Police Complaints Information Bulletin

Durham Constabulary

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

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: Durham Constabulary, Gwent Police, Humberside Police, Northamptonshire Police, South 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

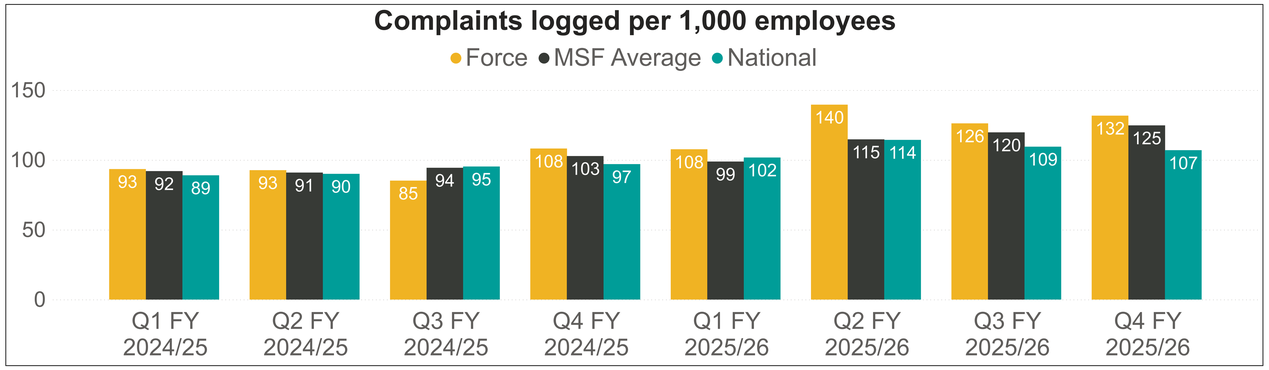
*Most Similar Force groups are specified by the Home Office and enable comparison between forces of similar size and demographics

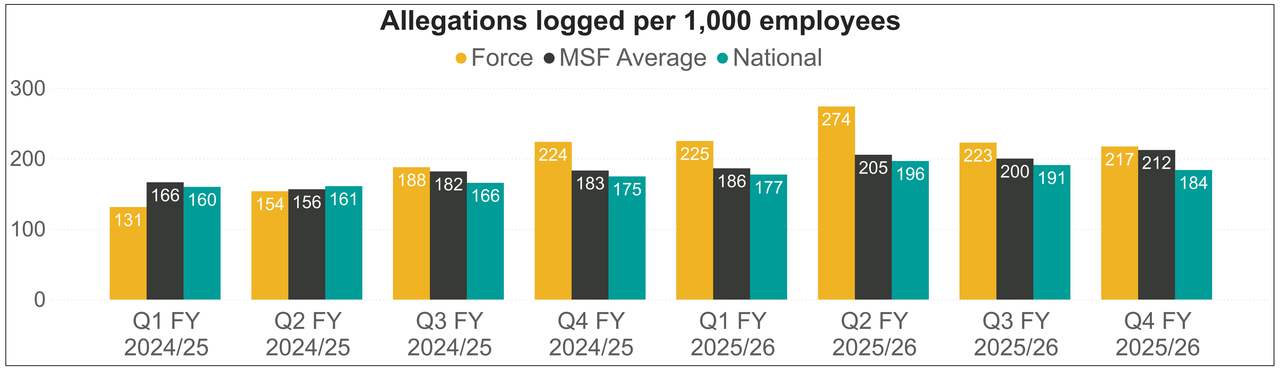
Measure	Complaints logged	Per 1,000 employees
Force	1,277	505
SPLY	958	379
MSF Average	1,645	458
National	108,988	432

Measure	Allegations Logged	Per 1,000 employees
Force	2,374	939
SPLY	1,758	696
MSF Average	2,926	804
National	188,600	748

