Police Complaints Information Bulletin

Cambridgeshire Constabulary

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: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Devon & Cornwall Police, Gloucestershire Constabulary, Staffordshire Police, Thames Valley Police, Warwickshire Police, Wiltshire 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

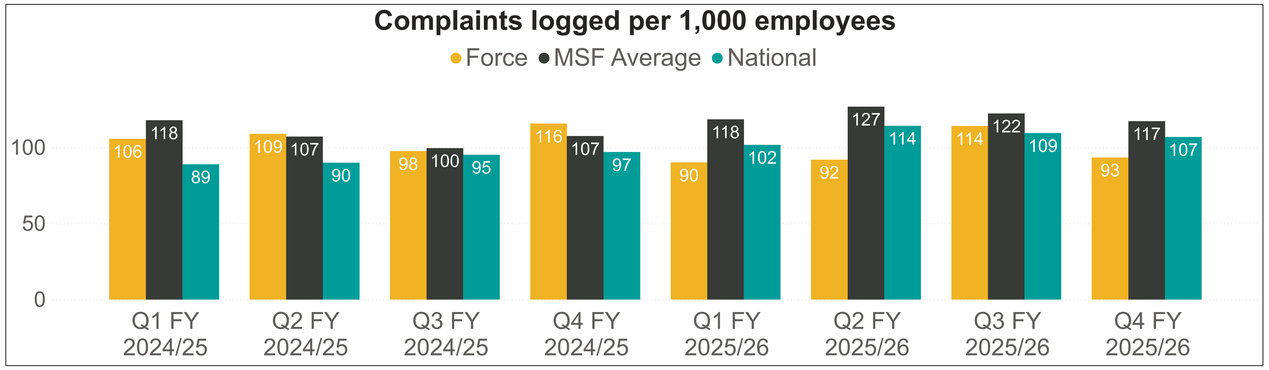
*Most Similar Force groups are specified by the Home Office and enable comparison between forces of similar size and demographics

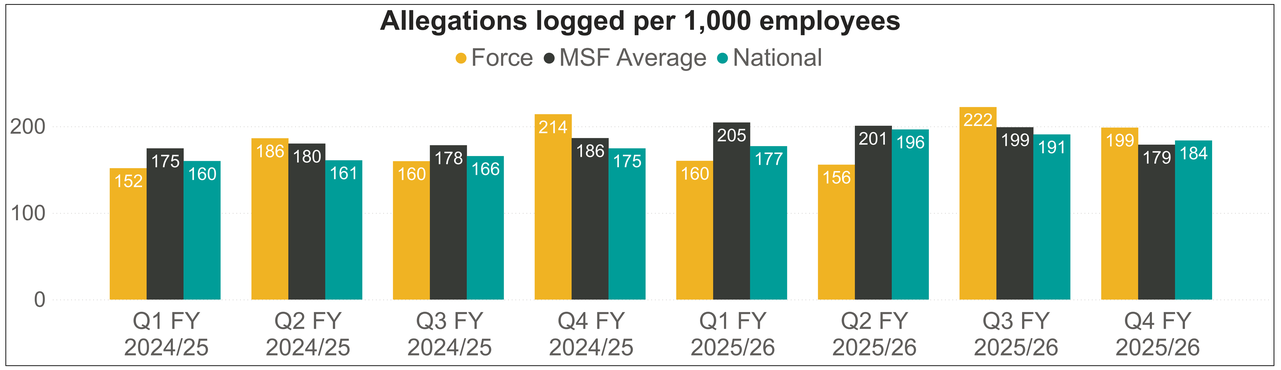
Measure	Complaints logged	Per 1,000 employees
Force	1,055	390
SPLY	1,202	428
MSF Average	2,158	485
National	108,988	432

Measure	Allegations Logged	Per 1,000 employees
Force	1,996	737
SPLY	1,999	712
MSF Average	3,540	783
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)

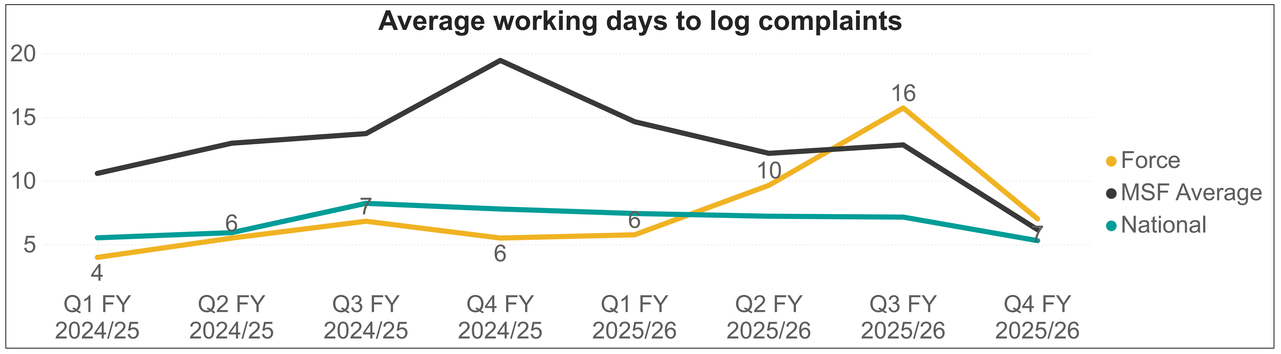


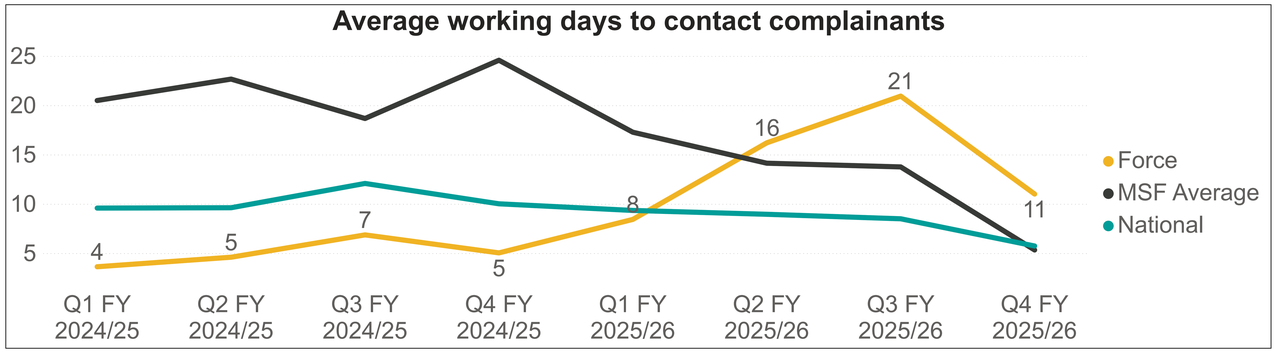


The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

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	15	10
SPLY	5	5
MSF Average	13	12
National	8	7





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

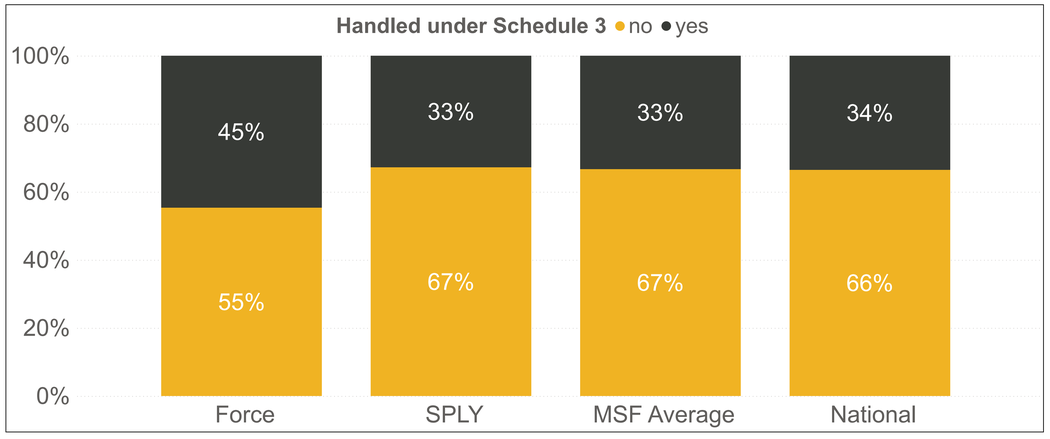
For information on allegations and complaints timeliness, see pages 6 and 7

Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Devon & Cornwall Police, Gloucestershire Constabulary, Staffordshire Police, Thames Valley Police, Warwickshire Police, Wiltshire 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	52	11%	59	15%	308	43%	13,438	37%
Complainant wishes the complaint be recorded	181	38%	65	16%	92	13%	6,263	17%
Dissatisfaction after initial handling	79	17%	144	37%	109	15%	6,430	18%
Nature of the allegation(s) in the complaint	159	34%	126	32%	209	29%	10,354	28%
Total	**471**	**100%**	**394**	**100%**	**718**	**100%**	**36,485**	**100%**

