Police Complaints Information Bulletin

Cumbria 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: Cumbria Constabulary, Lincolnshire Police, Norfolk Constabulary, North Wales 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	1,213	565
SPLY	1,106	508
MSF Average	974	387
National	108,988	432

Measure	Allegations Logged	Per 1,000 employees
Force	1,863	868
SPLY	1,880	863
MSF Average	1,859	724
National	188,600	748

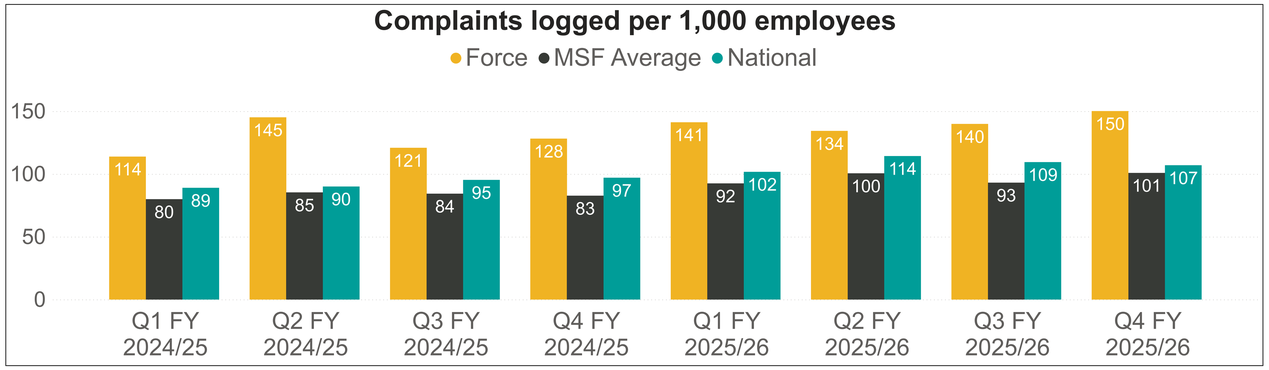
Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures.

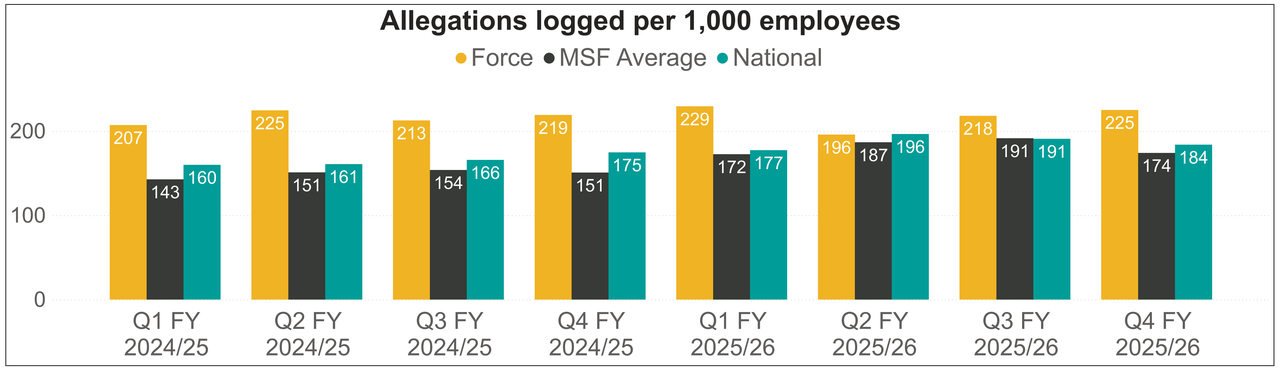
Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)

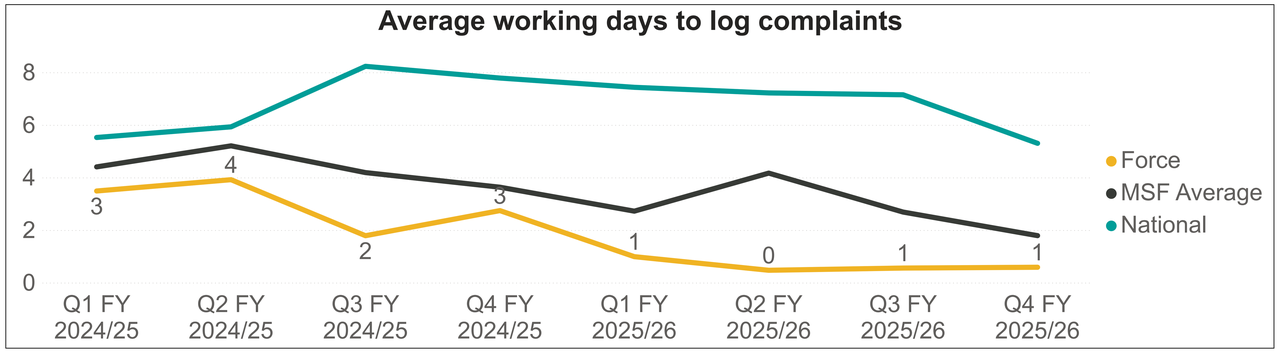
The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

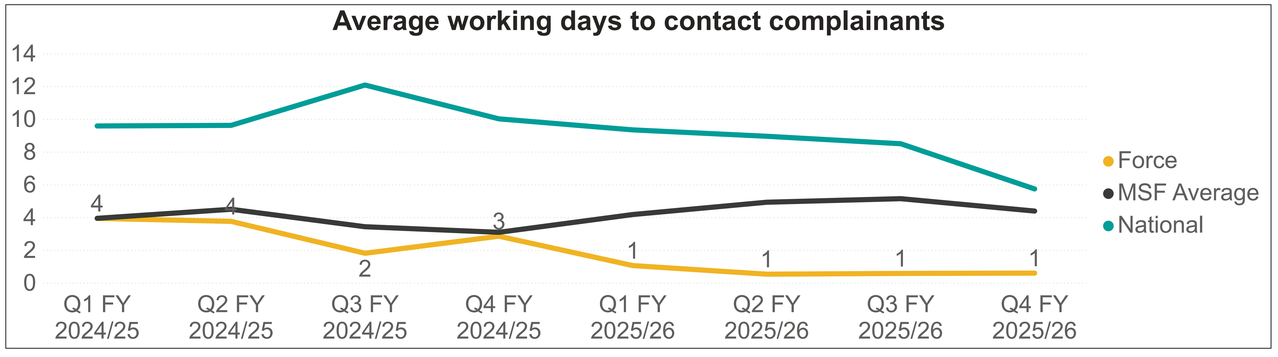
Data labels in the above charts are those of the force

Measure	Average working days to contact complainants	Average working days to log complaints
Force	1	1
SPLY	3	3
MSF Average	5	3
National	8	7









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

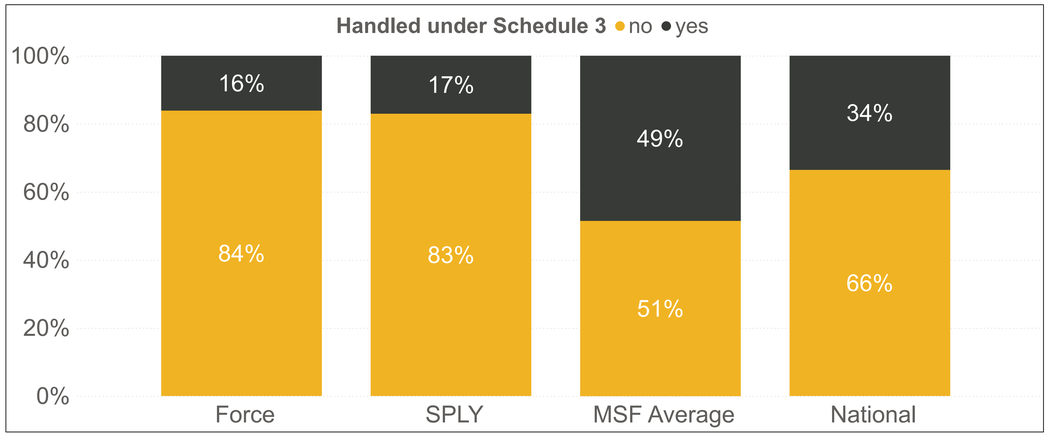
For information on allegations and complaints timeliness, see pages 6 and 7

Most Similar Force (MSF) Group: Cumbria Constabulary, Lincolnshire Police, Norfolk Constabulary, North Wales 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	50	26%	65	35%	83	18%	13,438	37%
Complainant wishes the complaint be recorded	26	13%	8	4%	135	28%	6,263	17%
Dissatisfaction after initial handling	39	20%	53	28%	160	34%	6,430	18%
Nature of the allegation(s) in the complaint	80	41%	62	33%	96	20%	10,354	28%
Total	**195**	**100%**	**188**	**100%**	**473**	**100%**	**36,485**	**100%**