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

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

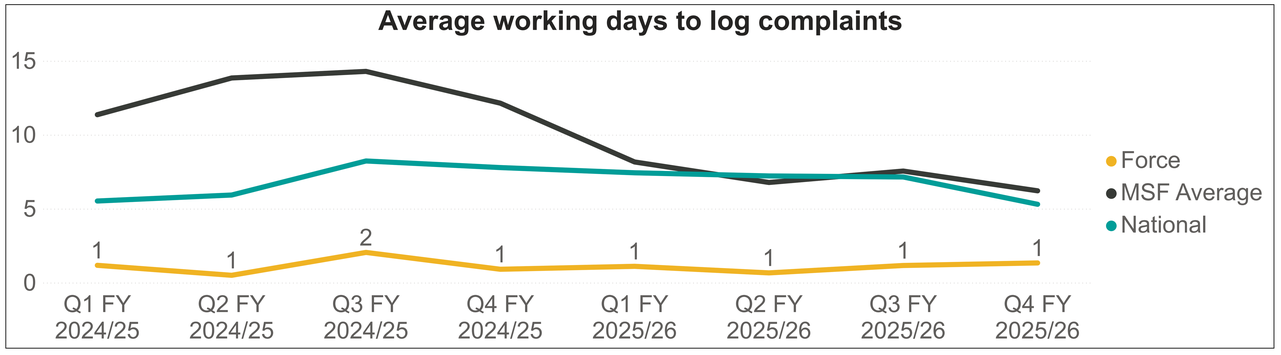


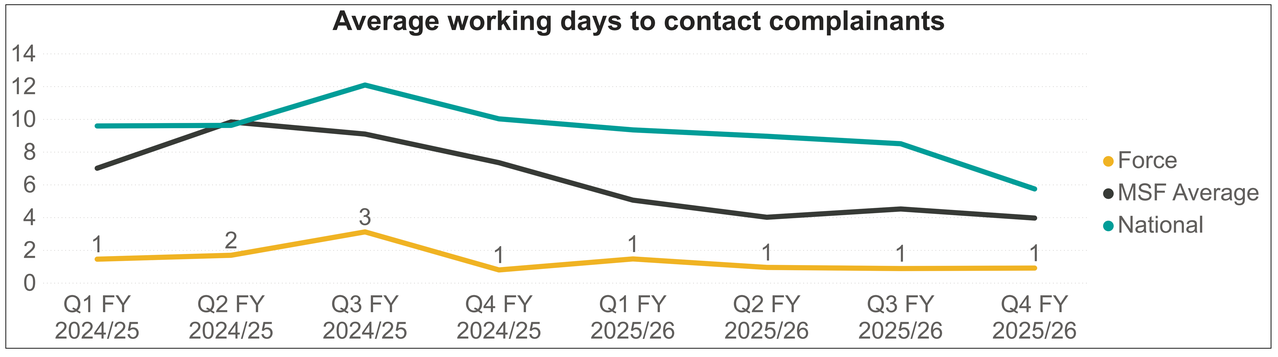


The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

Data labels in the above charts are those of the force

Measure	Average working days to contact complainants	Average working days to log complaints
Force	1	1
SPLY	2	1
MSF Average	4	7
National	8	7