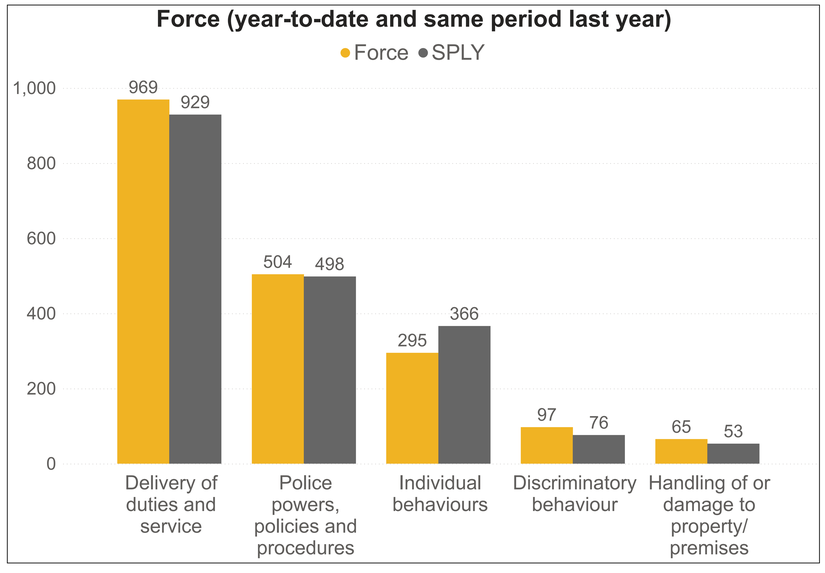


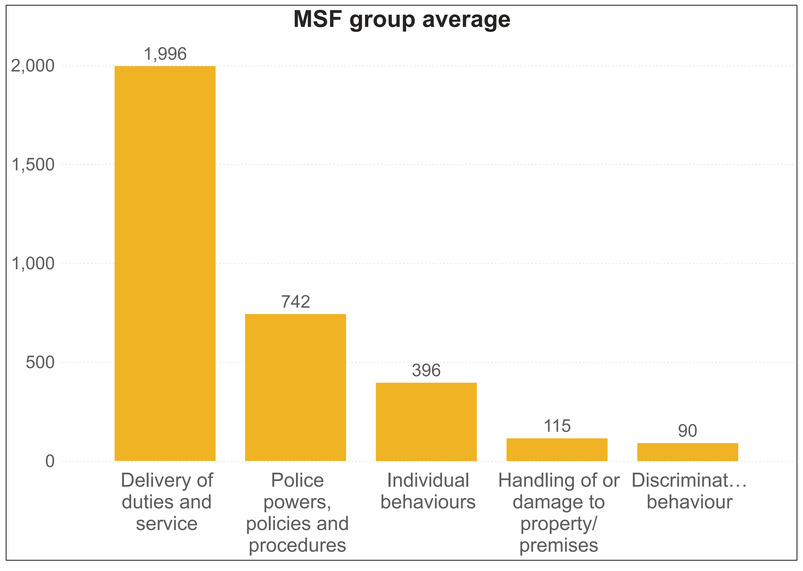
Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist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

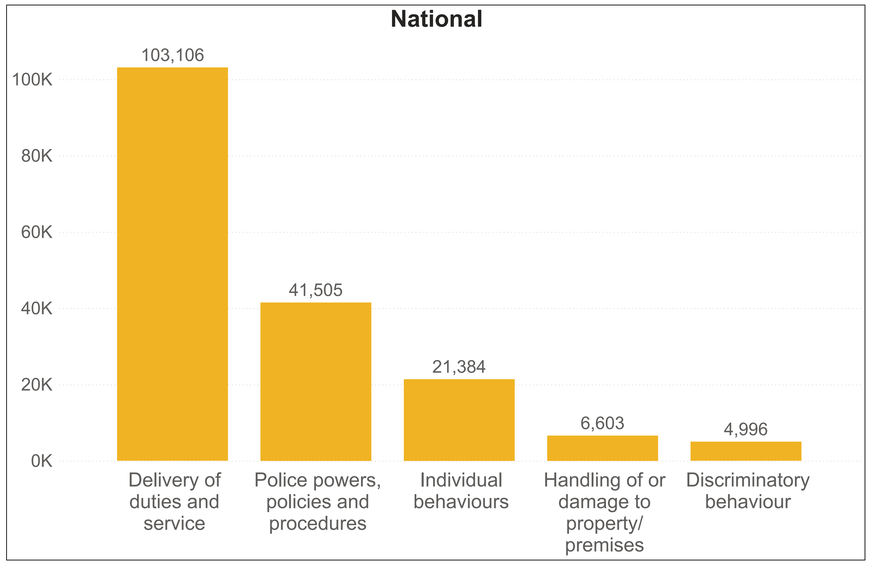
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	969	504	65	43	13	97	5	295	3		2	**1,996**
SPLY	929	498	53	40	23	76	5	366	4	1	4	**1,999**
MSF Average	1,996	742	115	73	41	90	35	396	8	21	25	**3,540**
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	49%	25%	3%	2%	1%	5%	0%	15%	0%		0%	**100%**
SPLY	46%	25%	3%	2%	1%	4%	0%	18%	0%	0%	0%	**100%**
MSF Average	56%	21%	3%	2%	1%	3%	1%	11%	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: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Devon & Cornwall Police, Gloucestershire Constabulary, Staffordshire Police, Thames Valley Police, Warwickshire Police, Wiltshire 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	471	49%	405	44%	754	38%	43,168	42%
Decisions	250	26%	289	31%	280	14%	16,853	16%
Information	144	15%	144	16%	231	12%	11,776	11%
General level of service	104	11%	91	10%	730	37%	31,306	30%
Total	**969**	**100%**	**929**	**100%**	**1,996**	**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	116	39%	128	35%	122	31%	6,001	28%
Lack of fairness and impartiality	50	17%	51	14%	72	18%	3,135	15%
Impolite and intolerant actions	49	17%	63	17%	49	12%	3,216	15%
Impolite language / tone	40	14%	83	23%	79	20%	5,690	27%
Overbearing or harassing behaviours	40	14%	41	11%	73	18%	3,342	16%
Total	**295**	**100%**	**366**	**100%**	**396**	**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	143	28%	144	29%	165	22%	9,354	23%
Other policies and procedures	98	19%	84	17%	144	19%	5,037	12%
Searches of premises and seizure of property	70	14%	63	13%	83	11%	5,528	13%
Power to arrest and detain	64	13%	69	14%	116	16%	7,174	17%
Detention in police custody	57	11%	54	11%	85	11%	5,441	13%
Evidential procedures	33	7%	39	8%	59	8%	3,715	9%
Bail, identification and interview procedures	25	5%	31	6%	45	6%	2,573	6%
Stops, and stop and search	10	2%	9	2%	25	3%	1,981	5%
Out of court disposals	4	1%	5	1%	21	3%	700	2%
Total	**504**	**100%**	**498**	**100%**	**742**	**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.

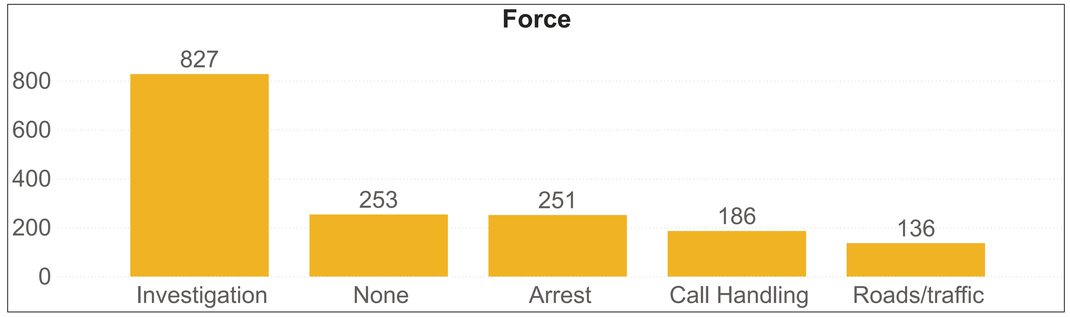
Discriminatory behaviour	Force		SPLY		MSF Average		National	
Sub-category	Logged	%	Logged	%	Logged	%	Logged	%
Race	46	47%	48	63%	45	50%	2,379	48%
Sex	23	24%	7	9%	13	14%	723	14%
Disability	21	22%	14	18%	21	23%	1,107	22%
Other	5	5%	2	3%	7	7%	376	8%
Pregnancy and maternity	1	1%			0	0%	3	0%
Religion or belief	1	1%	2	3%	2	2%	157	3%
None					0	0%		
Age			1	1%	1	1%	63	1%
Gender reassignment					1	1%	55	1%
Marriage and civil partnership					0	0%		
Sexual orientation			2	3%	1	1%	133	3%
Total	**97**	**100%**	**76**	**100%**	**90**	**100%**	**4,996**	**100%**