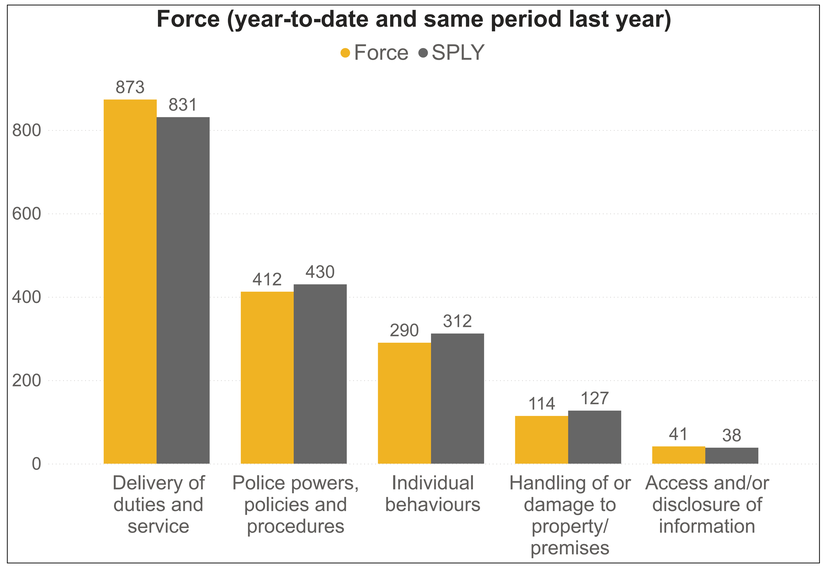


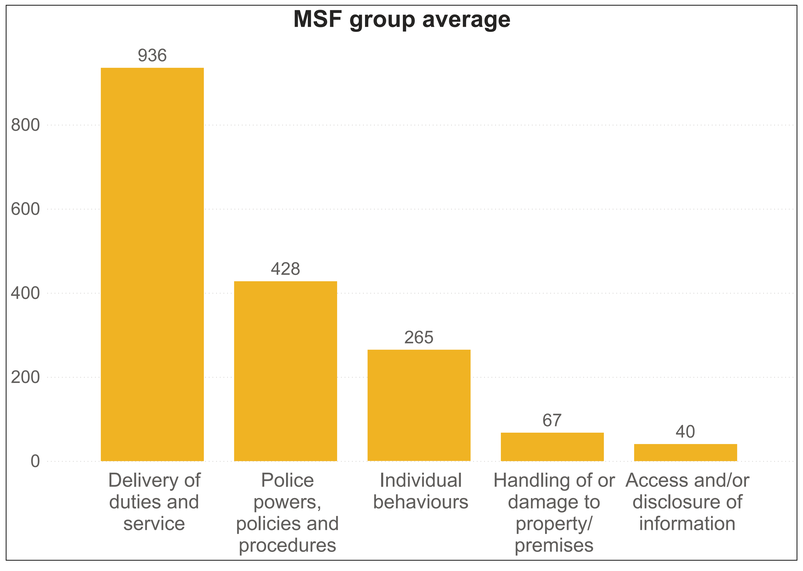
Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist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

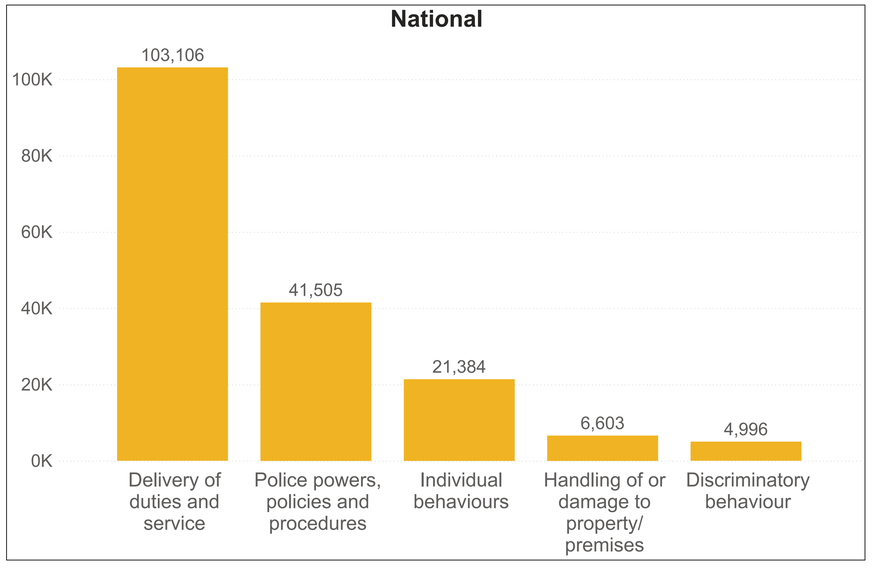
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	873	412	114	41	30	39	30	290	2	26	5	**1,862**
SPLY	831	430	127	38	28	54	17	312	7	34	2	**1,880**
MSF Average	936	428	67	40	24	38	28	265	2	9	23	**1,858**
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	47%	22%	6%	2%	2%	2%	2%	16%	0%	1%	0%	**100%**
SPLY	44%	23%	7%	2%	1%	3%	1%	17%	0%	2%	0%	**100%**
MSF Average	50%	23%	4%	2%	1%	2%	1%	14%	0%	0%	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: Cumbria Constabulary, Lincolnshire Police, Norfolk Constabulary, North Wales 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	425	49%	452	54%	496	53%	43,168	42%
General level of service	205	23%	188	23%	129	14%	31,306	30%
Information	139	16%	83	10%	175	19%	11,776	11%
Decisions	104	12%	109	13%	136	15%	16,853	16%
Total	**873**	**100%**	**832**	**100%**	**935**	**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	100	34%	117	38%	60	23%	6,001	28%
Impolite language / tone	80	28%	72	23%	91	34%	5,690	27%
Overbearing or harassing behaviours	51	18%	55	18%	39	15%	3,342	16%
Lack of fairness and impartiality	33	11%	40	13%	53	20%	3,135	15%
Impolite and intolerant actions	26	9%	28	9%	23	9%	3,216	15%
Total	**290**	**100%**	**312**	**100%**	**265**	**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	91	22%	132	31%	98	23%	9,354	23%
Power to arrest and detain	86	21%	70	16%	80	19%	7,174	17%
Detention in police custody	73	18%	76	18%	81	19%	5,441	13%
Bail, identification and interview procedures	42	10%	42	10%	37	9%	2,573	6%
Searches of premises and seizure of property	37	9%	35	8%	56	13%	5,528	13%
Stops, and stop and search	29	7%	30	7%	22	5%	1,981	5%
Evidential procedures	26	6%	12	3%	23	5%	3,715	9%
Out of court disposals	15	4%	8	2%	5	1%	700	2%
Other policies and procedures	13	3%	25	6%	26	6%	5,037	12%
Total	**412**	**100%**	**430**	**100%**	**428**	**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	%
Disability	20	51%	25	46%	14	35%	1,107	22%
Race	10	26%	11	20%	12	32%	2,379	48%
Other	4	10%	6	11%	3	7%	376	8%
Age	2	5%			2	5%	63	1%
Sex	2	5%	8	15%	6	16%	723	14%
Sexual orientation	1	3%	2	4%	2	4%	133	3%
None					0	0%		
Gender reassignment			2	4%	0	1%	55	1%
Marriage and civil partnership					0	0%		
Pregnancy and maternity					0	0%	3	0%
Religion or belief					0	1%	157	3%
Total	**39**	**100%**	**54**	**100%**	**38**	**100%**	**4,996**	**100%**

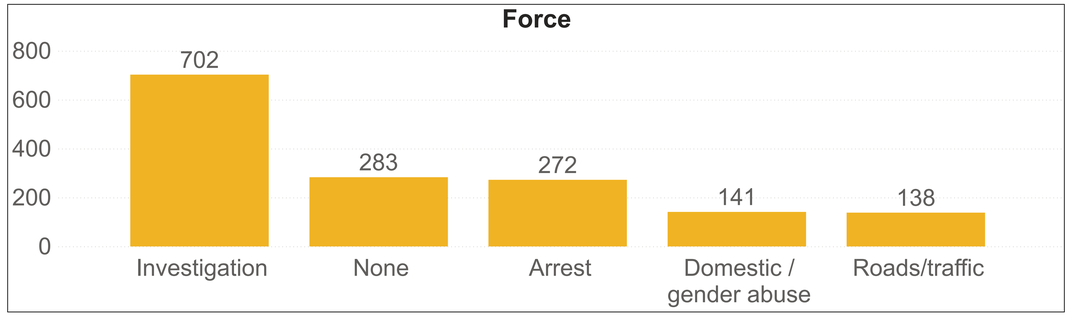
Most Similar Force (MSF) Group: Cumbria Constabulary, Lincolnshire Police, Norfolk Constabulary, North Wales Police

