

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

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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

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	Allegations logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	1,581	380	2,467	593	2	1
SPLY	1,268	302	2,142	511	1	2
MSF Average	1,410	334	2,649	623	13	12
National	81,889	325	141,831	563	8	7

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. As the chart for allegations would look similar to the chart for complaints, for clarity only complaints are shown

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)

Complaints logged per 1,000 employees

● Force ● MSF Average ● National



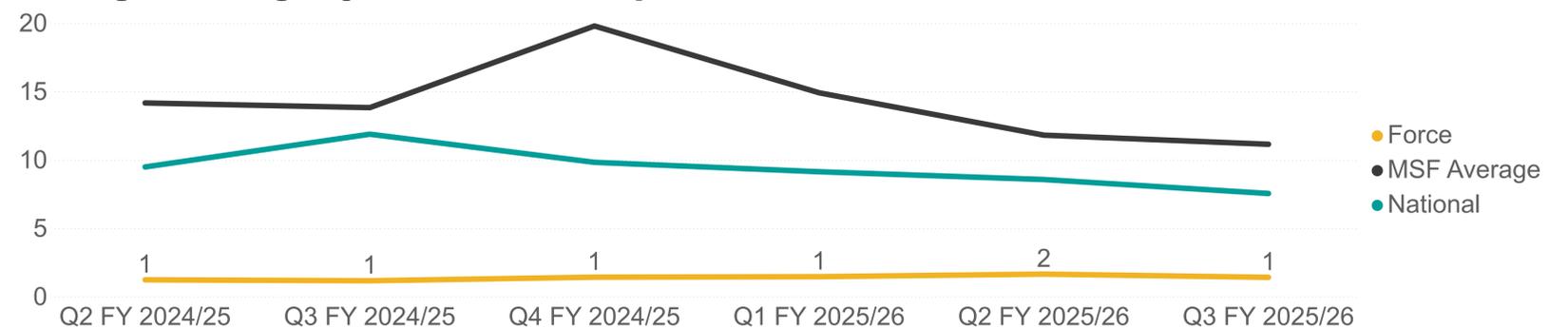
The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

Data labels in the above charts are those of the force

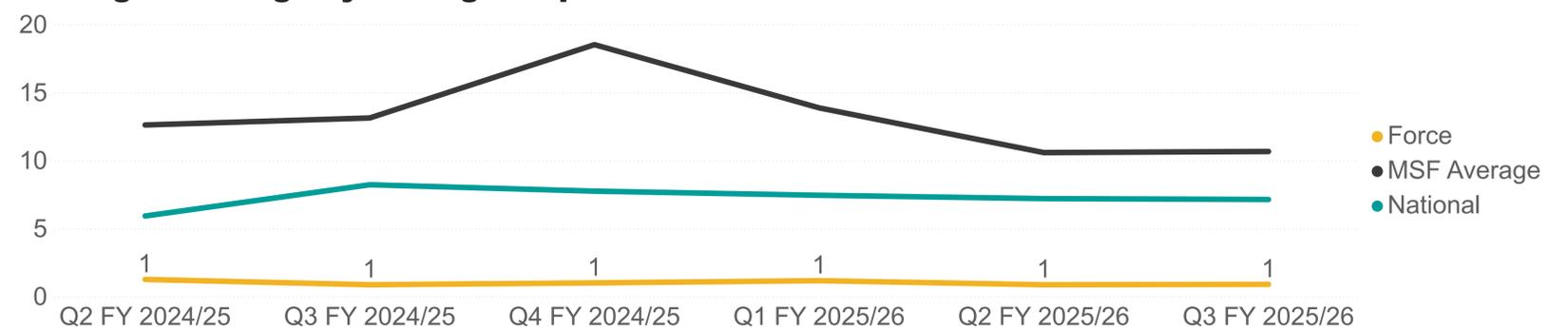
For information on what has been complained about, see pages 2 to 5

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

Average working days to contact complainants



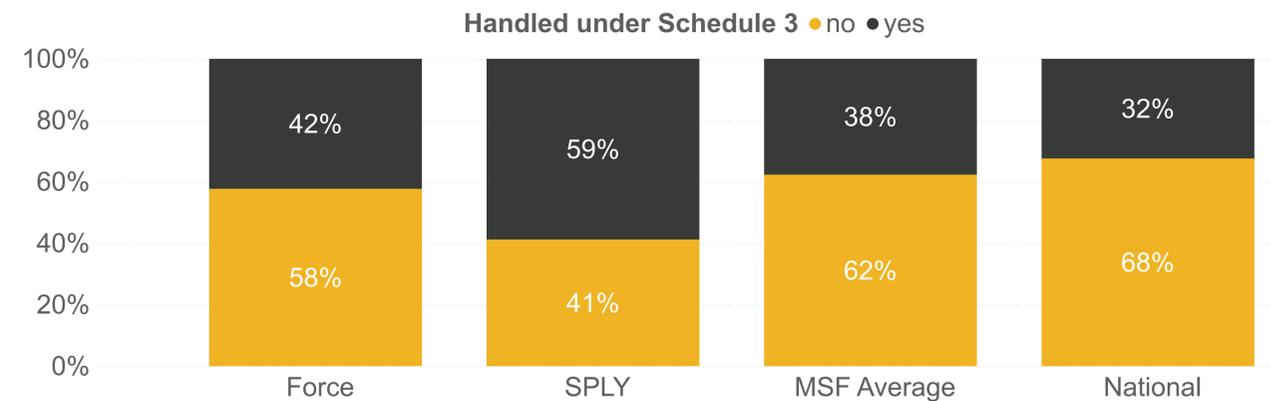
Average working days to log complaints



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

Reason complaint recorded under Schedule 3	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	92	230	237	9,733
Complainant wishes the complaint be recorded	164	150	77	4,534
Dissatisfaction after initial handling	176	207	85	4,525
Nature of the allegation(s) in the complaint	235	156	133	7,664
Total	667	743	531	26,456

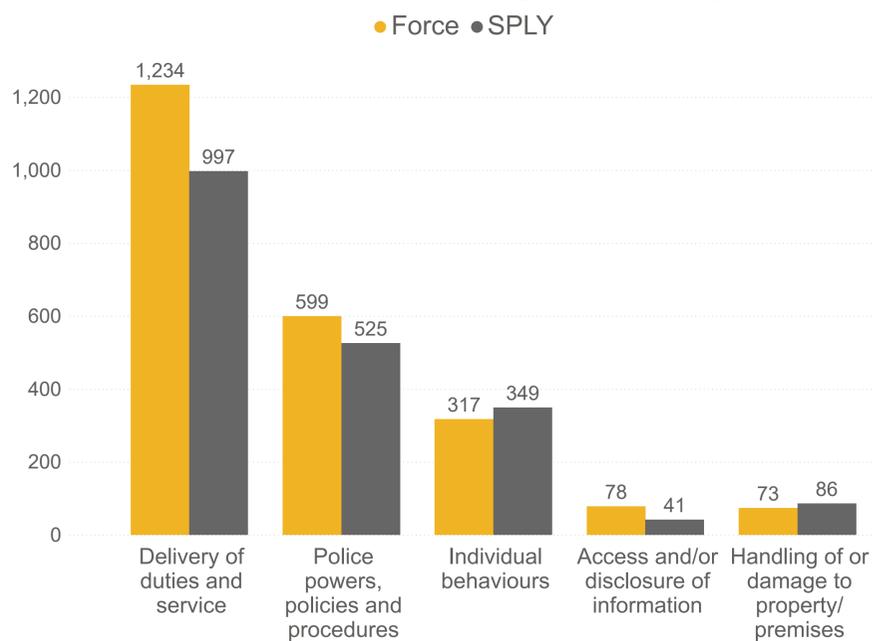


Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist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