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

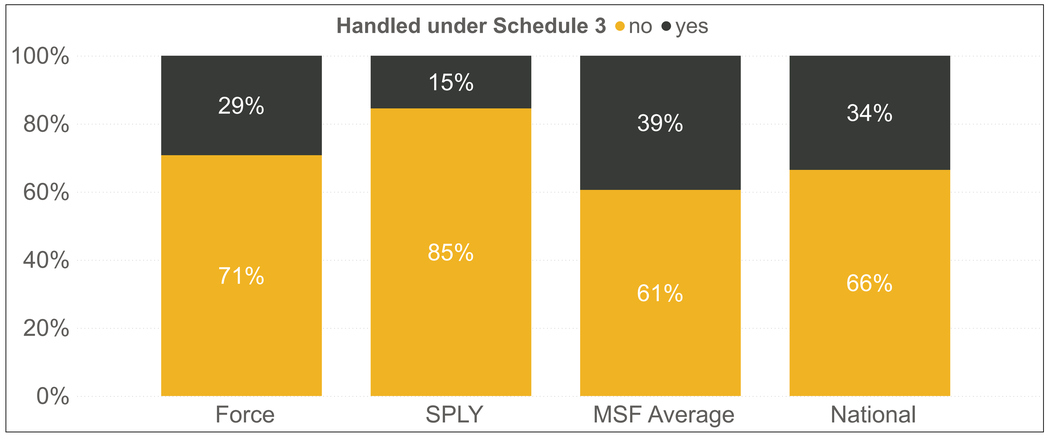
For information on allegations and complaints timeliness, see pages 6 and 7

Most Similar Force (MSF) Group: Durham Constabulary, Gwent Police, Humberside Police, Northamptonshire Police, South 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	98	26%	2	1%	64	10%	13,438	37%
Complainant wishes the complaint be recorded	13	3%	14	9%	272	42%	6,263	17%
Dissatisfaction after initial handling	118	32%	78	53%	91	14%	6,430	18%
Nature of the allegation(s) in the complaint	144	39%	54	36%	221	34%	10,354	28%
Total	**373**	**100%**	**148**	**100%**	**648**	**100%**	**36,485**	**100%**

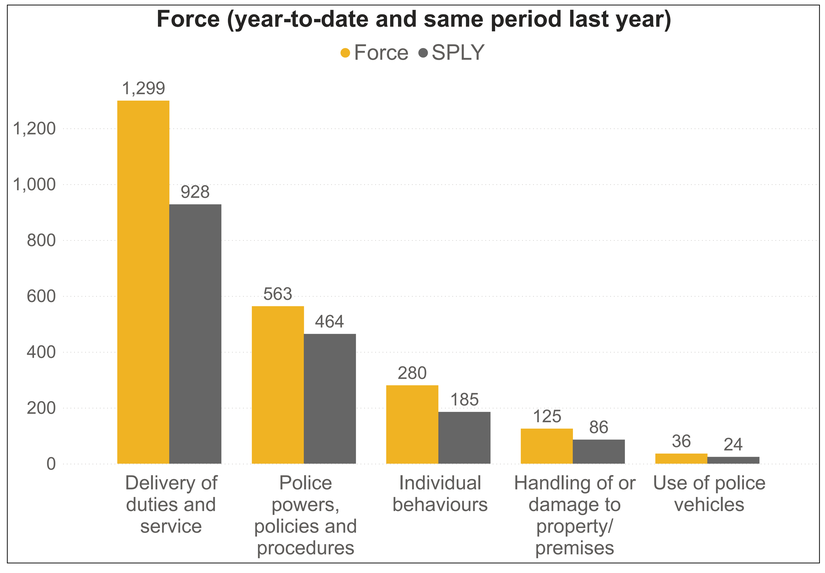


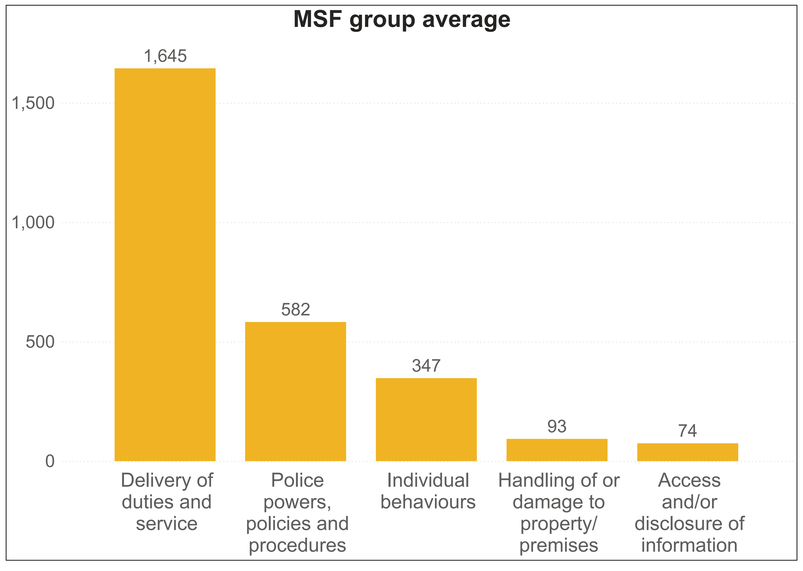
Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist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