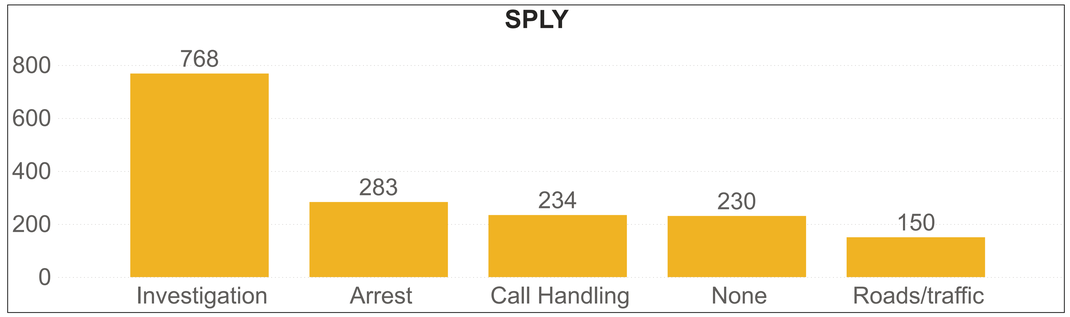
Factors applied to allegations logged

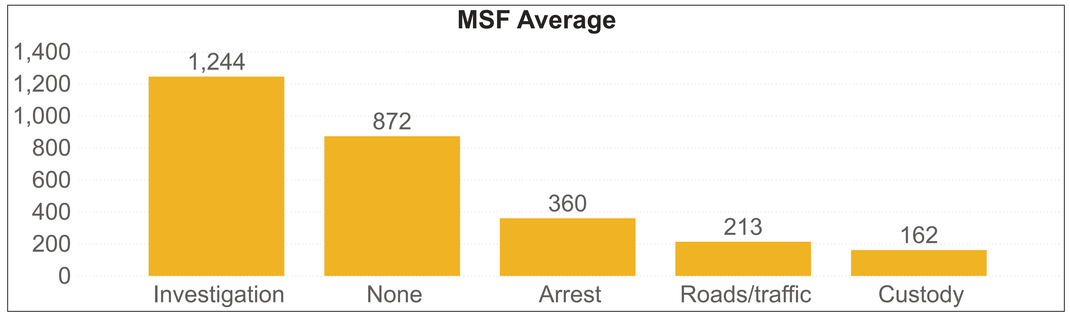
This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

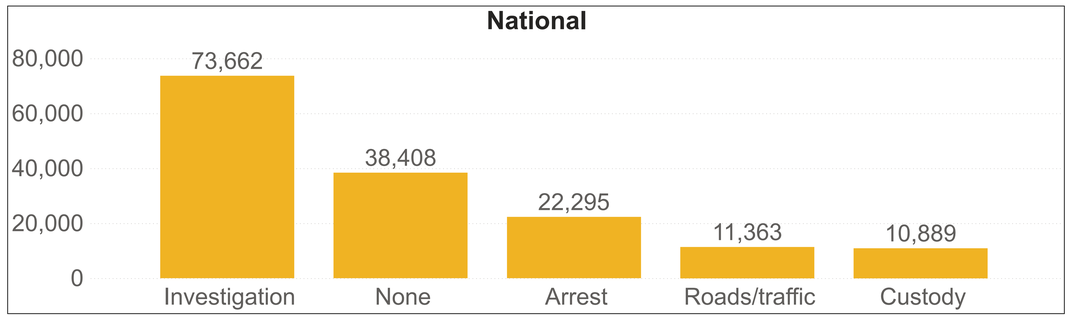
Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category and the percentages here will add up to over 100%. Please refer to our guidance on capturing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

Measure type	Force		SPLY		MSF Average		National	
Factor	Logged	%	Logged	%	Logged	%	Logged	%
Investigation	827	41%	768	38%	1,244	35%	73,662	39%
None	253	13%	230	12%	872	25%	38,408	20%
Arrest	251	13%	283	14%	360	10%	22,295	12%
Call Handling	186	9%	234	12%	156	4%	8,178	4%
Roads/traffic	136	7%	150	8%	213	6%	11,363	6%
Custody	117	6%	132	7%	162	5%	10,889	6%
VAWG - dissatisfaction handling	93	5%	109	5%	115	3%	8,335	4%
Domestic / gender abuse	86	4%	145	7%	135	4%	10,451	6%
Firearms	69	3%	34	2%	22	1%	880	0%
Premises search	61	3%	44	2%	60	2%	4,979	3%
Neighbourhood policing	50	3%	57	3%	143	4%	8,198	4%
Restraint equipment	48	2%	51	3%	18	1%	1,759	1%
Mental health	46	2%	92	5%	61	2%	5,236	3%
Child protection / CSA / CSE	37	2%	65	3%	46	1%	3,524	2%
Stop and/or search	27	1%	25	1%	40	1%	3,983	2%
Missing persons	23	1%	26	1%	25	1%	1,198	1%
Drugs / alcohol	18	1%	22	1%	23	1%	1,998	1%
Social media	18	1%	6	0%	13	0%	892	0%
Death	13	1%	11	1%	28	1%	1,617	1%
Fraud	10	1%	20	1%	17	0%	1,448	1%
Public order incident	10	1%	30	2%	24	1%	1,350	1%
Hate Crime	9	0%	12	1%	10	0%	836	0%
Serious injury	8	0%	3	0%	4	0%	352	0%
	2	0%	1	0%	45	1%	1,637	1%
Covert policing	1	0%			1	0%	83	0%
Taser	1	0%	1	0%	2	0%	189	0%
Police dogs or horses			2	0%	2	0%	115	0%
PPDA					3	0%	168	0%
PPDA - Police victim					0	0%	5	0%
Prejudicial and improper behaviour					0	0%	29	0%
VAWG - police perpetrated			6	0%	14	0%	828	0%
VAWG - police victim					1	0%	161	0%









Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Devon & Cornwall Police, Gloucestershire Constabulary, Staffordshire Police, Thames Valley Police, Warwickshire Police, Wiltshire 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	534	55%	38	39%	94	32%	122	24%
Arrest	32	3%	15	15%	20	7%	174	35%
None	102	11%	28	29%	54	18%	37	7%
Call Handling	110	11%	5	5%	64	22%	4	1%
Roads/traffic	57	6%	4	4%	27	9%	33	7%
Custody	19	2%	1	1%	8	3%	80	16%
VAWG - dissatisfaction handling	65	7%			15	5%	13	3%
Domestic / gender abuse	58	6%			10	3%	13	3%
Firearms	61	6%			1	0%	4	1%
Neighbourhood policing	27	3%	3	3%	12	4%	6	1%
Restraint equipment					2	1%	46	9%
Premises search	3	0%			4	1%	40	8%
Mental health	21	2%	4	4%	9	3%	11	2%
Child protection / CSA / CSE	23	2%			6	2%	7	1%
Stop and/or search	1	0%	4	4%	7	2%	13	3%
Missing persons	13	1%	2	2%	5	2%	3	1%
Drugs / alcohol	10	1%			2	1%	5	1%
Social media	13	1%			2	1%		
Death	10	1%			1	0%	1	0%
Fraud	8	1%					2	0%
Hate Crime	8	1%			1	0%		
Public order incident	5	1%			1	0%	3	1%
Serious injury	4	0%					4	1%
	1	0%					1	0%
Covert policing							1	0%
Taser							1	0%

How allegations have been handled and allegation timeliness

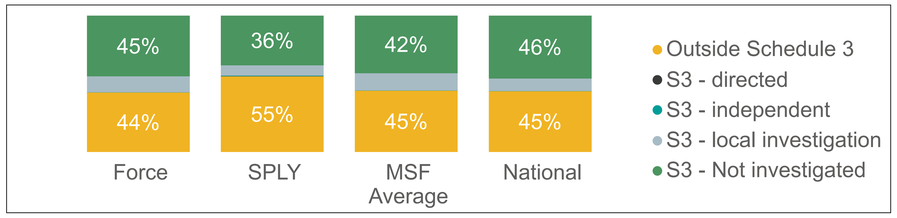
This section presents the time it takes the force to finalise allegations by how they were handled.