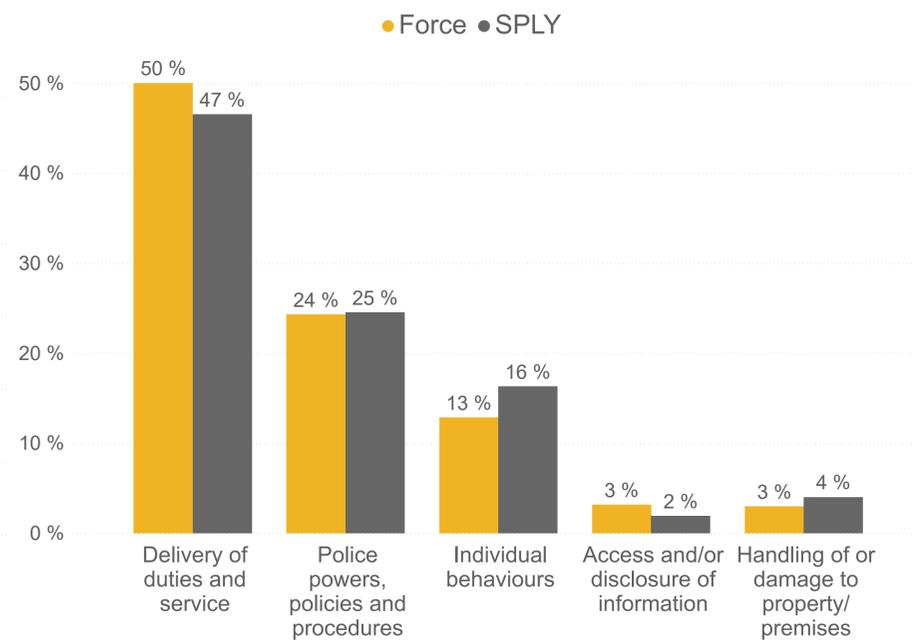
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	1,234	599	73	78	47	56	44	317	2	17		2,467
SPLY	997	525	86	41	28	59	50	349	3	3	1	2,142
MSF Average	1,463	563	74	62	31	64	38	328	5	13	11	2,649
National	77,009	31,296	4,913	3,035	1,556	3,915	1,107	16,488	251	873	1,387	141,830

Top five most applied allegation categories

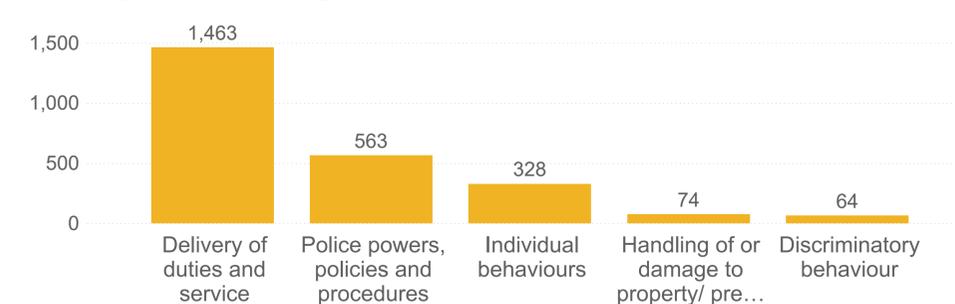
Force (year-to-date and same period last year)



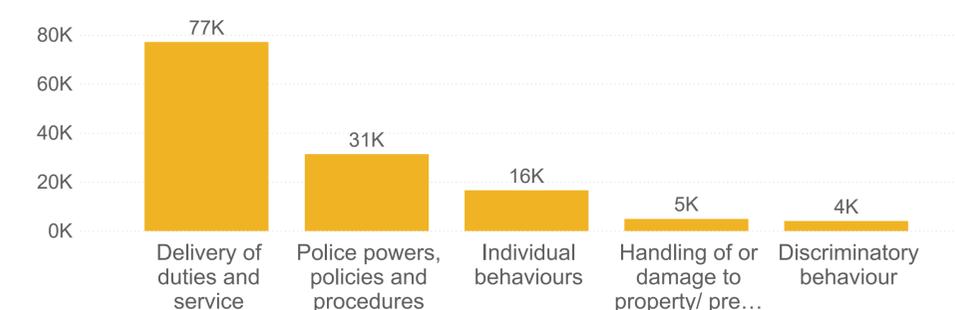
Force (% of allegations logged)



MSF group average



National



For more information on Schedule 3 of the Police Reform Act see the IOPC website and links provided on page 14

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 Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Police action following contact	610	49%	535	54%	600	41%	32,818	43%
Information	337	27%	221	22%	217	15%	8,754	11%
Decisions	186	15%	186	19%	233	16%	12,459	16%
General level of service	101	8%	55	6%	413	28%	22,975	30%
Total	1,234	100%	997	100%	1,463	100%	77,006	100%

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

Individual behaviours Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Unprofessional attitude and disrespect	103	32%	110	32%	88	27%	4,635	28%
Impolite language / tone	82	26%	92	26%	82	25%	4,354	26%
Overbearing or harassing behaviours	82	26%	91	26%	70	21%	2,606	16%
Lack of fairness and impartiality	41	13%	51	15%	60	18%	2,408	15%
Impolite and intolerant actions	9	3%	5	1%	28	9%	2,485	15%
Total	317	100%	349	100%	328	100%	16,488	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 Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Power to arrest and detain	168	28%	154	29%	112	20%	5,452	17%
Use of force	120	20%	145	28%	124	22%	7,232	23%
Detention in police custody	113	19%	97	18%	84	15%	4,049	13%
Searches of premises and seizure of property	102	17%	34	6%	69	12%	4,081	13%
Bail, identification and interview procedures	49	8%	50	10%	40	7%	1,897	6%
Evidential procedures	29	5%	18	3%	42	7%	2,841	9%
Stops, and stop and search	11	2%	10	2%	18	3%	1,490	5%
Other policies and procedures	5	1%	10	2%	64	11%	3,750	12%
Out of court disposals	2	0%	7	1%	12	2%	504	2%
Total	599	100%	525	100%	564	100%	31,296	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.

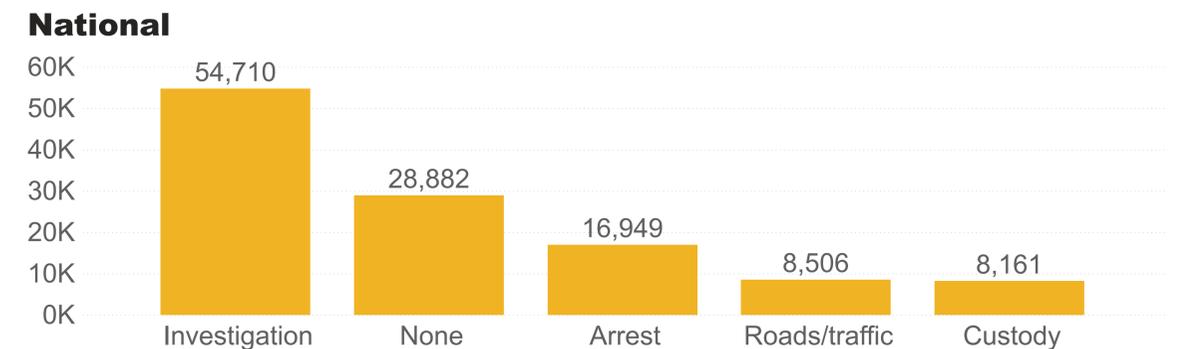
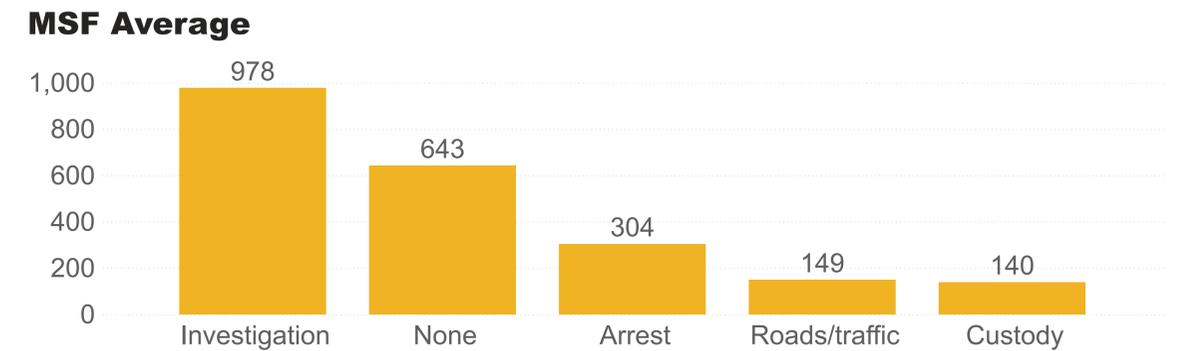
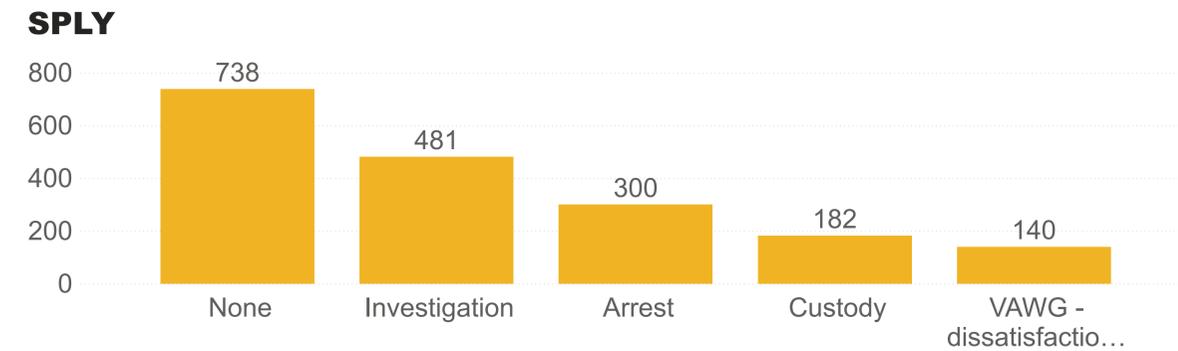
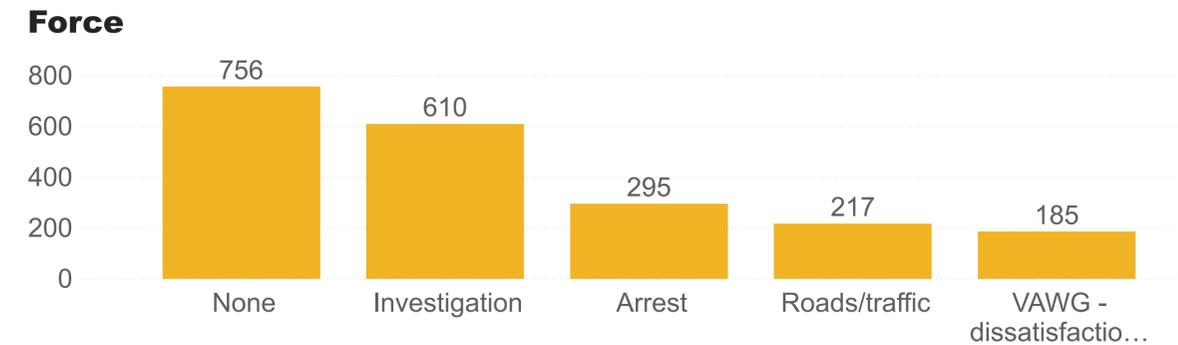
Discriminatory behaviour Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Race	28	50%	28	47%	26	41%	1,857	47%
Sex	10	18%	12	20%	9	14%	568	15%
Disability	8	14%	10	17%	19	31%	843	22%
Sexual orientation	4	7%	2	3%	1	2%	108	3%
Other	3	5%	4	7%	5	7%	328	8%
Age	1	2%	2	3%	1	2%	45	1%
Gender reassignment	1	2%			1	1%	46	1%
Religion or belief	1	2%	1	2%	1	2%	117	3%
None					0	0%		
Marriage and civil partnership					0	0%	1	0%
Pregnancy and maternity					0	0%	2	0%
Total	56	100%	59	100%	64	100%	3,915	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.