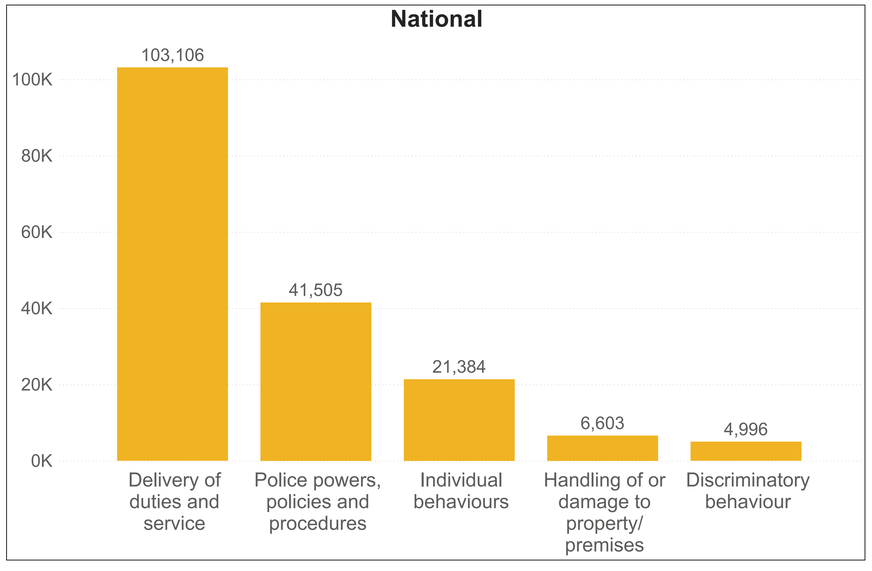
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	1,299	563	125	30	36	28	3	280	2	7	1	**2,374**
SPLY	928	464	86	37	24	21	3	185	1	6	3	**1,758**
MSF Average	1,645	582	93	74	33	66	25	347	3	12	47	**2,926**
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	55%	24%	5%	1%	2%	1%	0%	12%	0%	0%	0%	**100%**
SPLY	53%	26%	5%	2%	1%	1%	0%	11%	0%	0%	0%	**100%**
MSF Average	56%	20%	3%	3%	1%	2%	1%	12%	0%	0%	2%	**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: Durham Constabulary, Gwent Police, Humberside Police, Northamptonshire Police, South 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	548	42%	440	47%	752	46%	43,168	42%
Information	413	32%	233	25%	181	11%	11,776	11%
Decisions	183	14%	131	14%	250	15%	16,853	16%
General level of service	155	12%	124	13%	461	28%	31,306	30%
Total	**1,299**	**100%**	**928**	**100%**	**1,644**	**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	%
Impolite language / tone	155	55%	111	60%	129	37%	5,690	27%
Lack of fairness and impartiality	41	15%	12	6%	40	11%	3,135	15%
Unprofessional attitude and disrespect	38	14%	25	14%	85	25%	6,001	28%
Overbearing or harassing behaviours	26	9%	28	15%	48	14%	3,342	16%
Impolite and intolerant actions	20	7%	9	5%	46	13%	3,216	15%
Total	**280**	**100%**	**185**	**100%**	**347**	**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	%
Detention in police custody	120	21%	108	23%	91	16%	5,441	13%
Other policies and procedures	115	20%	115	25%	63	11%	5,037	12%
Searches of premises and seizure of property	103	18%	50	11%	98	17%	5,528	13%
Power to arrest and detain	97	17%	73	16%	98	17%	7,174	17%
Use of force	72	13%	67	14%	134	23%	9,354	23%
Bail, identification and interview procedures	26	5%	26	6%	39	7%	2,573	6%
Out of court disposals	15	3%	7	2%	10	2%	700	2%
Evidential procedures	11	2%	14	3%	31	5%	3,715	9%
Stops, and stop and search	4	1%	4	1%	17	3%	1,981	5%
Total	**563**	**100%**	**464**	**100%**	**582**	**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	10	36%	2	10%	18	27%	1,107	22%
Race	10	36%	7	33%	29	43%	2,379	48%
Gender reassignment	3	11%			2	3%	55	1%
Sex	3	11%	7	33%	9	14%	723	14%
Sexual orientation	2	7%	1	5%	2	3%	133	3%
None					0	0%		
Age			4	19%	0	1%	63	1%
Marriage and civil partnership					0	0%		
Pregnancy and maternity					0	0%	3	0%
Religion or belief					1	1%	157	3%
Other					5	8%	376	8%
Total	**28**	**100%**	**21**	**100%**	**66**	**100%**	**4,996**	**100%**