- 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	843	44%	860	45%	226	12%			2	0%	**1,931**	**100%**
SPLY	1,057	55%	694	36%	144	8%	4	0%	7	0%	**1,906**	**100%**
MSF Average	1,590	45%	1,489	42%	450	13%	0	0%	4	0%	**3,532**	**100%**
National	82,446	45%	85,168	46%	16,974	9%	1	0%	315	0%	**184,904**	**100%**

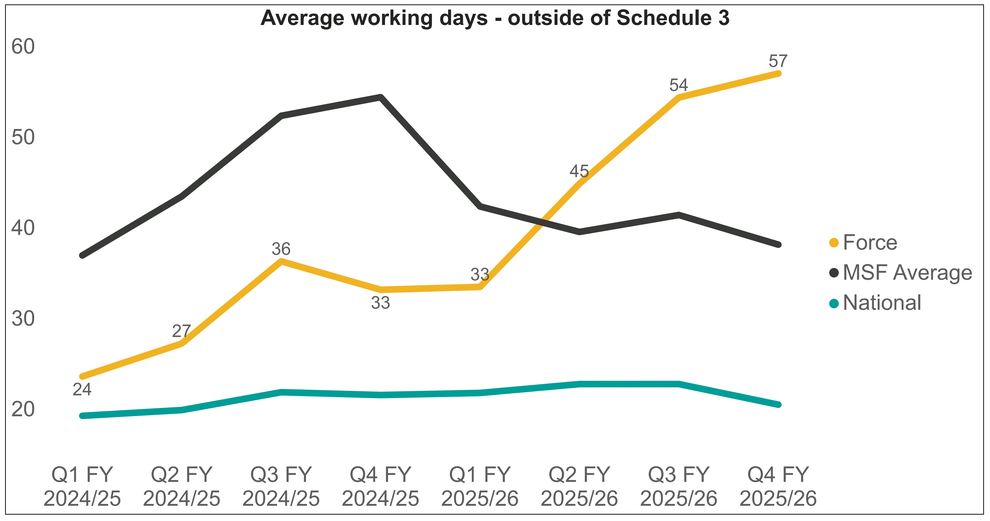
Local investigation	Not special procedures Finalised	%	Special procedures Finalised	%	Total Finalised	%
Force	219	97%	7	3%	**226**	**100%**
SPLY	130	90%	14	10%	**144**	**100%**
MSF Average	423	94%	27	6%	**450**	**100%**
National	15,386	91%	1,588	9%	**16,974**	**100%**

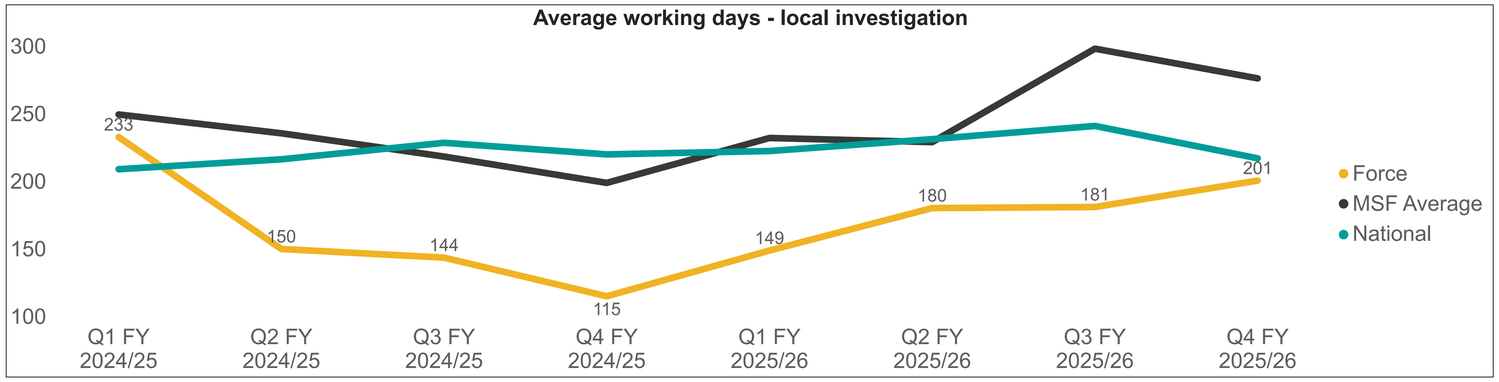


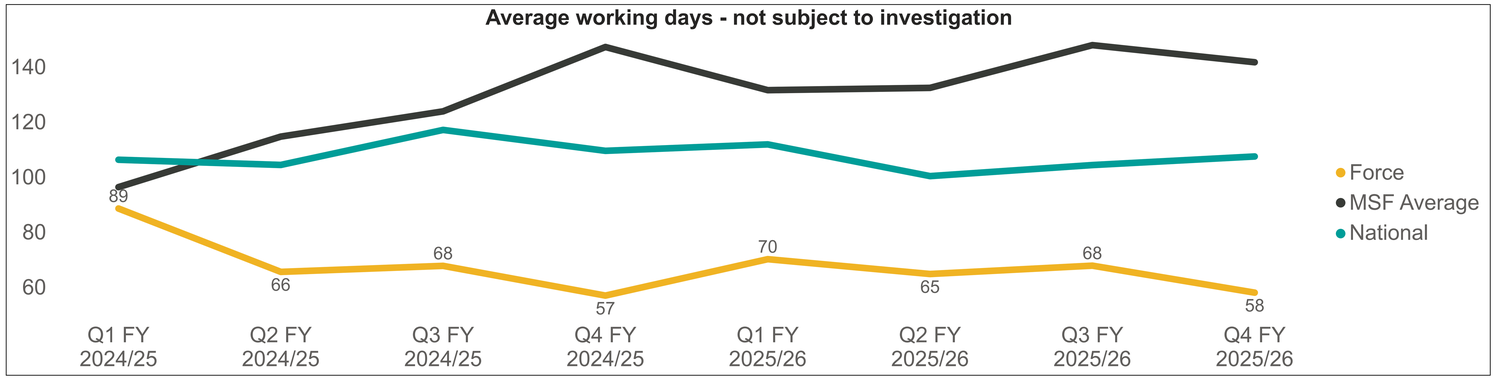
Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

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	48	30	41	22
Under Schedule 3 - not subject to investigation	64	67	140	106
Under Schedule 3 - by local investigation	182	161	269	228
Under Schedule 3 - by directed investigation	0	325	0	48
Under Schedule 3 - by independent investigation	259	243	101	338







Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Devon & Cornwall Police, Gloucestershire Constabulary, Staffordshire Police, Thames Valley Police, Warwickshire Police, Wiltshire Police

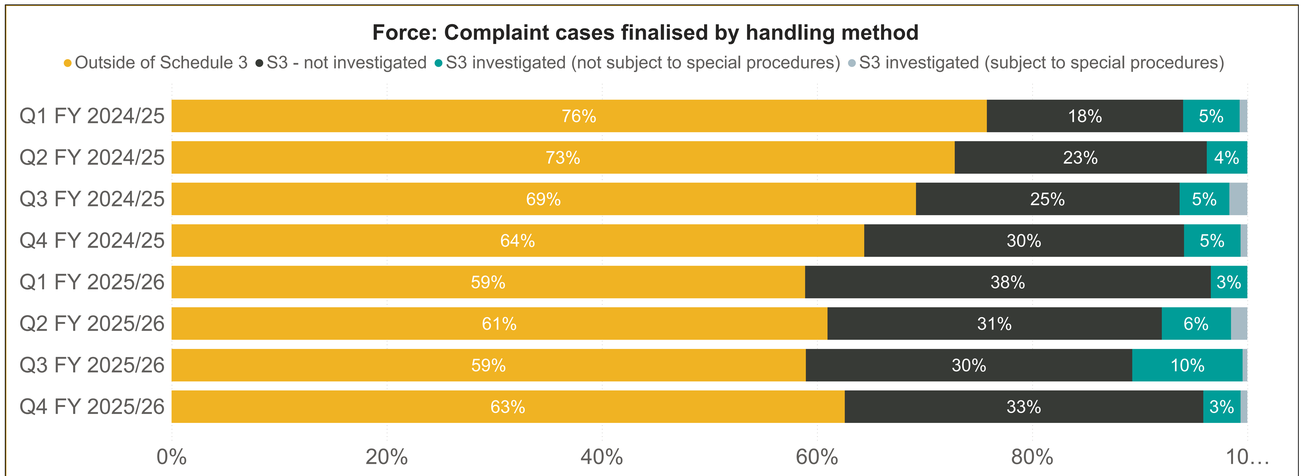
Complaint timeliness

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.