Force MSF National YTD SPLY Factor	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
None	756	31%	738	34%	643	24%	28,882	20%
Investigation	610	25%	481	22%	978	37%	54,710	39%
Arrest	295	12%	300	14%	304	11%	16,949	12%
Roads/traffic	217	9%	120	6%	149	6%	8,506	6%
VAWG - dissatisfaction handling	185	7%	140	7%	108	4%	6,090	4%
Custody	162	7%	182	8%	140	5%	8,161	6%
Domestic / gender abuse	136	6%	106	5%	112	4%	7,796	5%
Call Handling	96	4%	70	3%	101	4%	6,093	4%
Neighbourhood policing	69	3%	51	2%	102	4%	6,425	5%
Premises search	62	3%	28	1%	40	2%	3,663	3%
Child protection / CSA / CSE	44	2%	17	1%	50	2%	2,638	2%
Stop and/or search	41	2%	65	3%	31	1%	2,997	2%
Restraint equipment	37	1%	60	3%	18	1%	1,324	1%
Mental health	30	1%	26	1%	43	2%	3,894	3%
Drugs / alcohol	25	1%	12	1%	23	1%	1,490	1%
Hate Crime	19	1%	13	1%	9	0%	621	0%
VAWG - police perpetrated	17	1%	7	0%	13	1%	622	0%
Fraud	14	1%	14	1%	11	0%	994	1%
	13	1%			27	1%	1,579	1%
Social media	11	0%	4	0%	8	0%	689	0%
PPDA	10	0%			4	0%	116	0%
Firearms	5	0%	3	0%	10	0%	634	0%
Serious injury	5	0%	1	0%	3	0%	291	0%
Missing persons	4	0%	10	0%	14	1%	915	1%
Taser	4	0%	3	0%	2	0%	150	0%
Public order incident	2	0%	4	0%	22	1%	1,017	1%
Death	1	0%	13	1%	24	1%	1,200	1%
PPDA - Police victim	1	0%			0	0%	5	0%
Covert policing			2	0%	1	0%	64	0%
Police dogs or horses			3	0%	2	0%	80	0%
Prejudicial and improper behaviour					0	0%	31	0%
VAWG - police victim			3	0%	0	0%	103	0%



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 Factors	Delivery of duties and service		Discriminatory behaviour		Individual behaviours		Police powers, policies and procedures	
	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent
None	360	29%	15	27%	144	45%	93	16%
Investigation	488	40%	21	38%	36	11%	43	7%
Arrest	36	3%	4	7%	16	5%	222	37%
VAWG - dissatisfaction handling	145	12%	3	5%	13	4%	17	3%
Roads/traffic	96	8%	8	14%	36	11%	29	5%
Custody	20	2%	1	2%	14	4%	124	21%
Domestic / gender abuse	83	7%	7	13%	12	4%	30	5%
Call Handling	65	5%	3	5%	27	9%		
Neighbourhood policing	57	5%	1	2%	9	3%	1	0%
Premises search	2	0%			6	2%	48	8%
Child protection / CSA / CSE	30	2%			5	2%	5	1%
Stop and/or search	8	1%	3	5%	10	3%	19	3%
Restraint equipment							37	6%
Mental health	10	1%	4	7%	3	1%	12	2%
Drugs / alcohol	8	1%			3	1%	11	2%
Hate Crime	16	1%	3	5%				
Fraud	13	1%			1	0%		
VAWG - police perpetrated	5	0%			1	0%	5	1%
Social media	7	1%			1	0%		
	4	0%			1	0%	2	0%
Firearms	3	0%			1	0%	1	0%
Serious injury	1	0%					4	1%
Missing persons	3	0%					1	0%
PPDA	4	0%						
Taser					1	0%	3	1%
Public order incident	1	0%			1	0%		
Death	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 2017 Policing and Crime Act) 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

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.