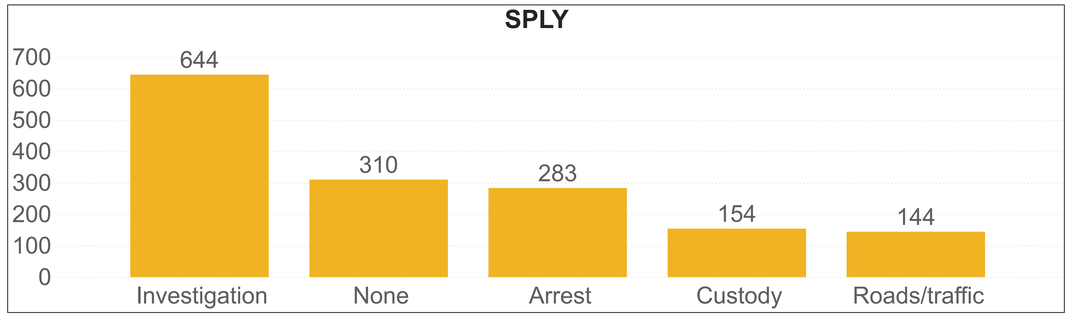
Factors applied to allegations logged

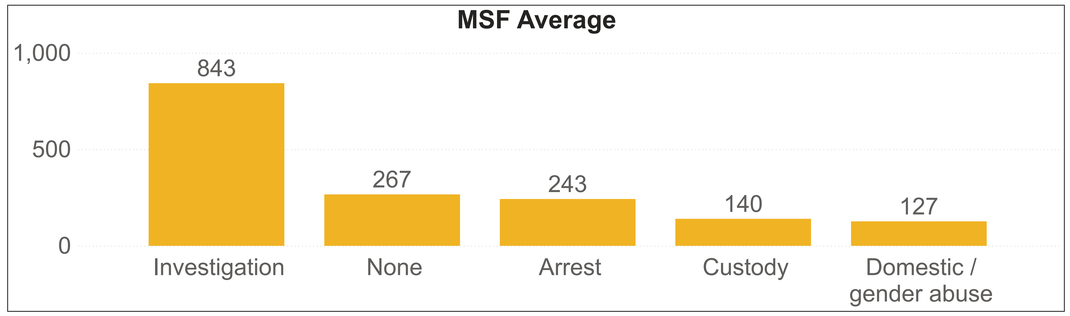
This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

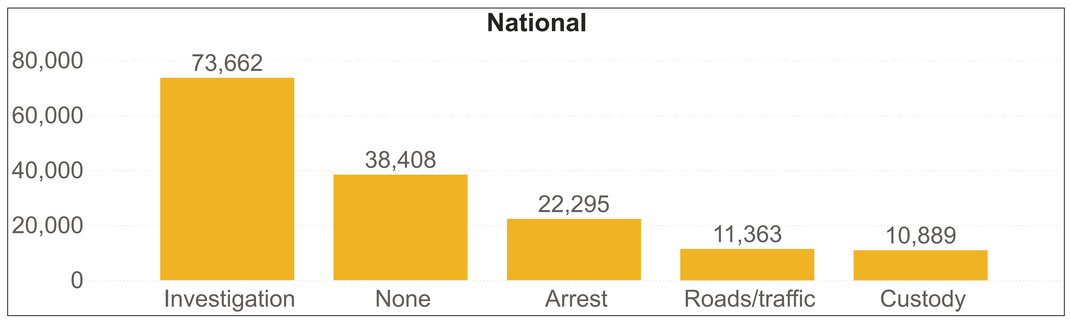
Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category and the percentages here will add up to over 100%. Please refer to our guidance on capturing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

Measure type	Force		SPLY		MSF Average		National	
Factor	Logged	%	Logged	%	Logged	%	Logged	%
Investigation	702	38%	644	34%	843	45%	73,662	39%
None	283	15%	310	16%	267	14%	38,408	20%
Arrest	272	15%	283	15%	243	13%	22,295	12%
Domestic / gender abuse	141	8%	114	6%	127	7%	10,451	6%
Roads/traffic	138	7%	144	8%	91	5%	11,363	6%
Custody	136	7%	154	8%	140	8%	10,889	6%
Call Handling	99	5%	110	6%	87	5%	8,178	4%
Premises search	82	4%	62	3%	61	3%	4,979	3%
Stop and/or search	73	4%	59	3%	48	3%	3,983	2%
VAWG - dissatisfaction handling	73	4%	62	3%	95	5%	8,335	4%
Child protection / CSA / CSE	56	3%	60	3%	88	5%	3,524	2%
Mental health	52	3%	83	4%	51	3%	5,236	3%
Drugs / alcohol	30	2%	24	1%	23	1%	1,998	1%
Death	27	1%	9	0%	20	1%	1,617	1%
Restraint equipment	22	1%	52	3%	24	1%	1,759	1%
Hate Crime	20	1%	18	1%	7	0%	836	0%
Social media	16	1%	6	0%	10	1%	892	0%
Firearms	15	1%	20	1%	8	0%	880	0%
Neighbourhood policing	12	1%	11	1%	36	2%	8,198	4%
Public order incident	12	1%	13	1%	11	1%	1,350	1%
	7	0%	3	0%	5	0%	1,637	1%
Fraud	7	0%	15	1%	14	1%	1,448	1%
Missing persons	4	0%	18	1%	4	0%	1,198	1%
Covert policing	3	0%			1	0%	83	0%
VAWG - police victim	2	0%			1	0%	161	0%
Serious injury	1	0%	3	0%	3	0%	352	0%
Taser	1	0%	7	0%	2	0%	189	0%
Police dogs or horses					0	0%	115	0%
PPDA					1	0%	168	0%
PPDA - Police victim					0	0%	5	0%
Prejudicial and improper behaviour					0	0%	29	0%
VAWG - police perpetrated			14	1%	10	1%	828	0%









Most Similar Force (MSF) Group: Cumbria Constabulary, Lincolnshire Police, Norfolk Constabulary, North Wales 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	526	60%	7	18%	63	22%	43	10%
Arrest	29	3%	9	23%	28	10%	176	43%
None	114	13%	6	15%	84	29%	17	4%
Custody	13	1%	6	15%	14	5%	98	24%
Domestic / gender abuse	83	10%	2	5%	13	4%	33	8%
Call Handling	66	8%	2	5%	31	11%		
Roads/traffic	43	5%	4	10%	23	8%	28	7%
VAWG - dissatisfaction handling	47	5%	2	5%	8	3%	9	2%
Stop and/or search	1	0%	4	10%	19	7%	39	9%
Premises search	5	1%	1	3%	19	7%	36	9%
Child protection / CSA / CSE	36	4%	2	5%	9	3%	6	1%
Mental health	22	3%	2	5%	13	4%	12	3%
Drugs / alcohol	8	1%			6	2%	15	4%
Death	18	2%			4	1%		
Restraint equipment							22	5%
Hate Crime	10	1%	4	10%	5	2%	1	0%
Firearms	10	1%			2	1%	3	1%
Social media	11	1%			2	1%		
Public order incident	3	0%	1	3%	3	1%	4	1%
Neighbourhood policing	9	1%			1	0%		
	3	0%					2	0%
Fraud	4	0%					1	0%
Missing persons	1	0%			1	0%	1	0%
VAWG - police victim					1	0%	1	0%
Covert policing					1	0%		
Serious injury					1	0%		
Taser							1	0%

How allegations have been handled and allegation timeliness

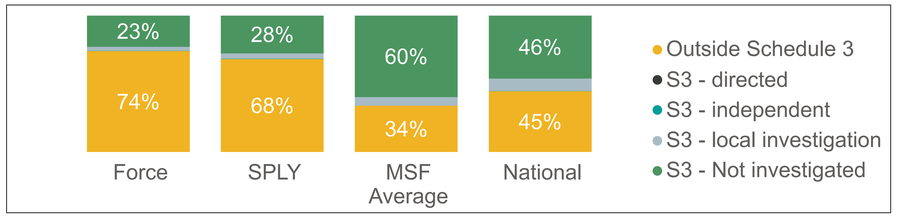
This section presents the time it takes the force to finalise allegations by how they were handled.