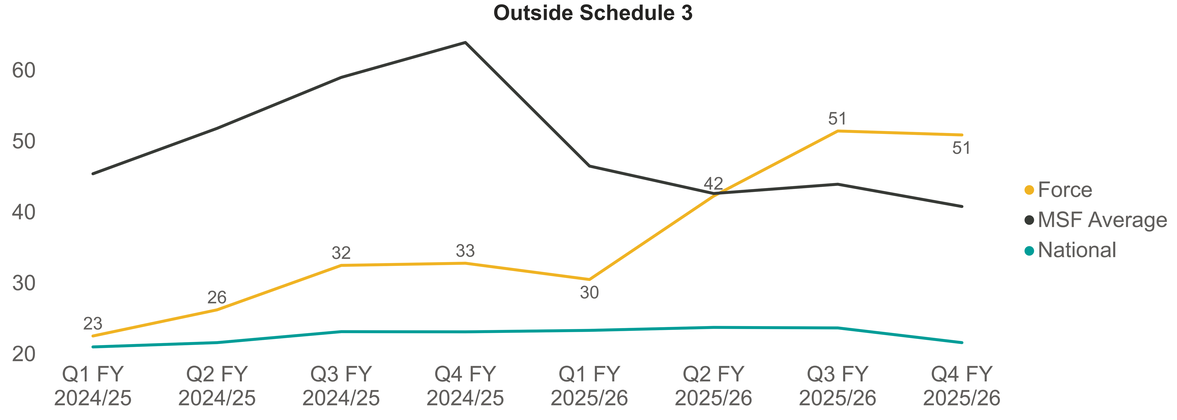
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the IOPC website performance framework counting rules and calculations on the for an explanation of invalid dates.

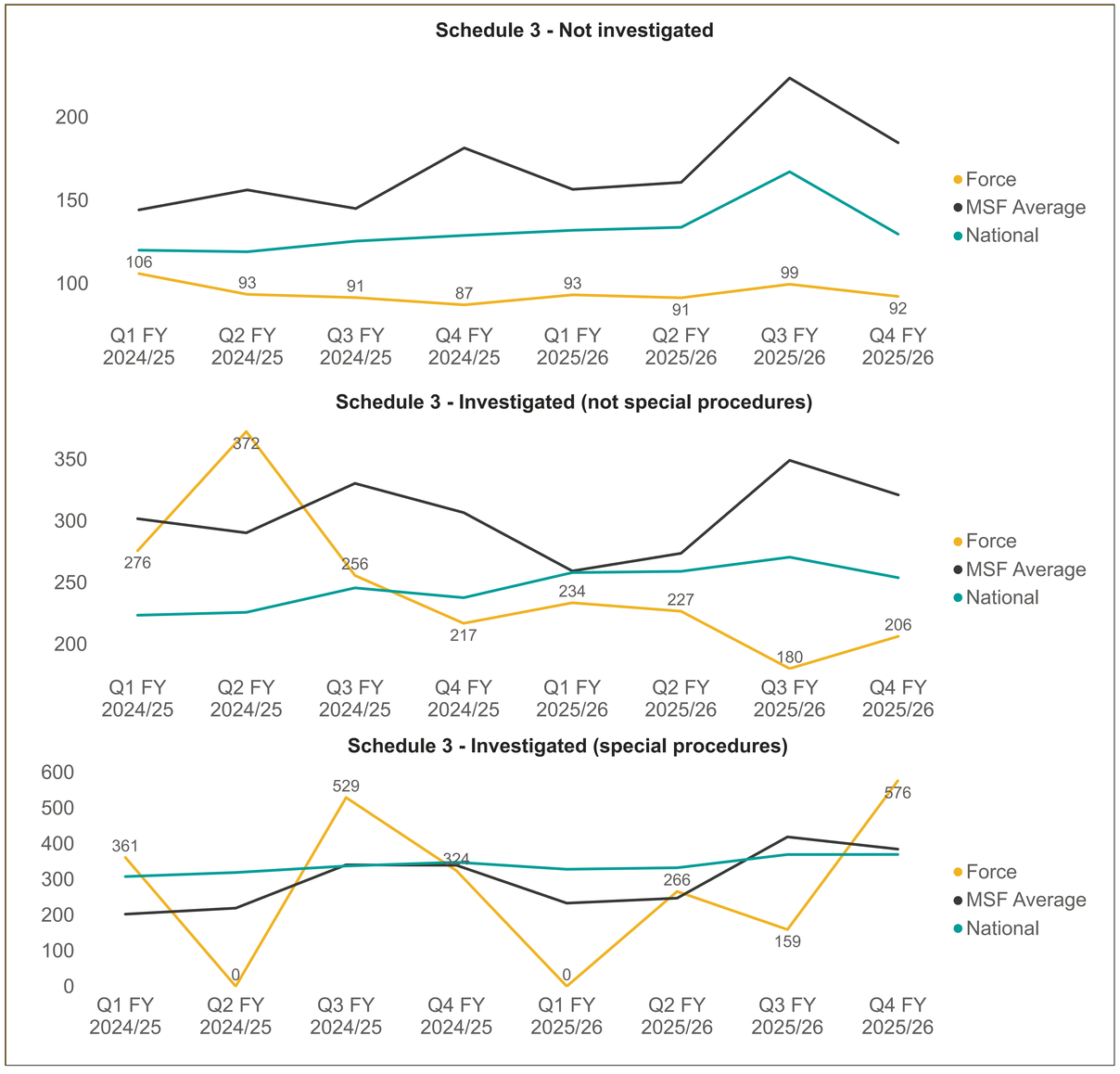
.	Outside of Schedule 3		Schedule 3 - not investigated		Schedule 3 investigated (not subject to special procedures)		Schedule 3 investigated (subject to special procedures)		Total	
Measure type	Finalised	%	Finalised	%	Finalised	%	Finalised	%	Finalised	%
Force	637	61%	348	33%	60	6%	7	1%	**1,052**	**100%**
SPLY	807	70%	278	24%	55	5%	9	1%	**1,149**	**100%**
MSF Average	1,334	61%	670	30%	185	8%	13	1%	**2,202**	**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	348	94	60	205	7	339
SPLY	278	93	55	268	9	446
MSF Average	670	190	185	299	13	364
National	32,002	142	4,930	261	634	349



Outside of Schedule 3	Finalised	Average days to finalise
Force	637	44
SPLY	807	29
MSF Average	1,334	44
National	70,063	23





Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Devon & Cornwall Police, Gloucestershire Constabulary, Staffordshire Police, Thames Valley Police, Warwickshire Police, Wiltshire 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%.

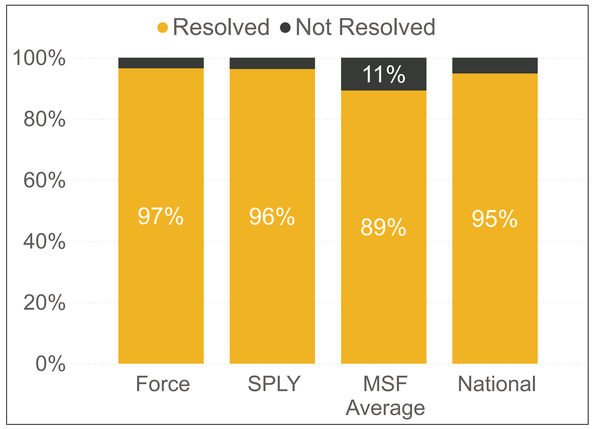
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

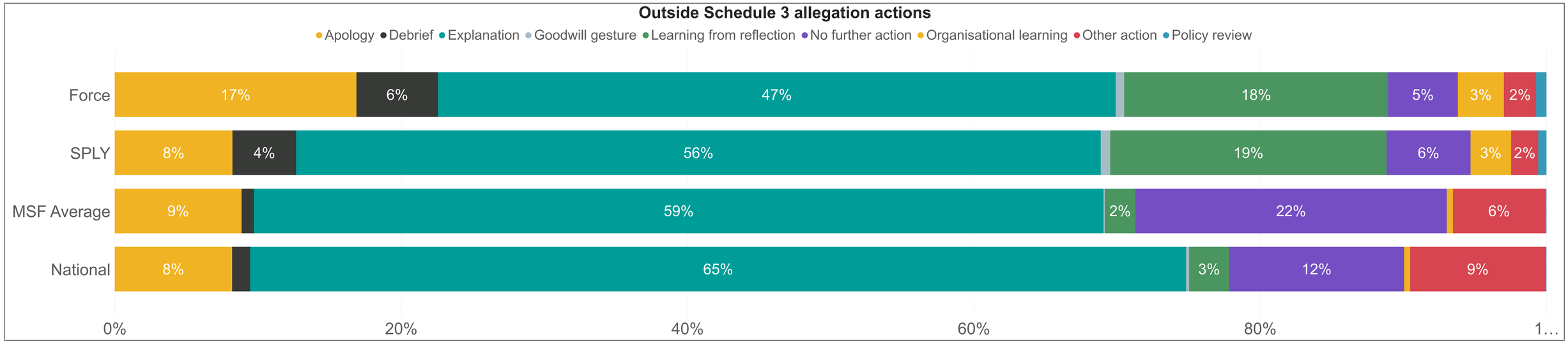
When an allegation is handled outside of Schedule 3 it will result in a finding of Resolved or Not Resolved - (an allegation not resolved may be moved to Schedule 3 or finalised without additional action)

