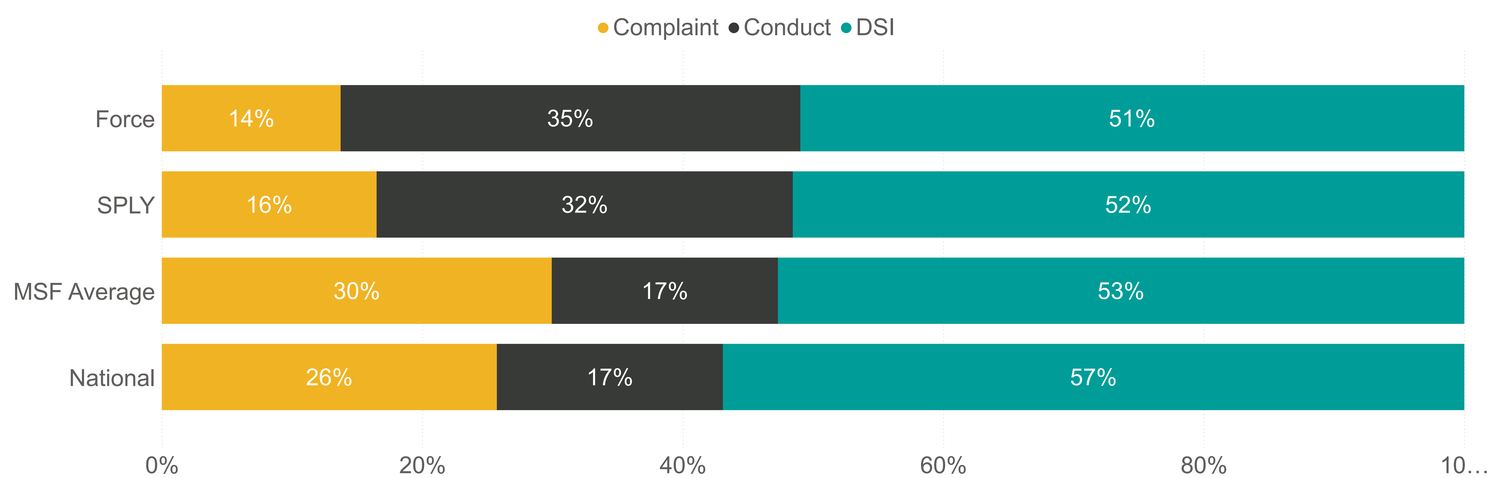
A referral may be made invalid if the matter does not fall within the IOPC's remit

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.

| | Force | SPLY | MSF Average | National |
|---|---|---|---|---|
| Number Referrals Received | 102 | 97 | 167 | 6,942 |
| Number referrals completed | 103 | 96 | 169 | 7,017 |
| Decision: Directed Investigation | | | 1 | 24 |
| Decision: Independent Investigation | 3 | 3 | 11 | 400 |
| Decision: Invalid | 1 | 3 | 3 | 98 |
| Decision: Local Investigation | 57 | 49 | 88 | 3,513 |
| Decision: Return to Force | 42 | 41 | 67 | 2,980 |




| Referral type | Force | SPLY | MSF Average | National |
|---|---|---|---|---|
| Complaint | 14 | 16 | 50 | 1,786 |
| Conduct | 36 | 31 | 29 | 1,204 |
| DSI | 52 | 50 | 88 | 3,952 |
| **Total** | **102** | **97** | **167** | **6,942** |




Most Similar Force (MSF) Group: Bedfordshire Police, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Kent Police, Leicestershire Police, Nottinghamshire Police, South Yorkshire Police

# Notes

**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, Report Fraud and City of London Police do not have an MSF group. A list of the MSF groups is available on the IOPC website.

**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).