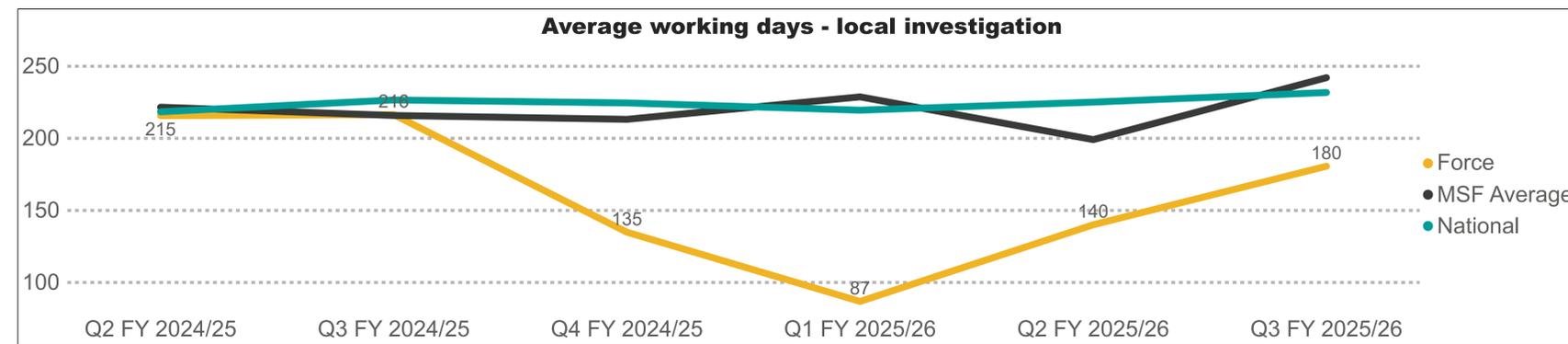
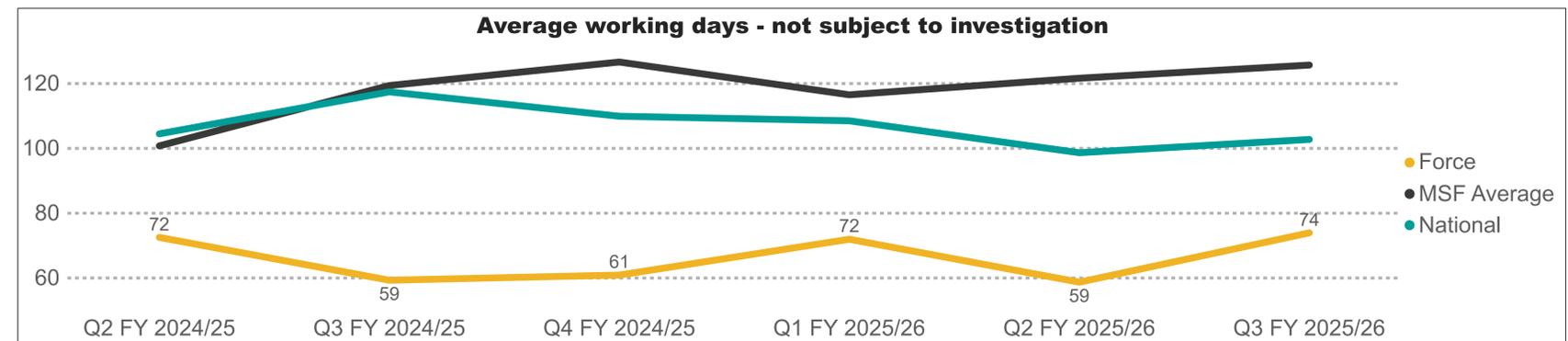
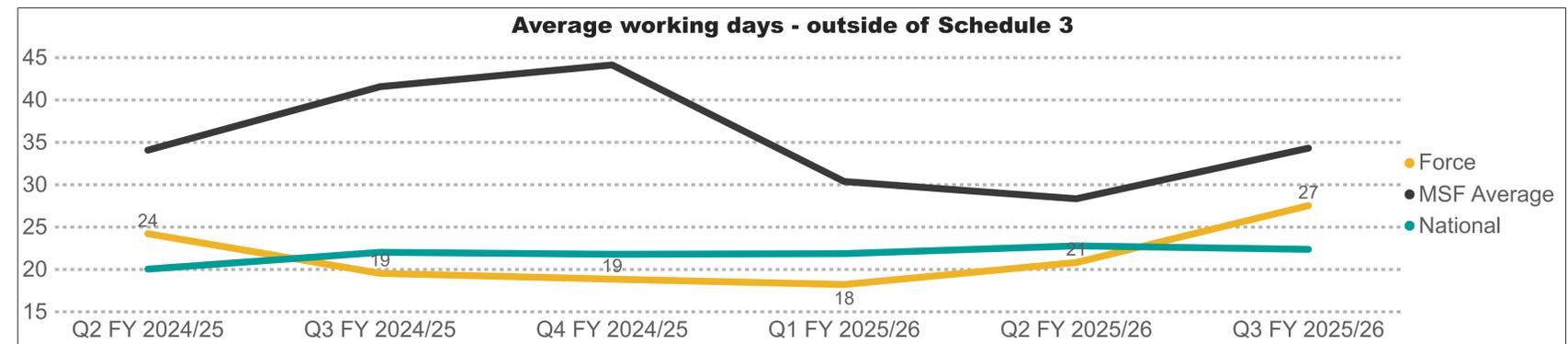
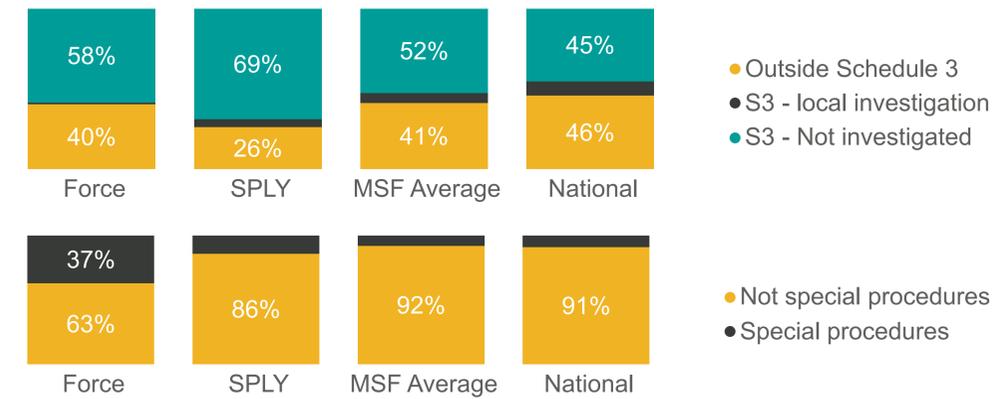
Number finalised	Outside of Schedule 3	Under Schedule 3 - not subject to investigation	Under Schedule 3 - by local investigation	Total
Force	901	1,301	27	2,229
SPLY	555	1,461	106	2,122
MSF Average	1,011	1,285	155	2,450
National	62,197	61,043	12,147	135,387

Local investigation	Not special procedures	Special procedures	Total
Force	17	10	27
SPLY	91	15	106
MSF Average	142	12	155
National	11,073	1,074	12,147

Average days to finalise	Outside of Schedule 3
Force	23
SPLY	21
MSF Average	30
National	22

Average days to finalise	Under Schedule 3 - not subject to investigation
Force	69
SPLY	63
MSF Average	124
National	103

Average days to finalise	Under Schedule 3 - by local investigation
Force	142
SPLY	207
MSF Average	236
National	225