- 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	1,383	74%	426	23%	56	3%			3	0%	**1,868**	**100%**
SPLY	1,370	68%	555	28%	80	4%			6	0%	**2,011**	**100%**
MSF Average	592	34%	1,043	60%	110	6%	0	0%	1	0%	**1,745**	**100%**
National	82,446	45%	85,168	46%	16,974	9%	1	0%	315	0%	**184,904**	**100%**

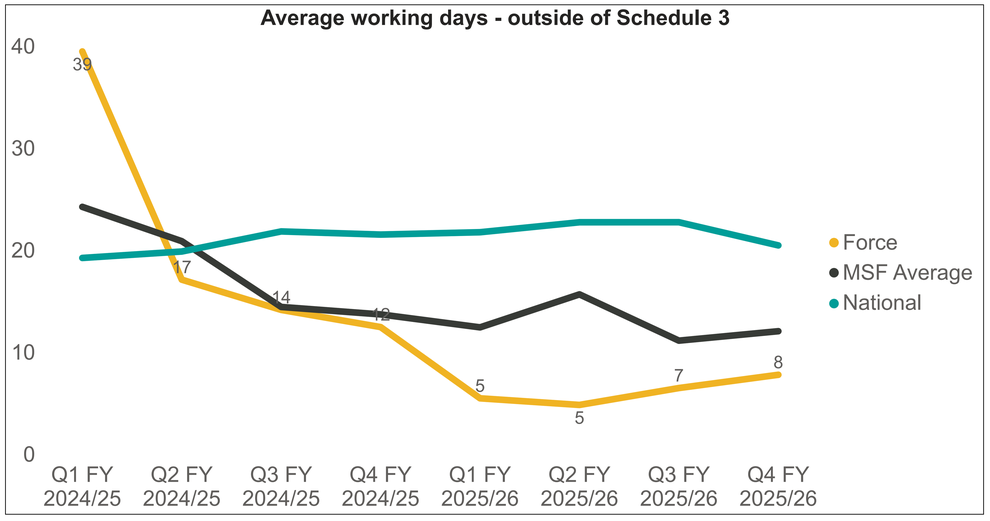
. Local investigation	Not special procedures		Special procedures		Total	
	Finalised	%	Finalised	%	Finalised	%
Force	37	66%	19	34%	**56**	**100%**
SPLY	69	86%	11	14%	**80**	**100%**
MSF Average	93	84%	17	16%	**110**	**100%**
National	15,386	91%	1,588	9%	**16,974**	**100%**

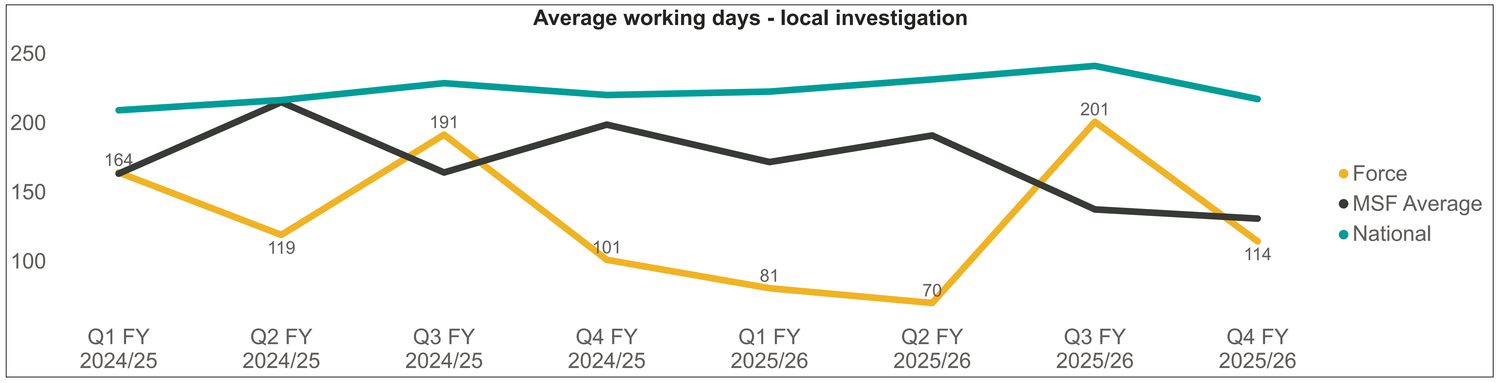


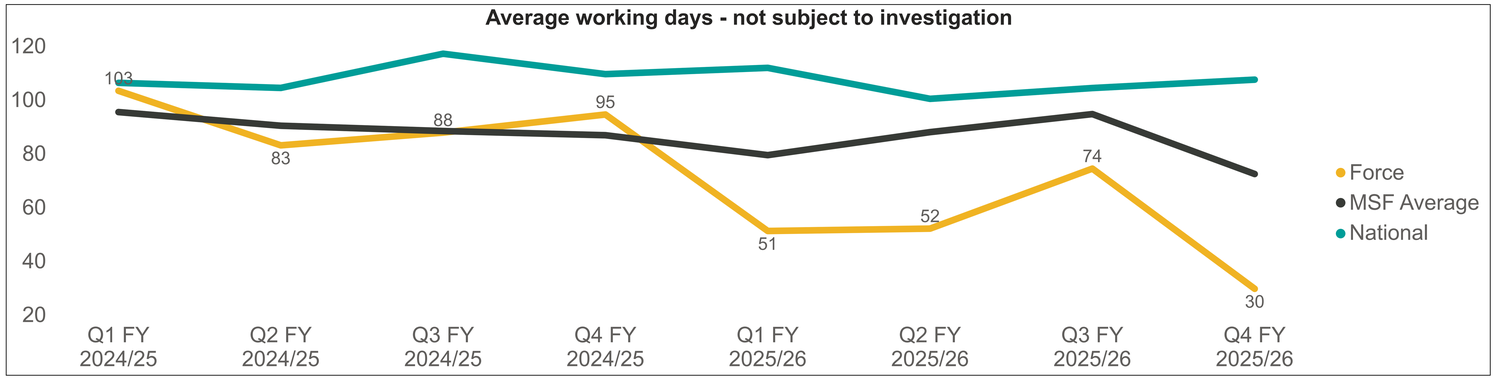
Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

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	6	19	13	22
Under Schedule 3 - not subject to investigation	52	93	85	106
Under Schedule 3 - by local investigation	100	177	158	228
Under Schedule 3 - by directed investigation	0	0	0	48
Under Schedule 3 - by independent investigation	302	235	76	338







Most Similar Force (MSF) Group: Cumbria Constabulary, Lincolnshire Police, Norfolk Constabulary, North Wales Police

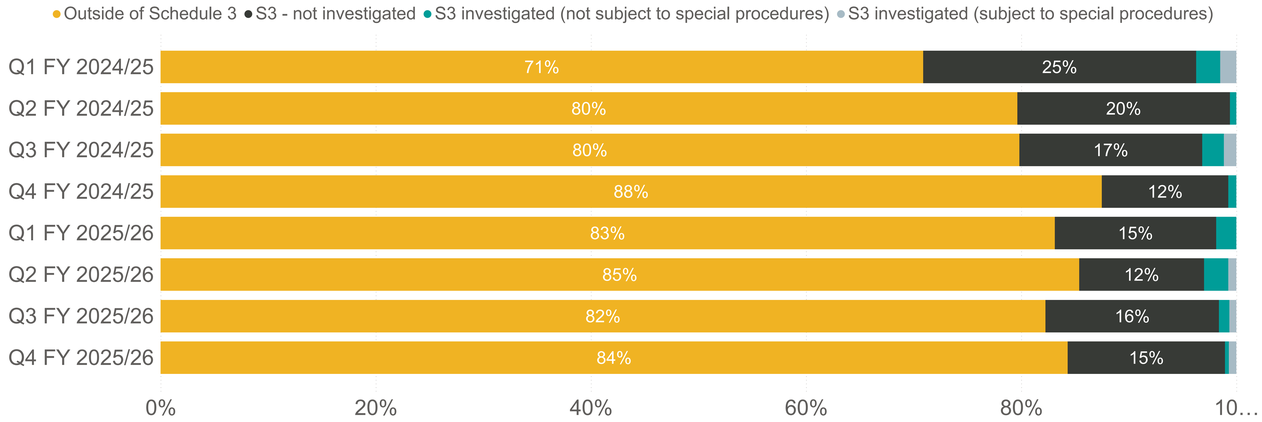
Complaint timeliness

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.

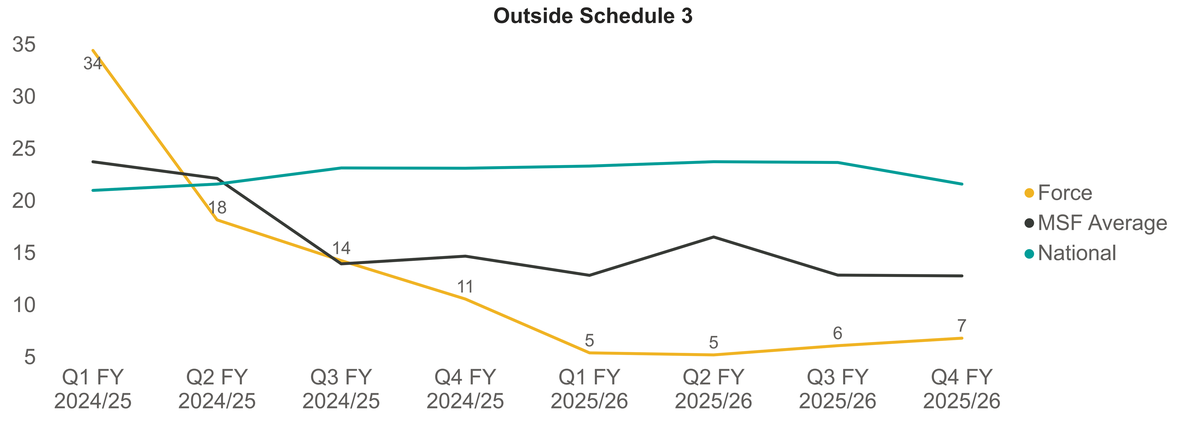
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the IOPC website performance framework counting rules and calculations on the for an explanation of invalid dates.