Outside Schedule 3 result	Force	SPLY	MSF Average	National
Resolved	814	1,018	1,419	78,219
Not Resolved	29	39	170	4,224
Total	**843**	**1,057**	**1,590**	**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	398	47%	594	56%	938	59%	53,668	65%
Learning from reflection	155	18%	204	19%	34	2%	2,278	3%
Apology	142	17%	87	8%	140	9%	6,733	8%
Debrief	48	6%	47	4%	14	1%	1,041	1%
No further action	41	5%	62	6%	344	22%	10,054	12%
Organisational learning	27	3%	30	3%	7	0%	337	0%
Other action	19	2%	20	2%	102	6%	7,759	9%
Policy review	6	1%	6	1%	1	0%	56	0%
Goodwill gesture	5	1%	7	1%	1	0%	178	0%
Total	**841**	**100%**	**1,057**	**100%**	**1,581**	**100%**	**82,104**	**100%**





Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Devon & Cornwall Police, Gloucestershire Constabulary, Staffordshire Police, Thames Valley Police, Warwickshire Police, Wiltshire 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	31	4%	36	5%	122	8%	5,708	7%
Regulation 41 applies					12	1%	262	0%
Service provided - acceptable	614	71%	525	76%	997	67%	58,464	69%
Service provided - not acceptable	152	18%	81	12%	204	14%	11,005	13%
Service provided - unable to determine	57	7%	42	6%	119	8%	7,657	9%
Withdrawal	6	1%	10	1%	35	2%	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	1	0%			12	3%	504	3%
Regulation 41 applies					10	2%	218	1%
Service provided - acceptable	162	74%	106	77%	297	70%	10,707	69%
Service provided - not acceptable	17	8%	10	7%	69	16%	2,102	14%
Service provided - unable to determine	29	13%	18	13%	26	6%	1,531	10%
Withdrawal	10	5%	3	2%	12	3%	429	3%

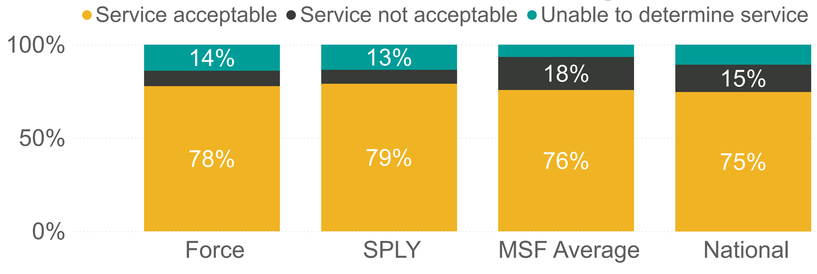
An allegation investigated (subject to special procedures) should not result in a service finding but some have been recorded with that outcome

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

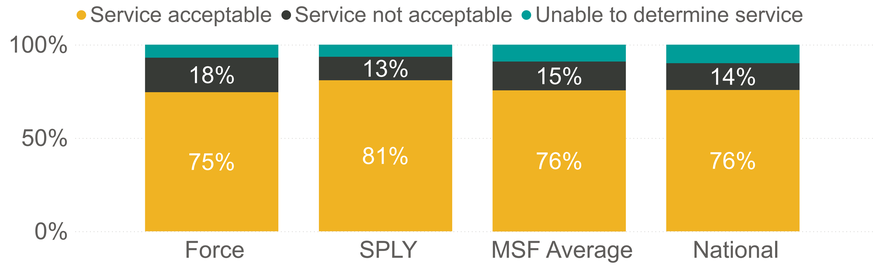
In addition, an allegation can be withdrawn, finalised following criminal proceedings or subject to no further action. No further action here means that the allegation could not be progressed, for example due to being unable to engage with the complainant. This is different from the force deciding to 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			10	56%	8	27%	397	22%
No Case to Answer	9	100%	6	33%	12	40%	886	49%
No further action					1	3%	31	2%
Regulation 41 applies					1	2%	7	0%
Service provided - acceptable			2	11%	4	14%	285	16%
Service provided - not acceptable					2	5%	81	5%
Service provided - unable to determine					1	3%	43	2%
Withdrawal					2	5%	69	4%

Schedule 3 allegations (not investigated)



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



Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Devon & Cornwall Police, Gloucestershire Constabulary, Staffordshire Police, Thames Valley Police, Warwickshire Police, Wiltshire Police

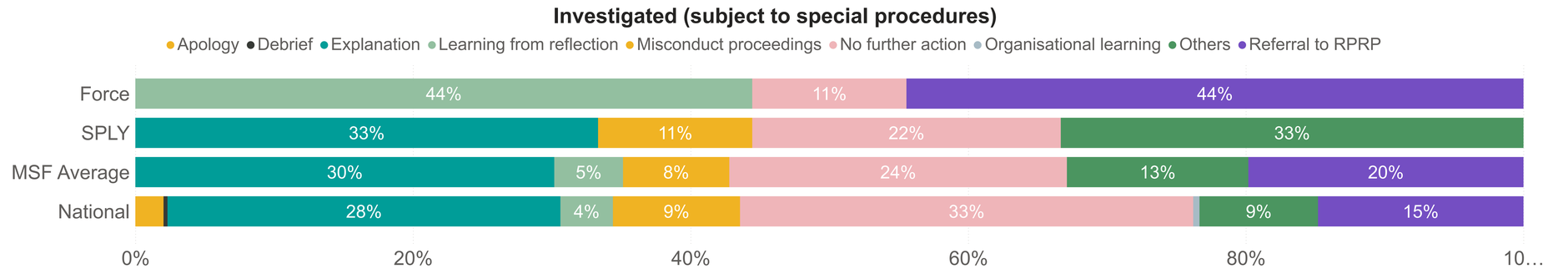
Actions on Schedule 3 allegations

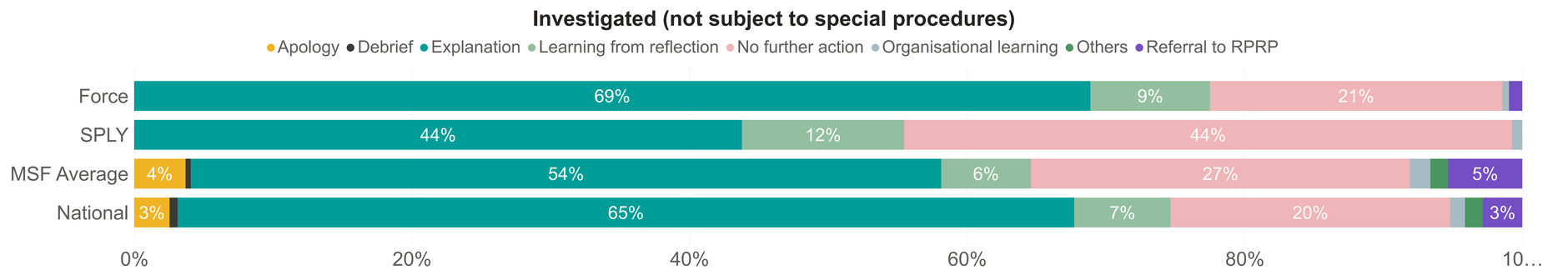
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding 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	882	82%	649	77%	1,165	60%	66,745	65%
Learning from reflection	92	9%	73	9%	102	5%	5,564	5%
No further action	65	6%	87	10%	500	26%	17,908	18%
Apology	24	2%	21	2%	71	4%	4,154	4%
Referral to RPRP	9	1%	1	0%	47	2%	1,333	1%
Organisational learning	4	0%	8	1%	19	1%	948	1%
Others	1	0%	7	1%	22	1%	1,158	1%
Debrief					9	0%	4,219	4%
Misconduct proceedings			2	0%	2	0%	162	0%
Total	**1,077**	**100%**	**848**	**100%**	**1,936**	**100%**	**102,191**	**100%**

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



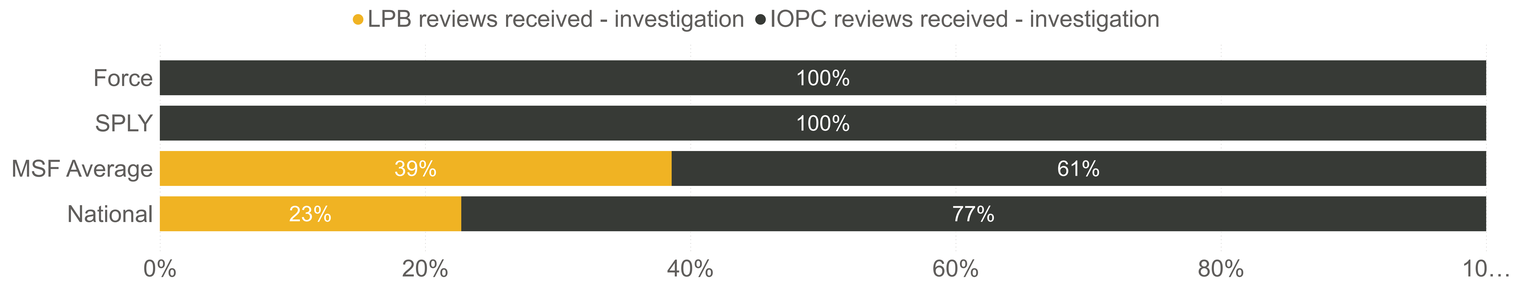


Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Devon & Cornwall Police, Gloucestershire Constabulary, Staffordshire Police, Thames Valley Police, Warwickshire Police, Wiltshire Police