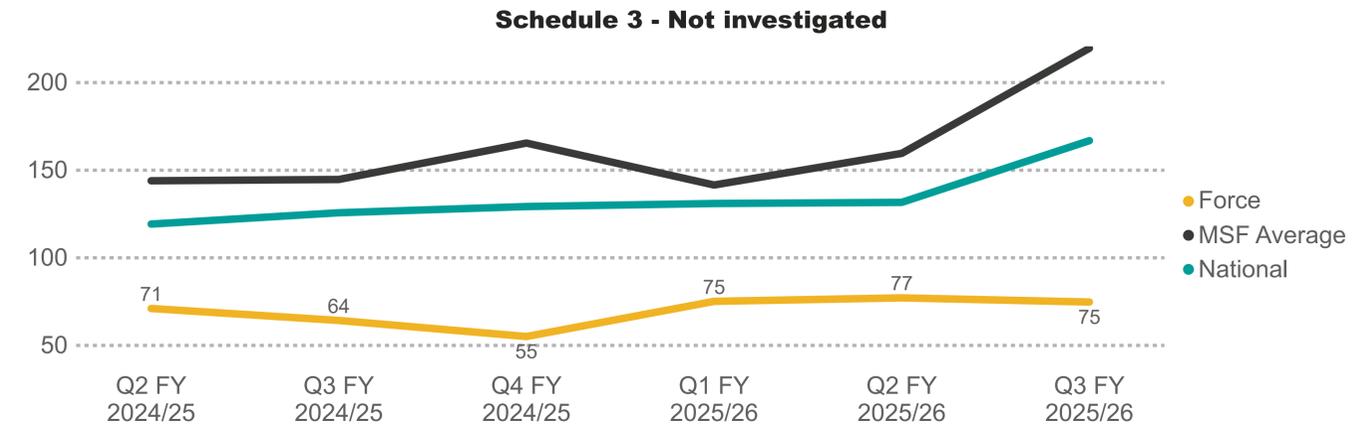


Complaint timeliness

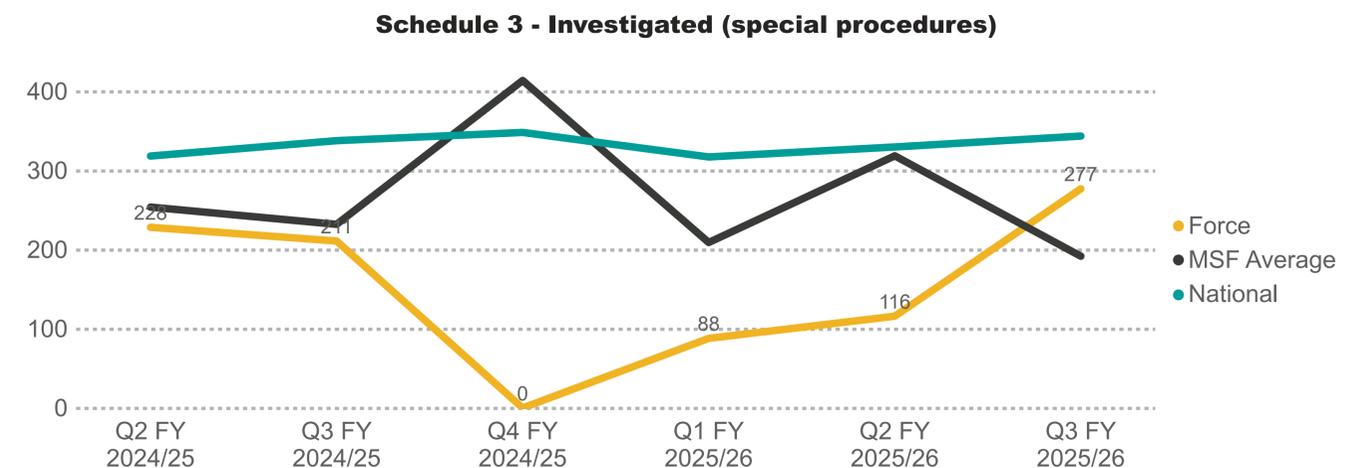
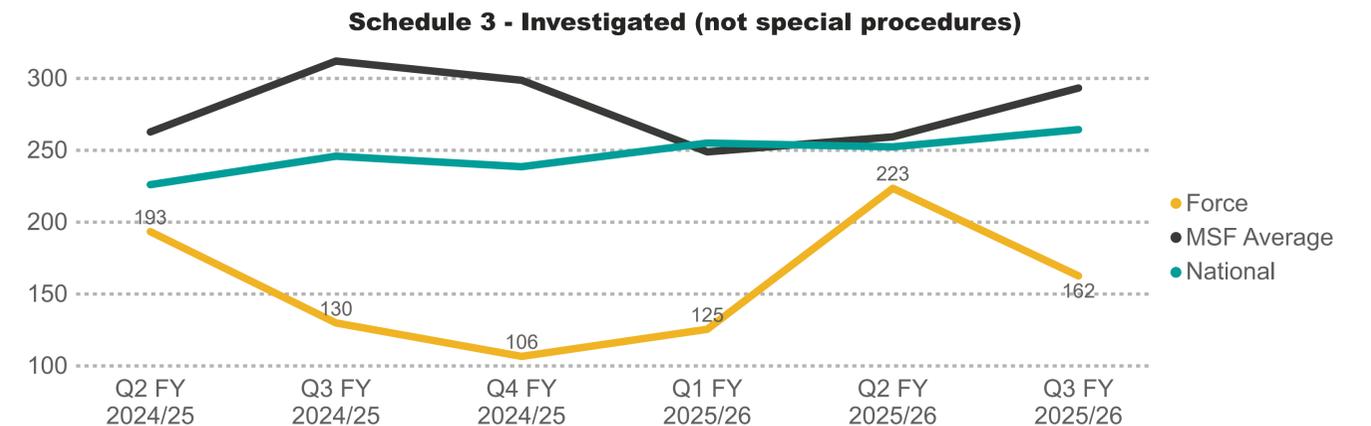
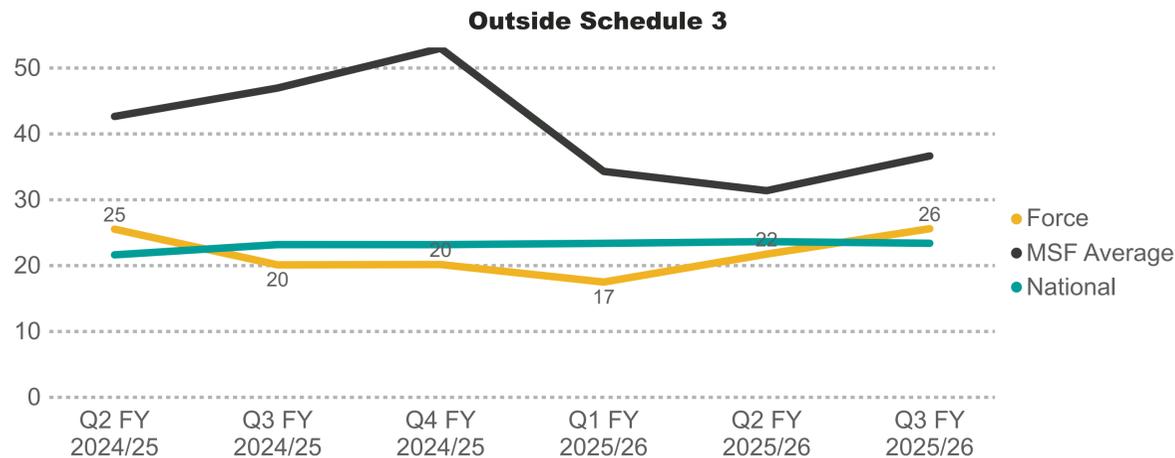
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the 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.

Under Schedule 3 Force MSF National YTD SPLY	Under Schedule 3 - not investigated		Under Schedule 3 investigated (not subject to special procedures)		Under Schedule 3 investigated (subject to special procedures)	
	Complaints Finalised	Average days to finalise	Complaints Finalised	Average days to finalise	Complaints Finalised	Average days to finalise
Force	624	75	15	178	5	143
SPLY	682	66	32	175	7	216
MSF Average	536	176	42	277	6	334
National	23,280	144	3,732	257	452	329



Outside of Schedule 3	Complaints finalised	Average days to finalise
Force	801	22
SPLY	528	22
MSF Average	805	33
National	52,639	23



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%.

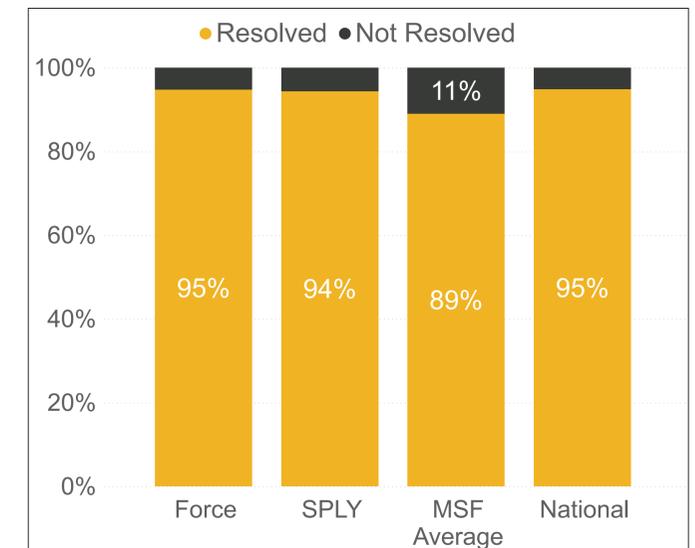
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

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)

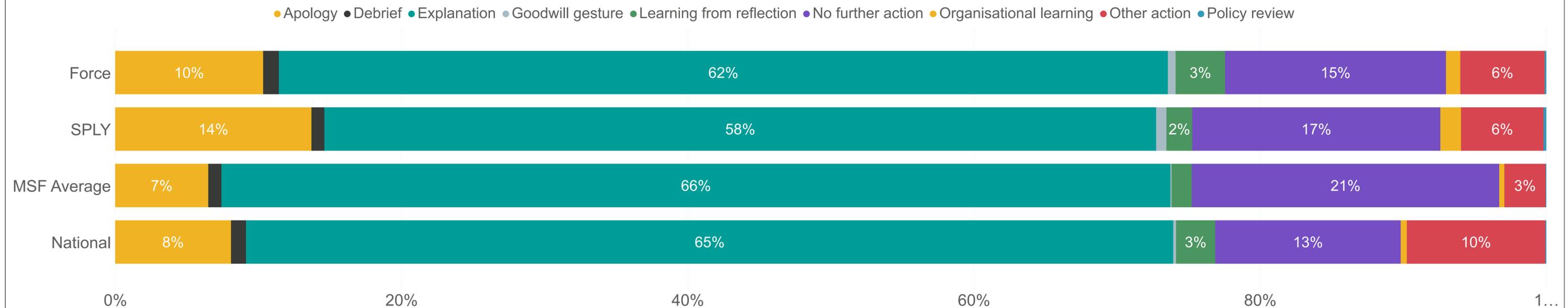
Outside Schedule 3 result	Force	SPLY	MSF Average	National
Resolved	854	524	900	58,993
Not Resolved	47	31	111	3,204
Total	901	555	1,011	62,197

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

Measure Actions on allegations outside of Schedule 3	Force		SPLY		MSF Average		National	
	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	559	62%	322	58%	668	66%	40,094	65%
No further action	139	15%	96	17%	216	21%	8,024	13%
Apology	93	10%	76	14%	66	7%	5,009	8%
Other action	53	6%	32	6%	29	3%	5,993	10%
Learning from reflection	31	3%	10	2%	14	1%	1,691	3%
Debrief	10	1%	5	1%	9	1%	656	1%
Organisational learning	9	1%	8	1%	4	0%	260	0%
Goodwill gesture	5	1%	4	1%	1	0%	124	0%
Policy review	1	0%	1	0%	0	0%	39	0%
Total	900	100%	554	100%	1,007	100%	61,890	100%



Outside Schedule 3 allegation actions



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:

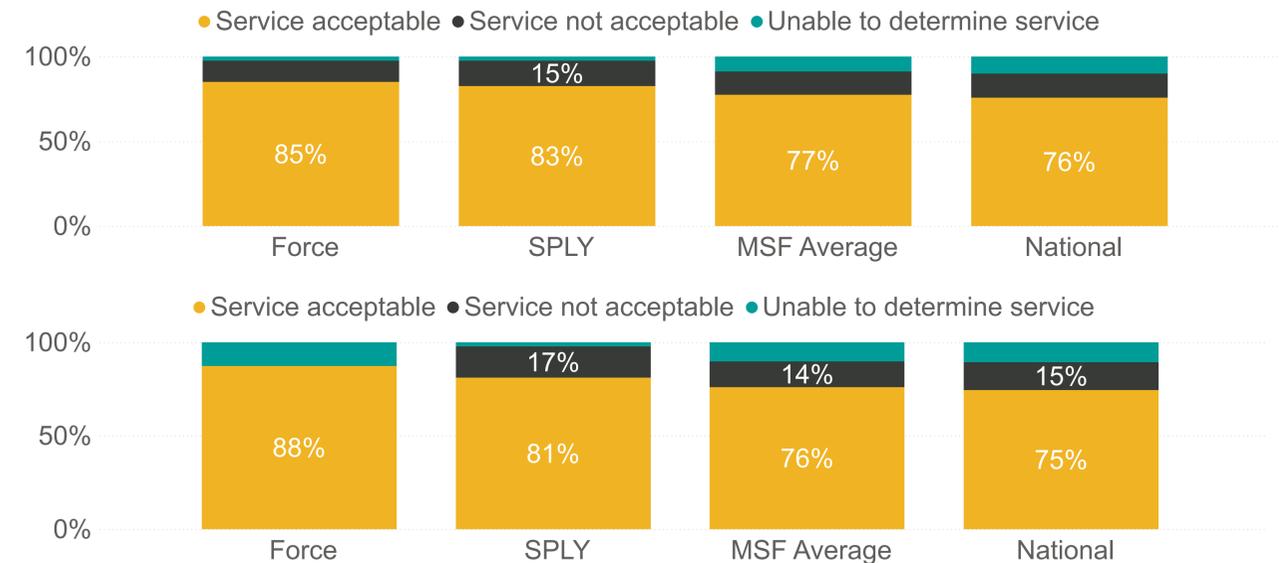
Not investigated	Force	SPLY	MSF Average	National
Service acceptable	1,016	1,124	881	41,834
Service not acceptable	151	204	157	7,727
Unable to determine service	27	32	100	5,525

The service provided was acceptable

The service provided was not acceptable

Unable to determine whether service provided was acceptable

Investigated (not subject to special procedures)	Force	SPLY	MSF Average	National
Service acceptable	14	73	99	7,659
Service not acceptable		15	18	1,531
Unable to determine service	2	2	13	1,083



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

Investigated - subject to special procedures	Force	SPLY	MSF Average	National
Case to Answer	4	6	5	229
No case to answer	3	4	4	601
Not able to determine if the service provided was acceptable	1		0	23
The service provided was acceptable	1	4	2	196
The service provided was not acceptable		1	1	53

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

All Schedule 3	Force	SPLY	MSF Average	National
Withdrawal	20	26	47	1,947
Regulation 41 applies	1		10	347
No further action	88	77	103	4,615

Actions on Schedule 3 allegations

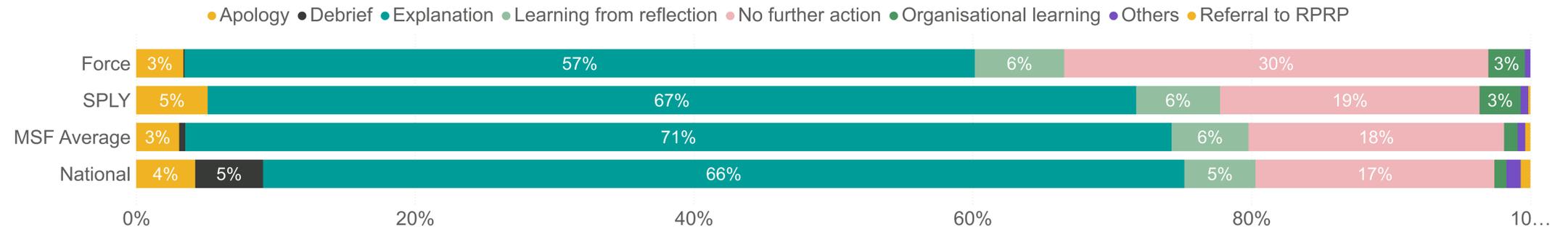
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding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

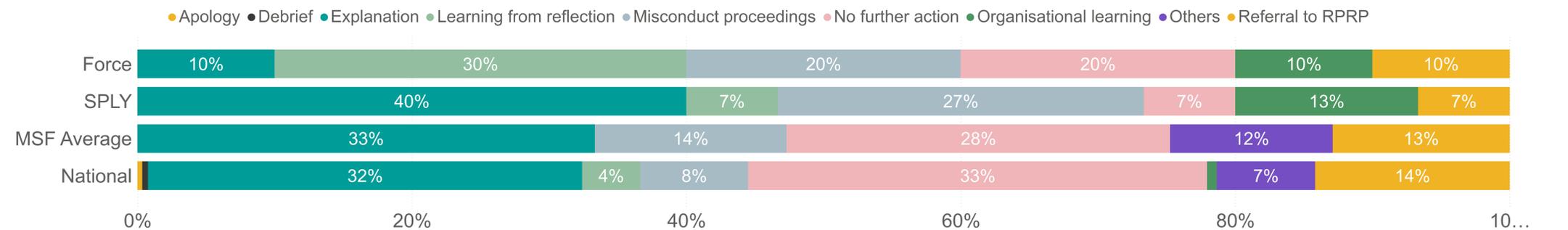
Measure Actions on Schedule 3 allegations	Force		SPLY		MSF Average		National	
	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	749	57%	1,033	66%	1,017	71%	47,661	65%
No further action	400	30%	284	18%	258	18%	13,233	18%
Learning from reflection	88	7%	109	7%	80	6%	3,925	5%
Apology	44	3%	76	5%	42	3%	2,837	4%
Organisational learning	35	3%	50	3%	15	1%	646	1%
Others	5	0%	8	1%	10	1%	865	1%
Misconduct proceedings	2	0%	4	0%	2	0%	91	0%
Debrief	1	0%			7	1%	3,037	4%
Referral to RPRP	1	0%	4	0%	9	1%	927	1%
Total	1,325	100%	1,568	100%	1,439	100%	73,222	100%

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

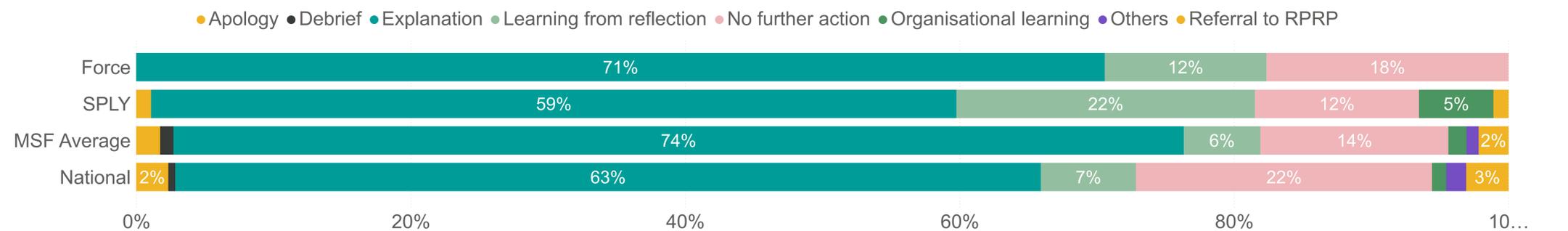
Not investigated



Investigated (subject to special procedures)



Investigated (not subject to special procedures)