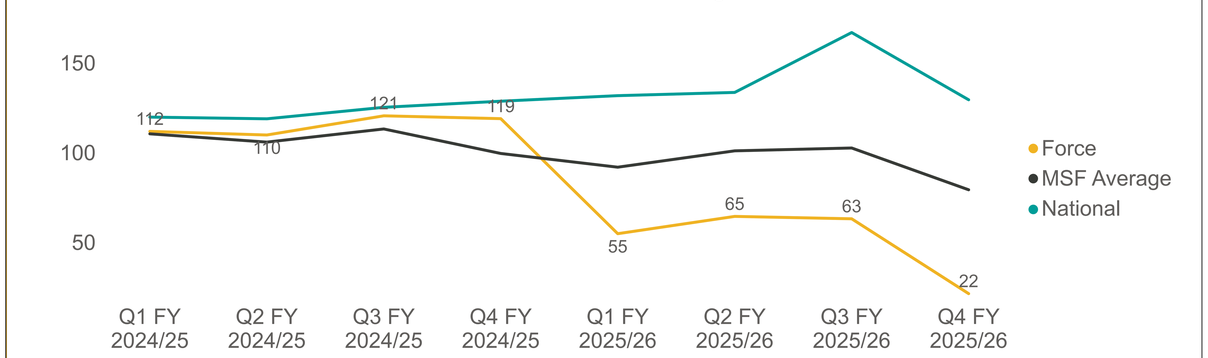
.	Outside of Schedule 3		Schedule 3 - not investigated		Schedule 3 investigated (not subject to special procedures)		Schedule 3 investigated (subject to special procedures)		Total	
Measure type	Finalised	%	Finalised	%	Finalised	%	Finalised	%	Finalised	%
Force	991	84%	171	14%	16	1%	6	1%	**1,184**	**100%**
SPLY	975	80%	226	18%	17	1%	8	1%	**1,226**	**100%**
MSF Average	460	50%	429	47%	27	3%	4	0%	**919**	**100%**
National	70,061	65%	32,002	30%	4,930	5%	634	1%	**107,627**	**100%**

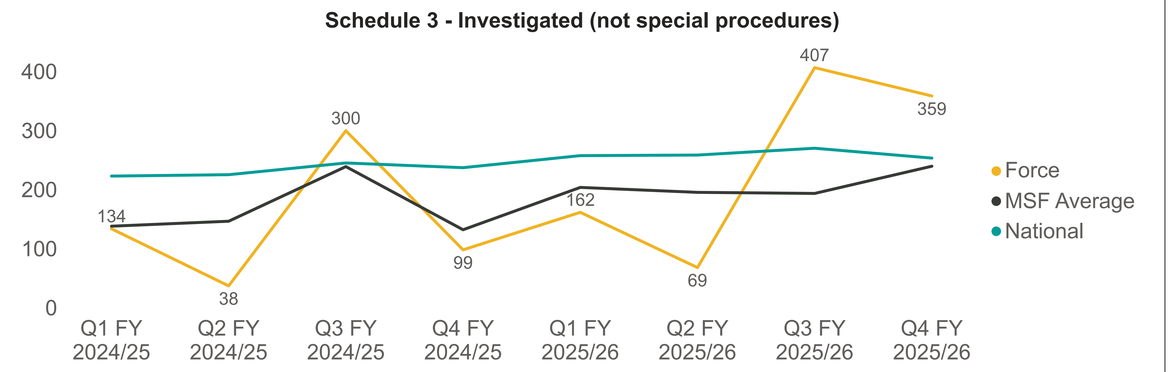
.	Schedule 3 - not investigated		Schedule 3 investigated (not subject to special procedures)		Schedule 3 investigated (subject to special procedures)	
Measure type	Finalised	Average days to finalise	Finalised	Average days to finalise	Finalised	Average days to finalise
Force	171	51	16	185	6	183
SPLY	226	115	17	187	8	245
MSF Average	429	95	27	205	4	279
National	32,002	142	4,930	261	634	349

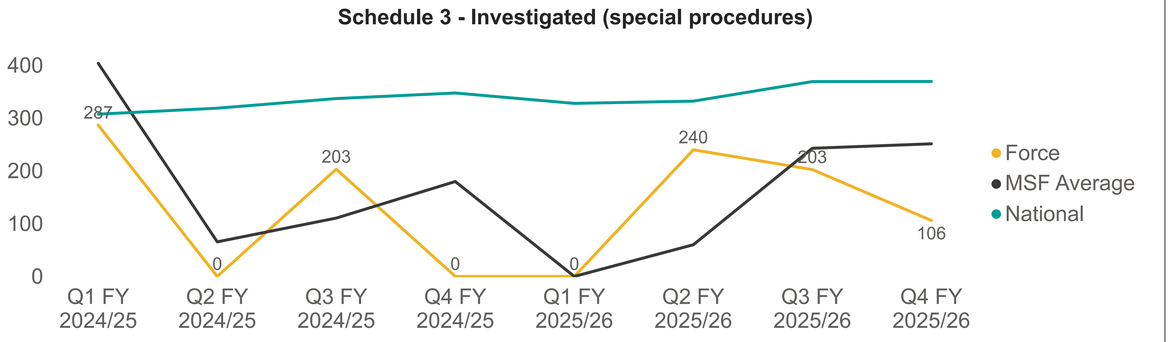


Outside of Schedule 3	Finalised	Average days to finalise
Force	991	6
SPLY	975	18
MSF Average	460	13
National	70,063	23









Most Similar Force (MSF) Group: Cumbria Constabulary, Lincolnshire Police, Norfolk Constabulary, North Wales 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%.

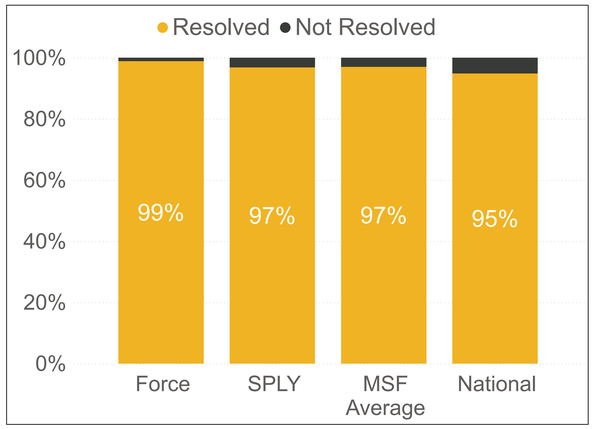
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

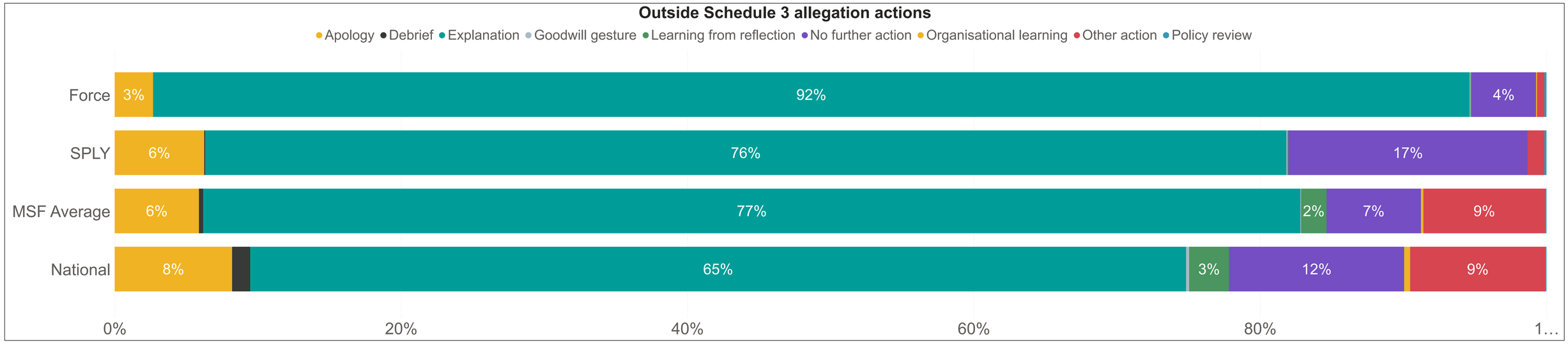
When an allegation is handled outside of Schedule 3 it will result in a finding of Resolved or Not Resolved - (an allegation not resolved may be moved to Schedule 3 or finalised without additional action)

Outside Schedule 3 result	Force	SPLY	MSF Average	National
Resolved	1,368	1,327	575	78,219
Not Resolved	15	43	18	4,224
Total	**1,383**	**1,370**	**592**	**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	1,268	92%	1,027	76%	453	77%	53,668	65%
No further action	62	4%	227	17%	39	7%	10,054	12%
Apology	37	3%	85	6%	35	6%	6,733	8%
Other action	7	1%	16	1%	50	9%	7,759	9%
Policy review	2	0%	2	0%	1	0%	56	0%
Goodwill gesture	1	0%	1	0%	0	0%	178	0%
Learning from reflection	1	0%	1	0%	11	2%	2,278	3%
Organisational learning	1	0%			1	0%	337	0%
Debrief			1	0%	2	0%	1,041	1%
Total	**1,379**	**100%**	**1,360**	**100%**	**591**	**100%**	**82,104**	**100%**