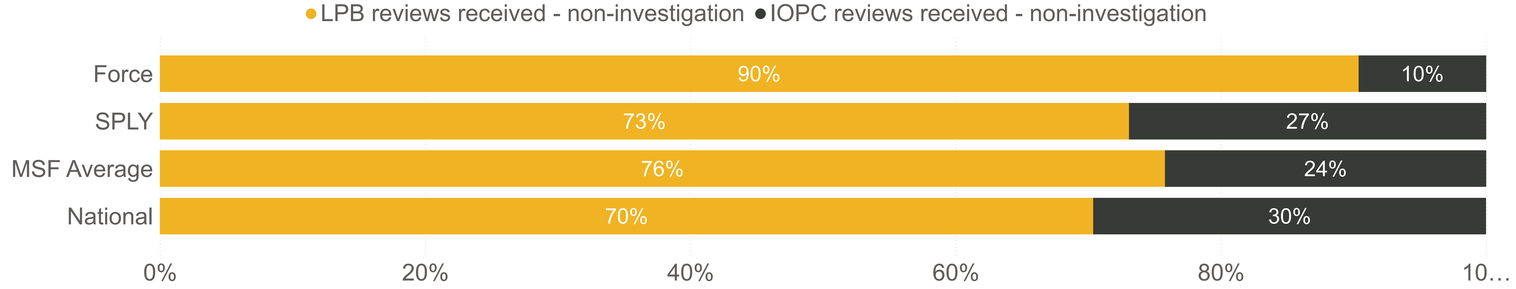
Reviews received

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	47
SPLY	0	38
MSF Average	12	90
National	275	5,002

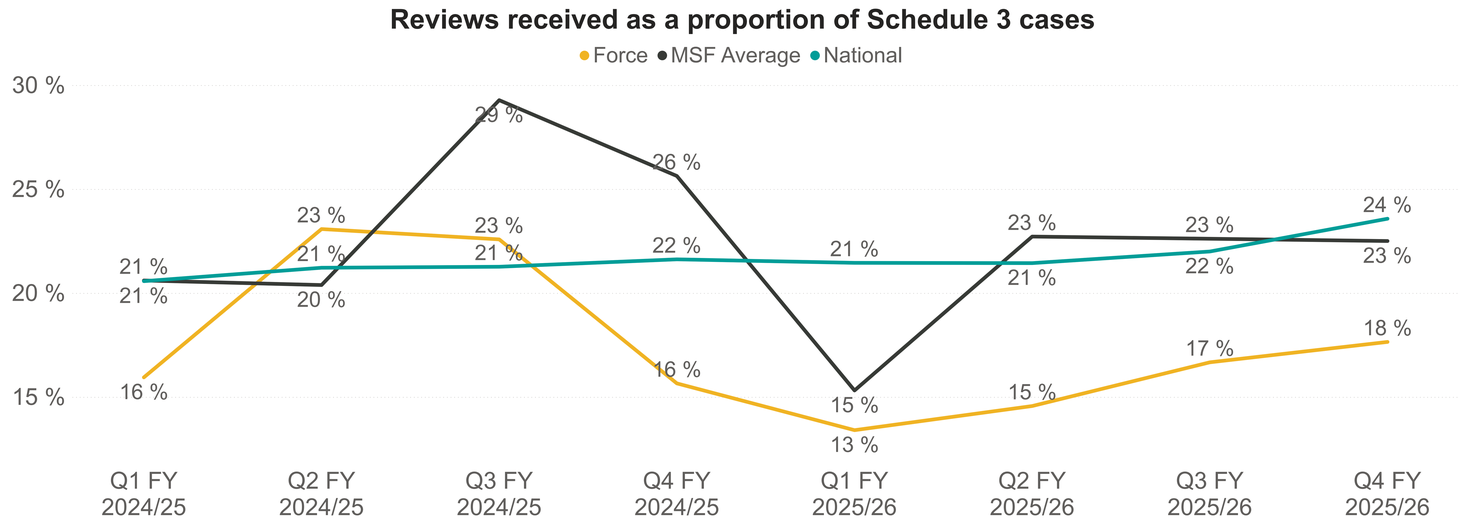


IOPC Reviews	Investigation	Non-investigation
Force	13	5
SPLY	13	14
MSF Average	19	29
National	935	2105



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	65	415
SPLY	65	342
MSF Average	149	868
National	8,317	37,566



Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Devon & Cornwall Police, Gloucestershire Constabulary, Staffordshire Police, Thames Valley Police, Warwickshire Police, Wiltshire Police

Reviews outcomes and timeliness

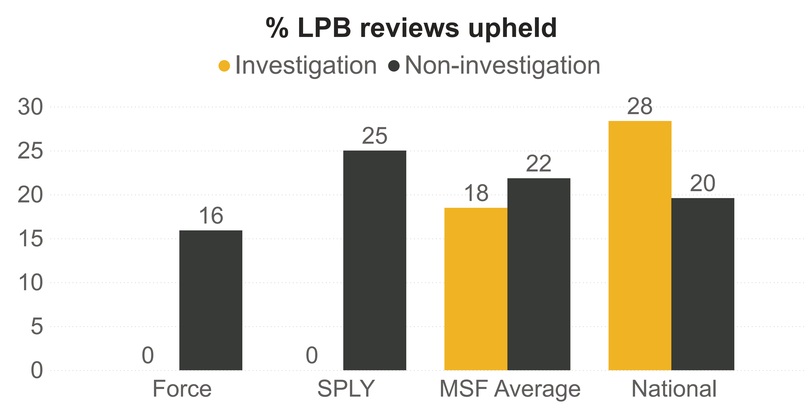
LPB Reviews

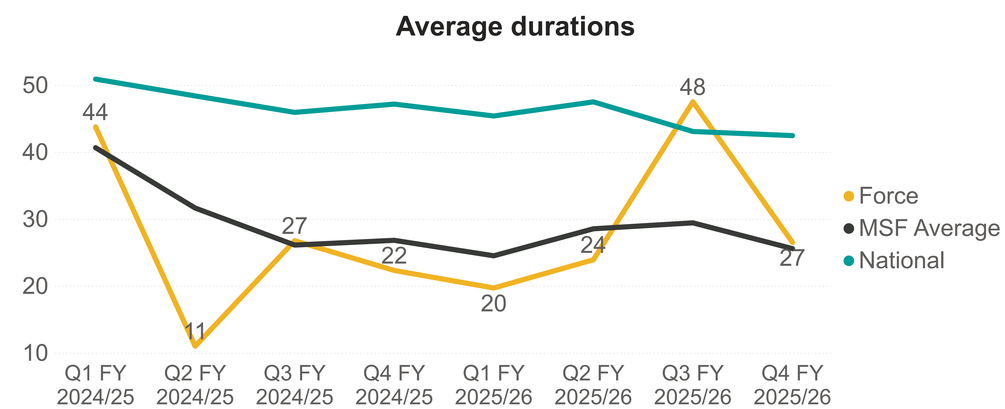
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

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	13	5
National	282	80
Non-investigation		
Force	44	7
SPLY	32	8
MSF Average	81	16
National	4429	868

Review type	Average duration
Investigation	
Force	0
SPLY	0
MSF Average	28
National	57
Non-investigation	
Force	29
SPLY	27
MSF Average	26
National	44





IOPC Reviews

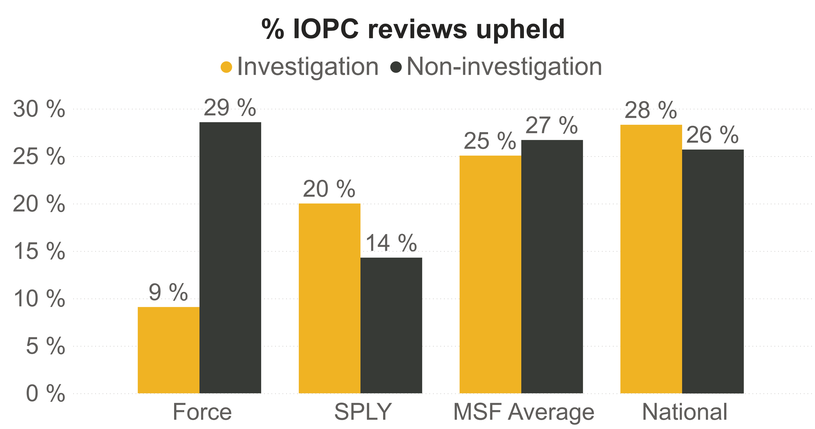
The IOPC will be the review body on complaints that meet certain criteria, including mandatory referral criteria (see page 16)