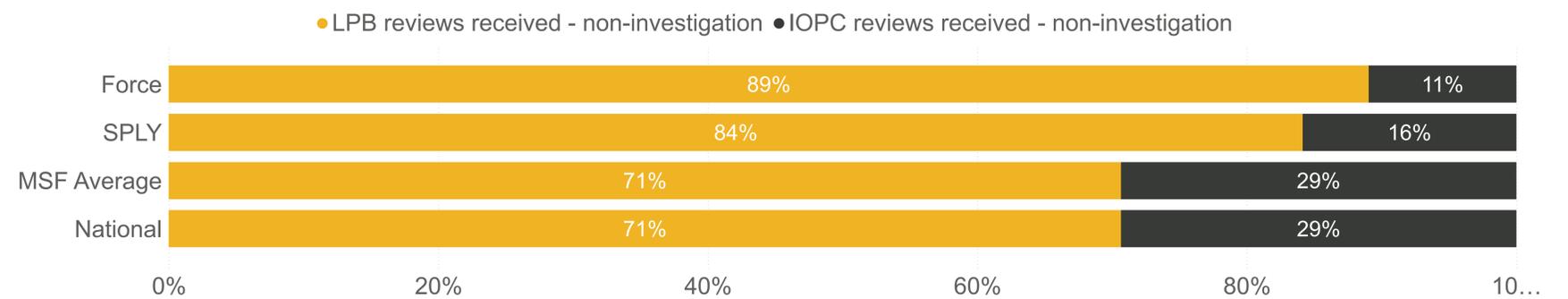
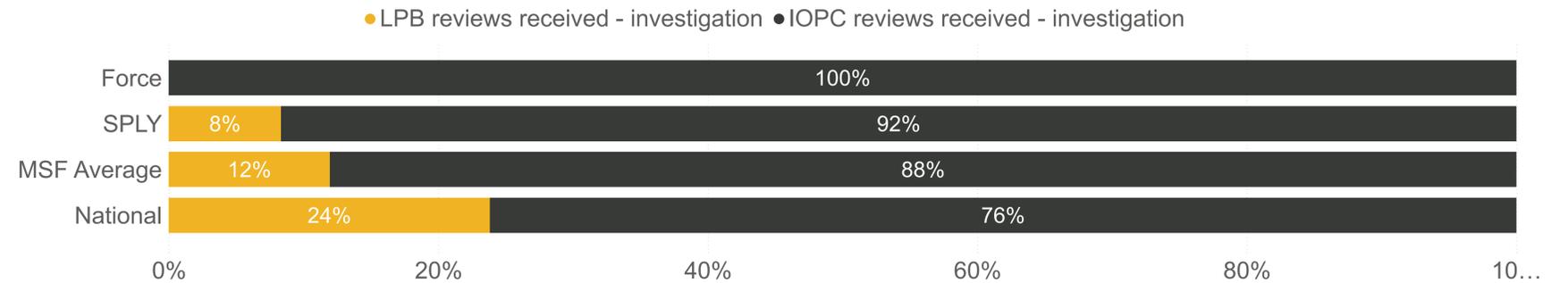


Reviews received

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	114
SPLY	1	85
MSF Average	1	71
National	220	3,562

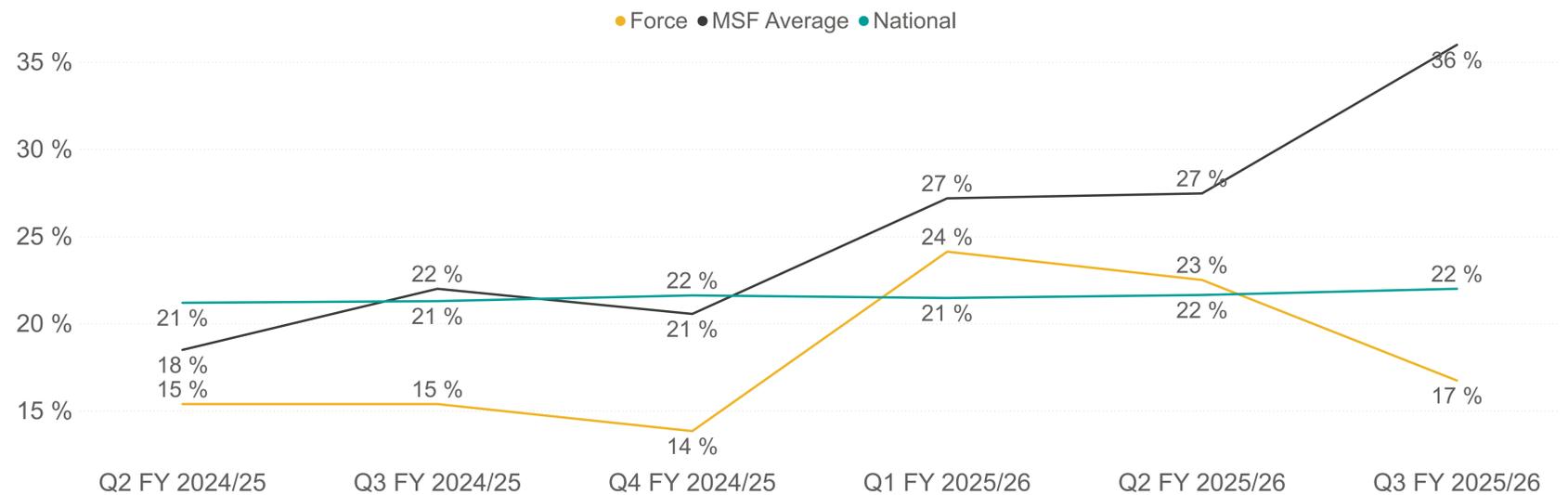
IOPC Reviews	Investigation	Non-investigation
Force	6	14
SPLY	11	16
MSF Average	10	30
National	703	1478



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	134	644
SPLY	113	721
MSF Average	113	584
National	5,963	27,462

Reviews received as a proportion of Schedule 3 cases



Reviews outcomes and timeliness

LPB Reviews

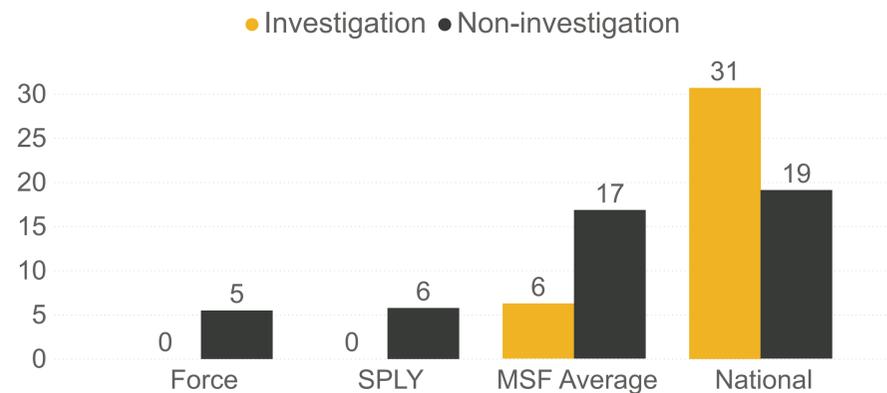
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

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

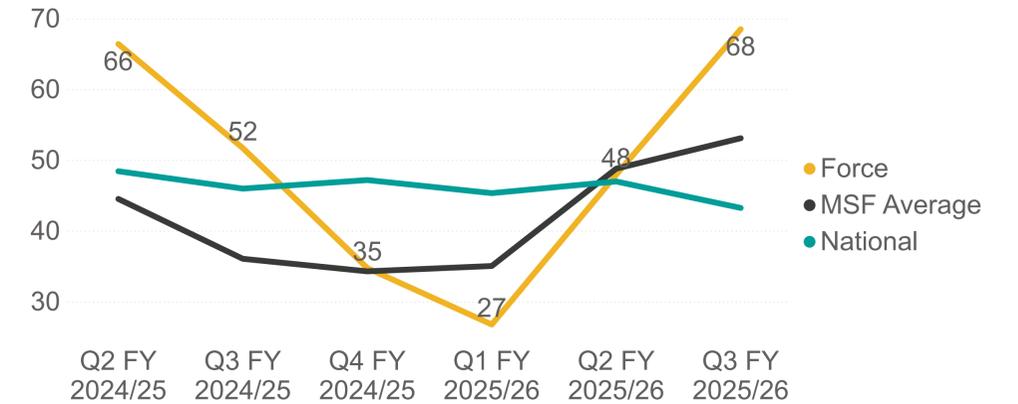
Review type	Complete with outcome	Upheld
Investigation		
Force	0	0
SPLY	2	0
MSF Average	1	0
National	225	69
Non-investigation		
Force	73	4
SPLY	87	5
MSF Average	63	10
National	3149	601

Review type	Average duration
Investigation	
Force	0
SPLY	76
MSF Average	28
National	57
Non-investigation	
Force	48
SPLY	58
MSF Average	46
National	44

% LPB reviews upheld



Average durations



IOPC Reviews

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

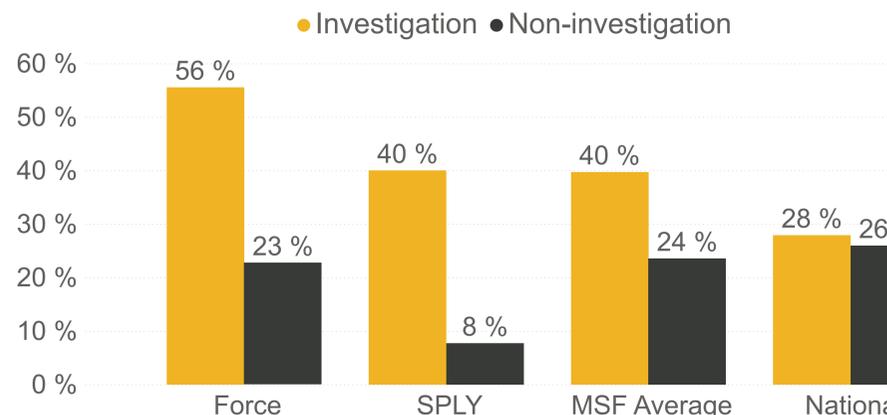
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