Most Similar Force (MSF) Group: Cumbria Constabulary, Lincolnshire Police, Norfolk Constabulary, North Wales 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	60	14%	61	11%	30	3%	5,708	7%
Regulation 41 applies	1	0%			0	0%	262	0%
Service provided - acceptable	280	66%	308	55%	774	74%	58,464	69%
Service provided - not acceptable	46	11%	82	15%	123	12%	11,005	13%
Service provided - unable to determine	33	8%	87	16%	82	8%	7,657	9%
Withdrawal	6	1%	17	3%	34	3%	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					0	0%	504	3%
Regulation 41 applies	1	3%			4	4%	218	1%
Service provided - acceptable	24	62%	52	74%	72	77%	10,707	69%
Service provided - not acceptable	5	13%	6	9%	7	7%	2,102	14%
Service provided - unable to determine	9	23%	8	11%	7	8%	1,531	10%
Withdrawal			4	6%	3	3%	429	3%

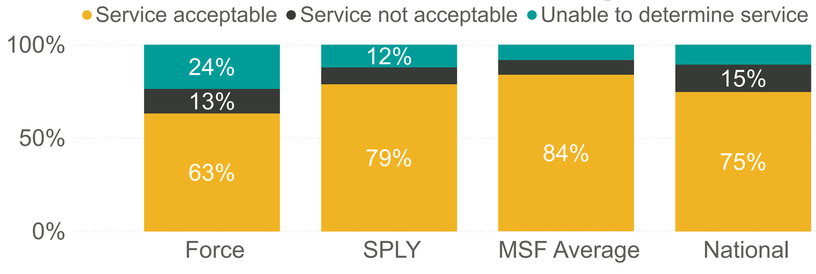
An allegation investigated (subject to special procedures) should not result in a service finding but some have been recorded with that outcome

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

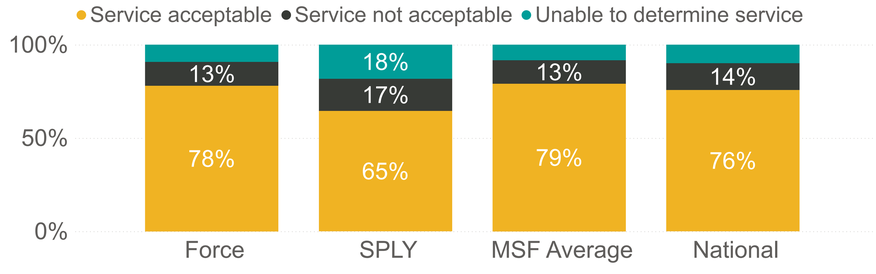
In addition, an allegation can be withdrawn, finalised following criminal proceedings or subject to no further action. No further action here means that the allegation could not be progressed, for example due to being unable to engage with the complainant. This is different from the force deciding to 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	5	25%	6	38%	3	17%	397	22%
No Case to Answer	8	40%	9	56%	8	48%	886	49%
No further action	2	10%			1	4%	31	2%
Regulation 41 applies					0	0%	7	0%
Service provided - acceptable	3	15%			4	20%	285	16%
Service provided - not acceptable	2	10%	1	6%	1	7%	81	5%
Service provided - unable to determine					0	1%	43	2%
Withdrawal					0	1%	69	4%

Schedule 3 allegations (not investigated)



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



Most Similar Force (MSF) Group: Cumbria Constabulary, Lincolnshire Police, Norfolk Constabulary, North Wales Police

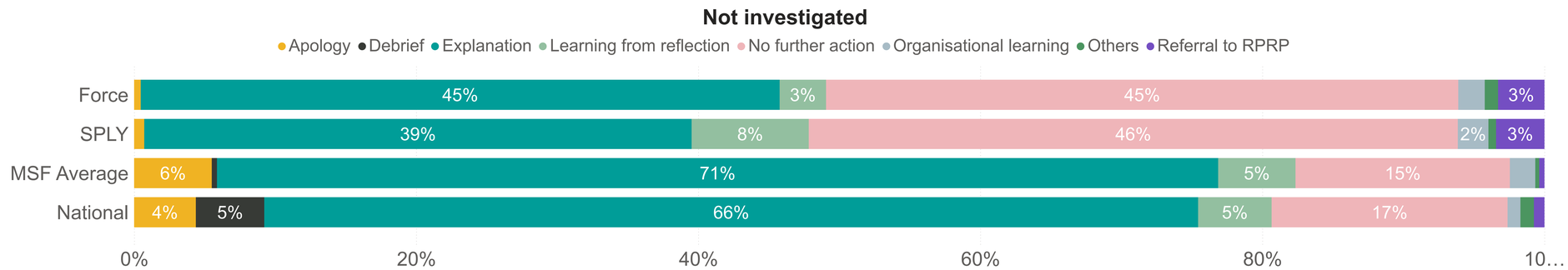
Actions on Schedule 3 allegations

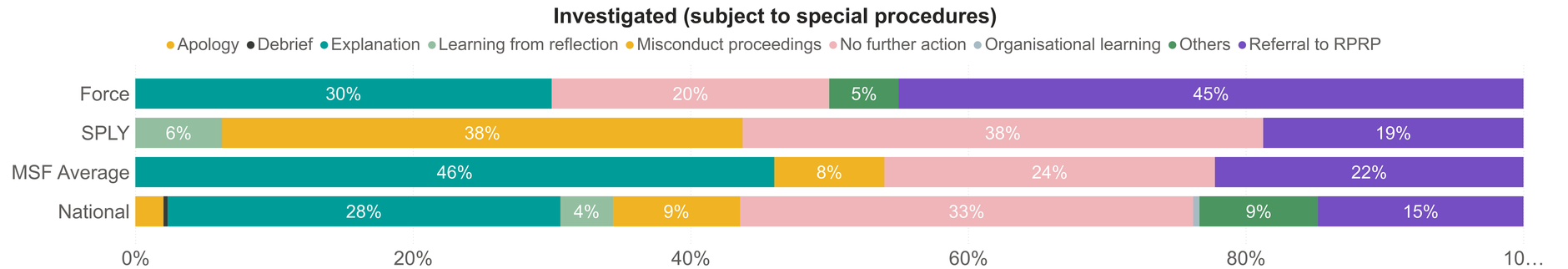
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding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

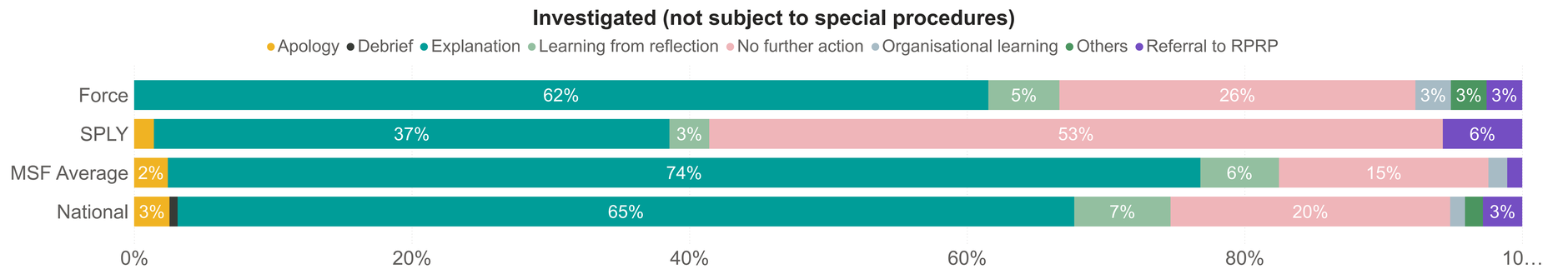
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available.