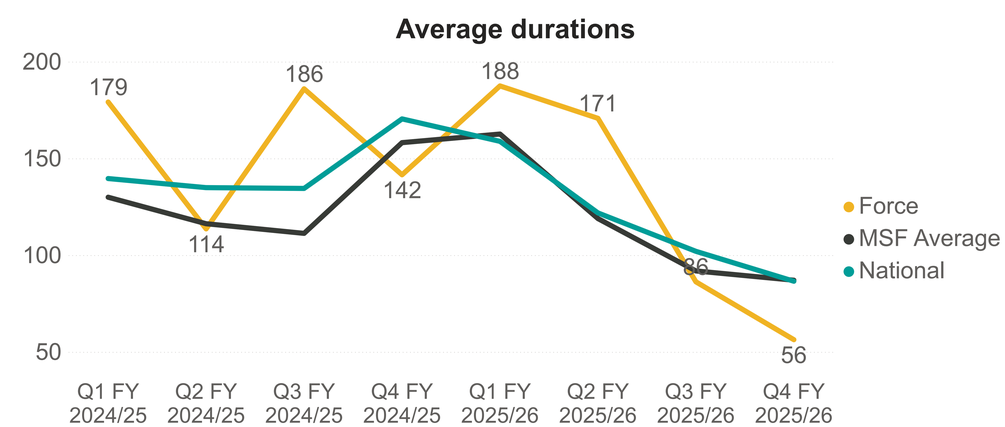
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

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	11	1	7	2
SPLY	20	3	7	1
MSF Average	22	6	30	8
National	1,152	327	2,121	555

Measure	Average duration
Force	142
SPLY	148
MSF Average	118
National	115





Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Devon & Cornwall Police, Gloucestershire Constabulary, Staffordshire Police, Thames Valley Police, Warwickshire Police, Wiltshire 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.

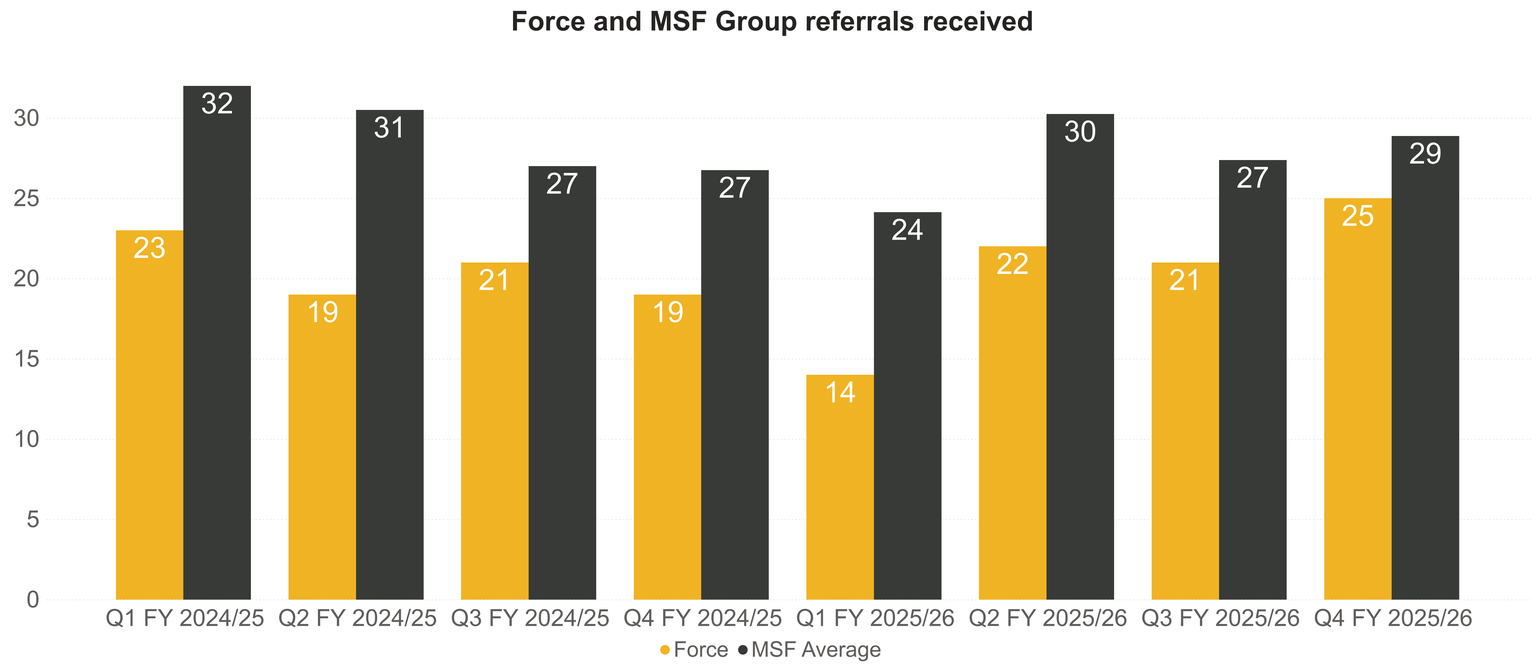
When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation.

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

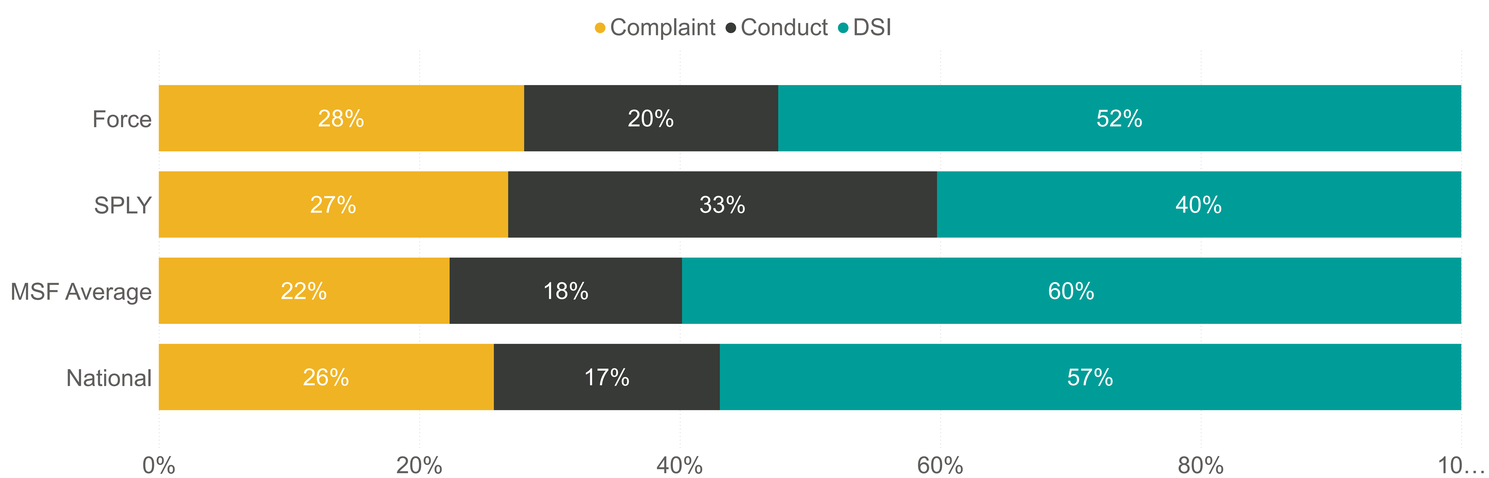
A referral may be made invalid if the matter does not fall within the IOPC's remit

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	82	82	111	6,942
Number referrals completed	83	84	112	7,017
Decision: Directed Investigation	1		1	24
Decision: Independent Investigation	3	3	6	400
Decision: Invalid	3	1	2	98
Decision: Local Investigation	35	50	58	3,513
Decision: Return to Force	41	30	46	2,980



Referral type	Force	SPLY	MSF Average	National
Complaint	23	22	25	1,786
Conduct	16	27	20	1,204
DSI	43	33	67	3,952
Total	**82**	**82**	**111**	**6,942**



Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cambridgeshire Constabulary, Devon & Cornwall Police, Gloucestershire Constabulary, Staffordshire Police, Thames Valley Police, Warwickshire Police, Wiltshire 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).