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

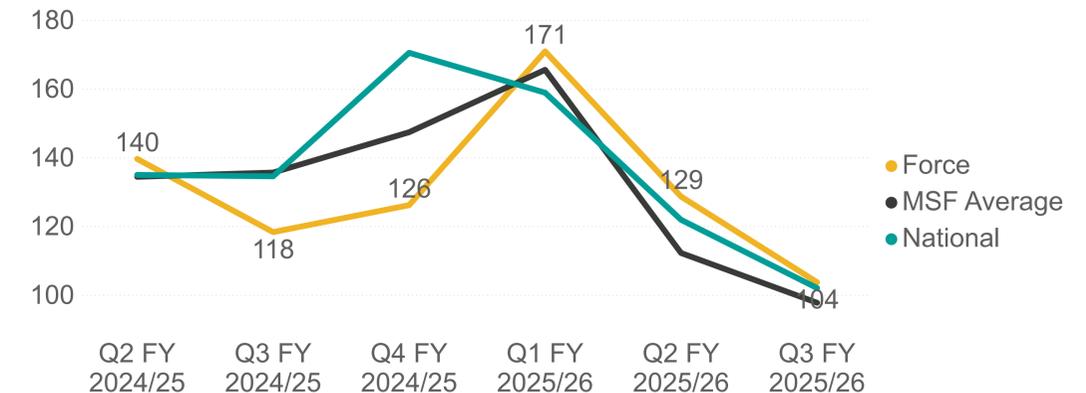
IOPC review	Investigation	Upheld	Non-investigation	Upheld
Force	9	5	22	5
SPLY	5	2	13	1
MSF Average	13	5	29	8
National	871	243	1,576	418

Measure	Average duration
Force	129
SPLY	124
MSF Average	128
National	125

% IOPC reviews upheld



Average durations



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.

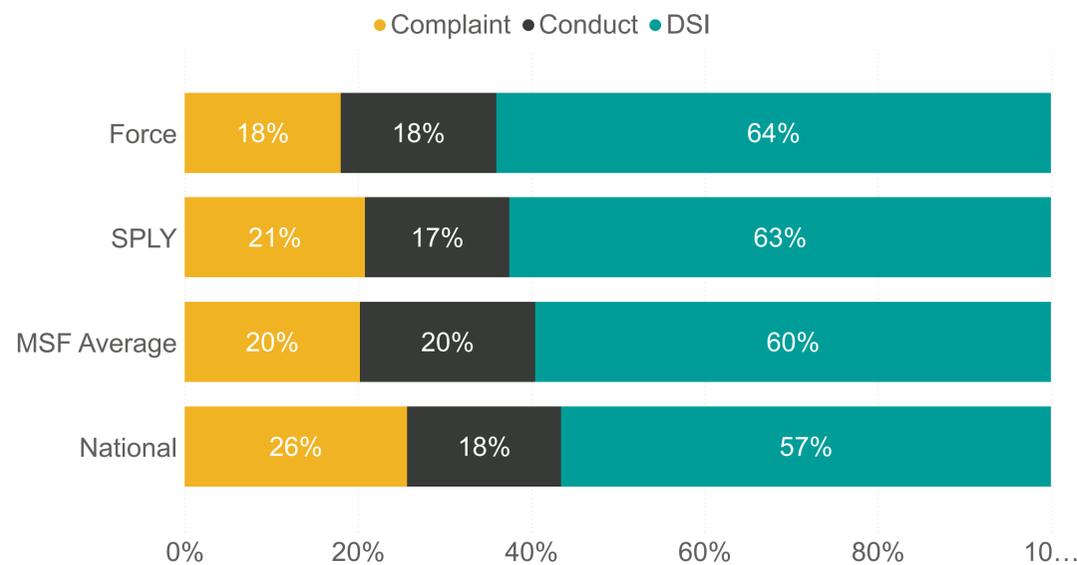
A referral may be made invalid if the matter does not fall within the IOPC's remit

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.

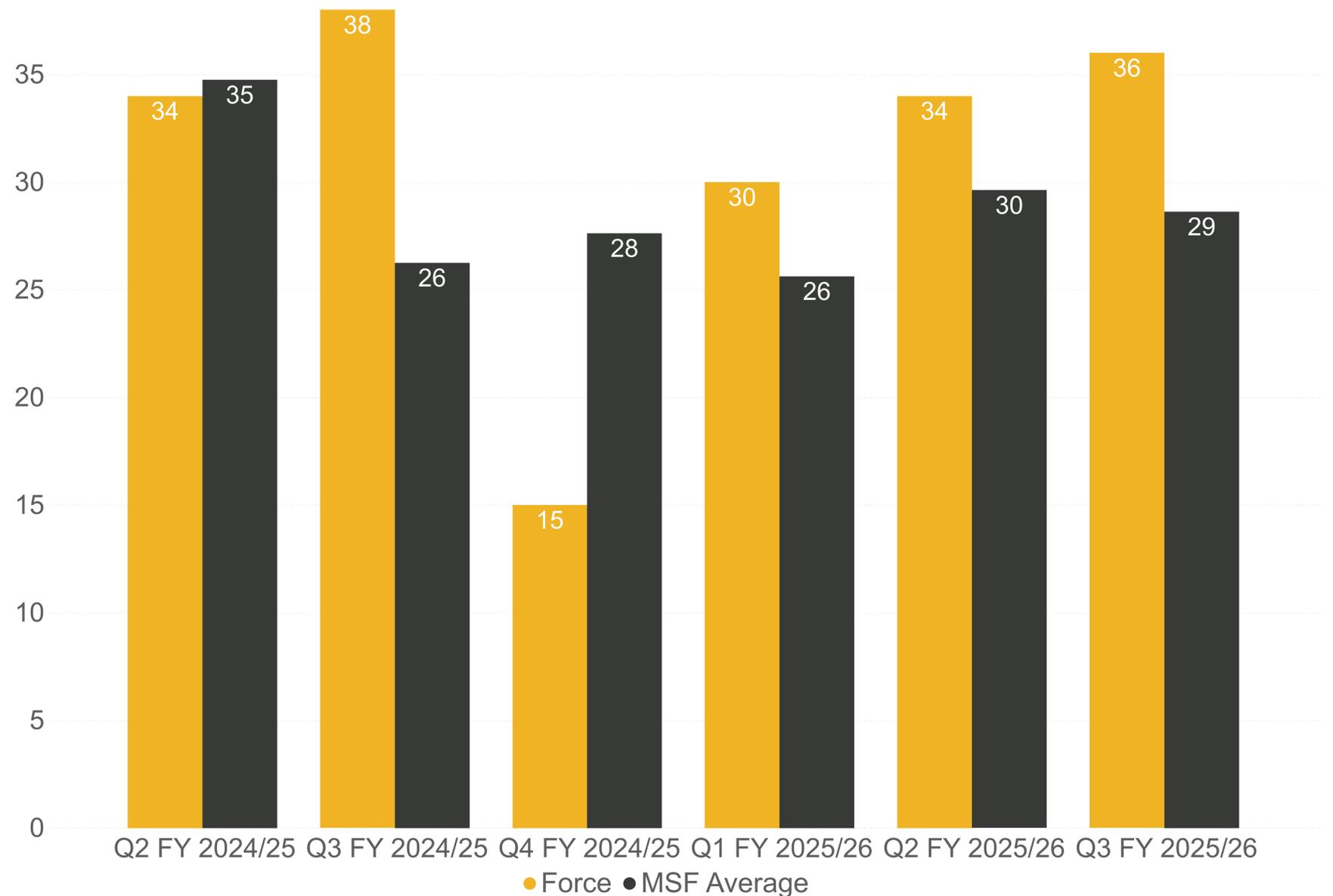
Year to date

	Force	SPLY	MSF Average	National
Number Referrals Received	100	96	84	5,244
Number referrals completed	97	96	84	5,262
Decision: Directed Investigation			0	18
Decision: Independent Investigation	4	2	4	328
Decision: Invalid		4	2	74
Decision: Local Investigation	46	43	46	2,638
Decision: Return to Force	47	47	31	2,202

Referral type	Force	SPLY	MSF Average	National
Complaint	18	20	17	1,347
Conduct	18	16	17	933
DSI	64	60	50	2,964
Total	100	96	84	5,244



Force and MSF Group referrals received



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 \(February 2020\)](#).