Measure	Force		SPLY		MSF Average		National	
Actions on Schedule 3 allegations	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	223	46%	241	38%	817	71%	66,745	65%
No further action	205	42%	298	47%	176	15%	17,908	18%
Referral to RPRP	24	5%	26	4%	8	1%	1,333	1%
Learning from reflection	16	3%	49	8%	63	5%	5,564	5%
Organisational learning	9	2%	12	2%	20	2%	948	1%
Others	6	1%	3	0%	4	0%	1,158	1%
Apology	2	0%	5	1%	60	5%	4,154	4%
Debrief					4	0%	4,219	4%
Misconduct proceedings			6	1%	1	0%	162	0%
Total	**485**	**100%**	**640**	**100%**	**1,153**	**100%**	**102,191**	**100%**

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





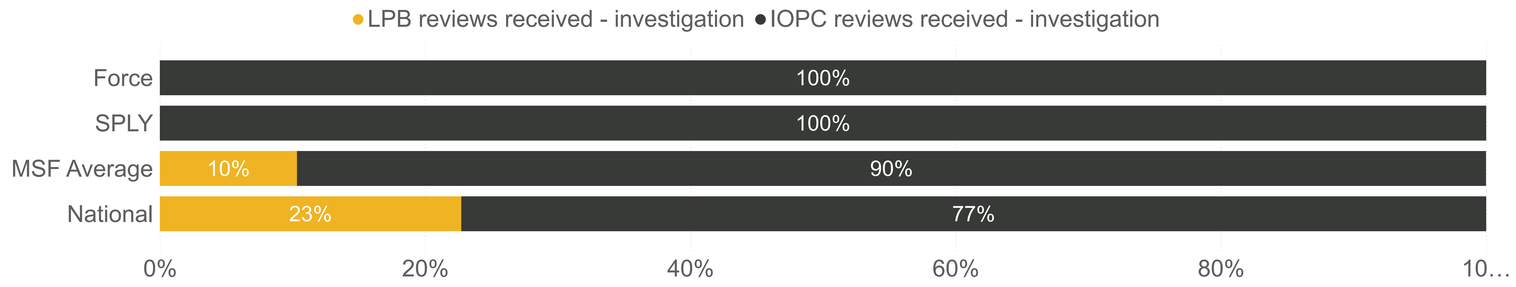


Most Similar Force (MSF) Group: Cumbria Constabulary, Lincolnshire Police, Norfolk Constabulary, North Wales Police

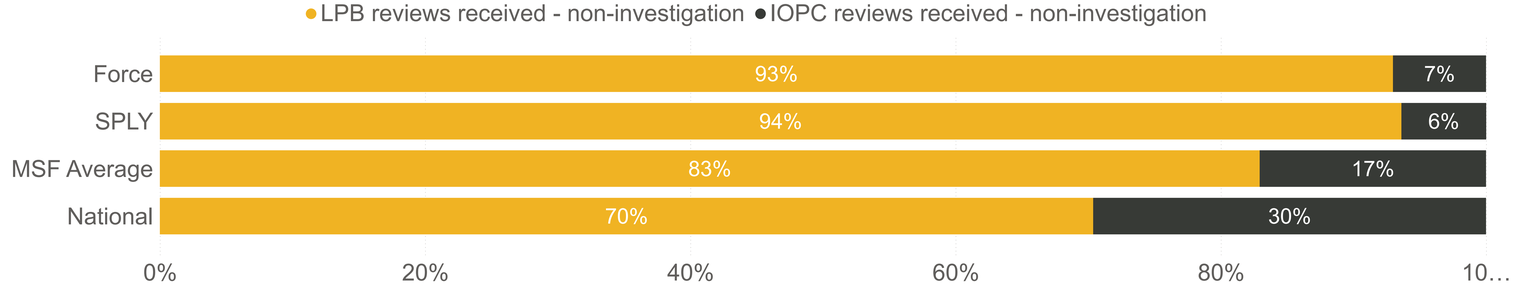
Reviews received

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	53
SPLY	0	44
MSF Average	1	78
National	275	5,002

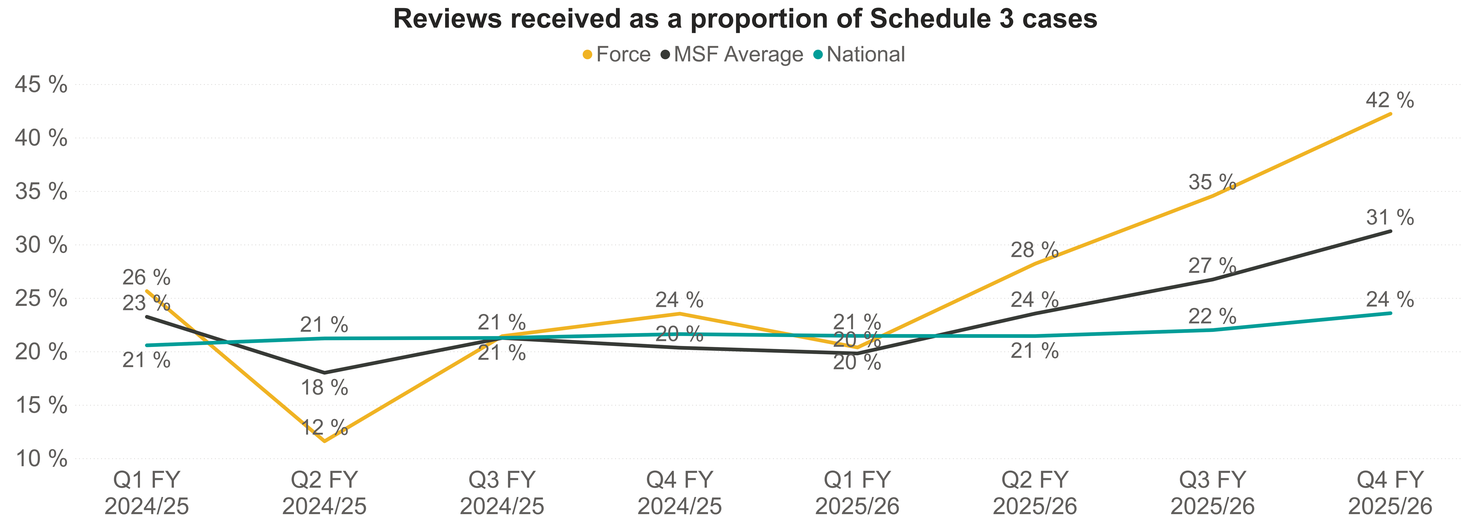


IOPC Reviews	Investigation	Non-investigation
Force	3	4
SPLY	4	3
MSF Average	7	16
National	935	2105



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	60	193
SPLY	51	251
MSF Average	101	459
National	8,317	37,566



Most Similar Force (MSF) Group: Cumbria Constabulary, Lincolnshire Police, Norfolk Constabulary, North Wales Police

Reviews outcomes and timeliness

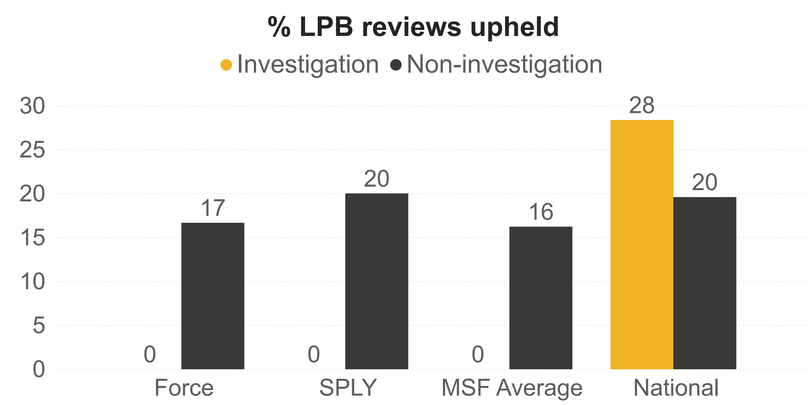
LPB Reviews

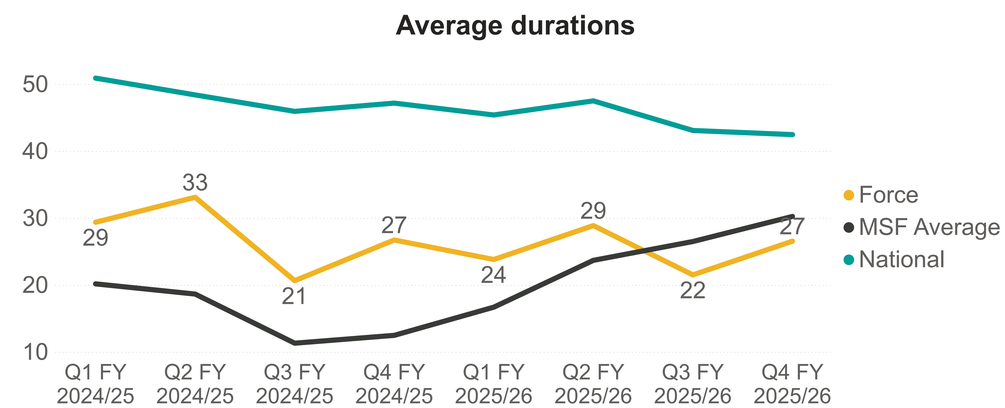
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

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	1	0
National	282	80
Non-investigation		
Force	42	7
SPLY	50	10
MSF Average	66	10
National	4429	868

Review type	Average duration
Investigation	
Force	0
SPLY	0
MSF Average	3
National	57
Non-investigation	
Force	26
SPLY	29
MSF Average	25
National	44





IOPC Reviews

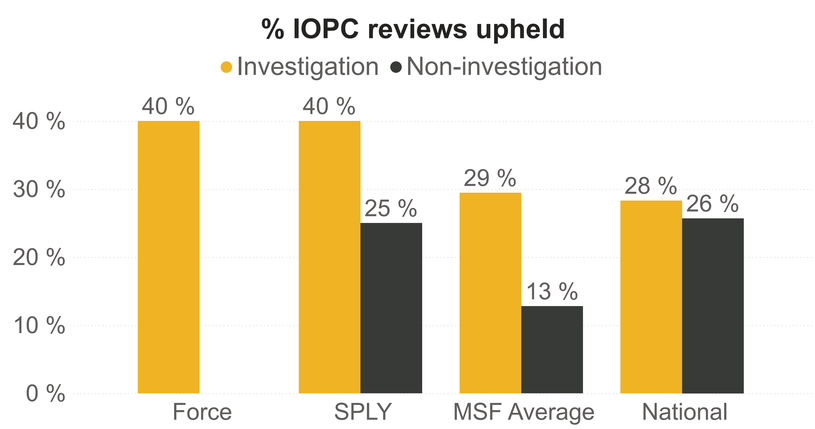
The IOPC will be the review body on complaints that meet certain criteria, including mandatory referral criteria (see page 16)

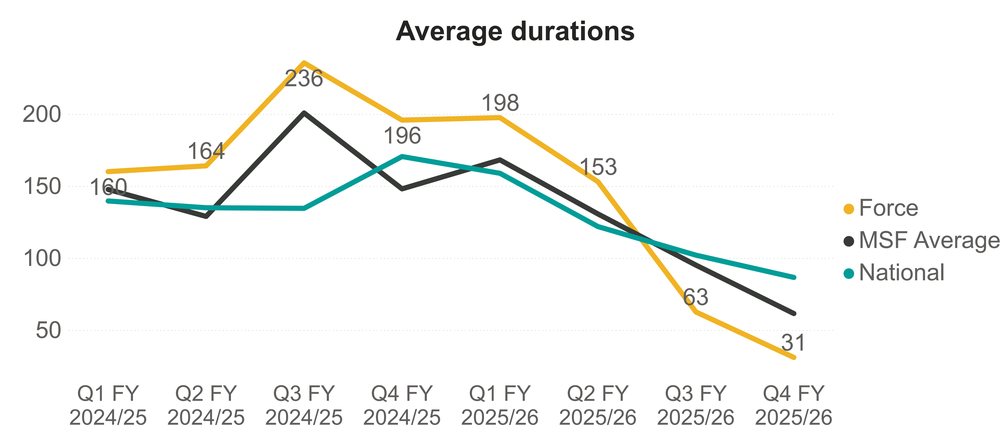
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

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	5	2	5	
SPLY	5	2	8	2
MSF Average	8	2	17	3
National	1,152	327	2,121	555

Measure	Average duration
Force	117
SPLY	183
MSF Average	116
National	115





Most Similar Force (MSF) Group: Cumbria Constabulary, Lincolnshire Police, Norfolk Constabulary, North Wales 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.

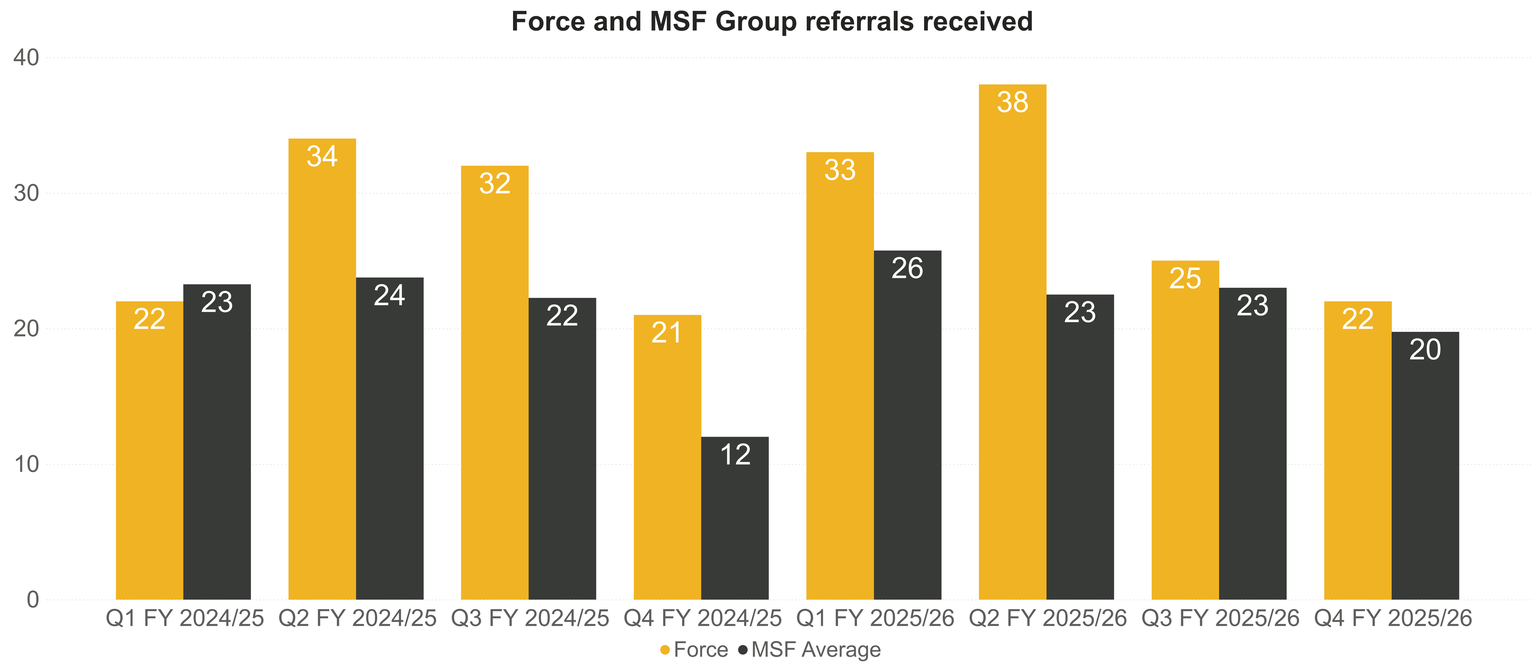
When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation.

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

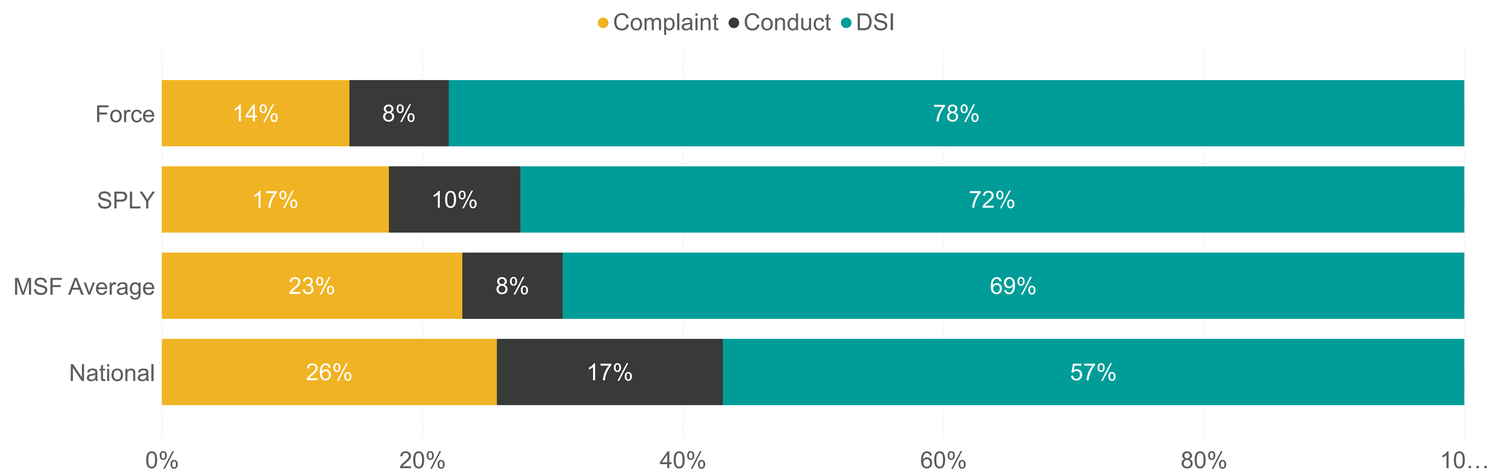
A referral may be made invalid if the matter does not fall within the IOPC's remit

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	118	109	91	6,942
Number referrals completed	119	108	92	7,017
Decision: Directed Investigation			0	24
Decision: Independent Investigation	3	7	4	400
Decision: Invalid	1	2	2	98
Decision: Local Investigation	34	30	38	3,513
Decision: Return to Force	81	69	48	2,980



Referral type	Force	SPLY	MSF Average	National
Complaint	17	19	21	1,786
Conduct	9	11	7	1,204
DSI	92	79	63	3,952
Total	**118**	**109**	**91**	**6,942**



Most Similar Force (MSF) Group: Cumbria Constabulary, Lincolnshire Police, Norfolk Constabulary, North Wales 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).