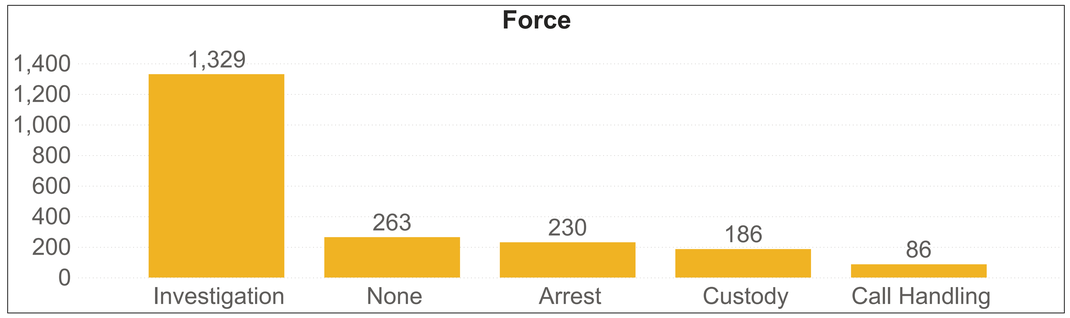
Most Similar Force (MSF) Group: Durham Constabulary, Gwent Police, Humberside Police, Northamptonshire Police, South Wales Police

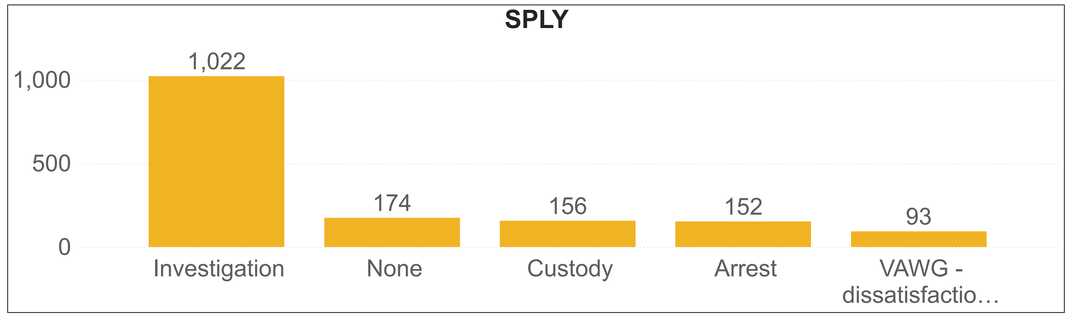
Factors applied to allegations logged

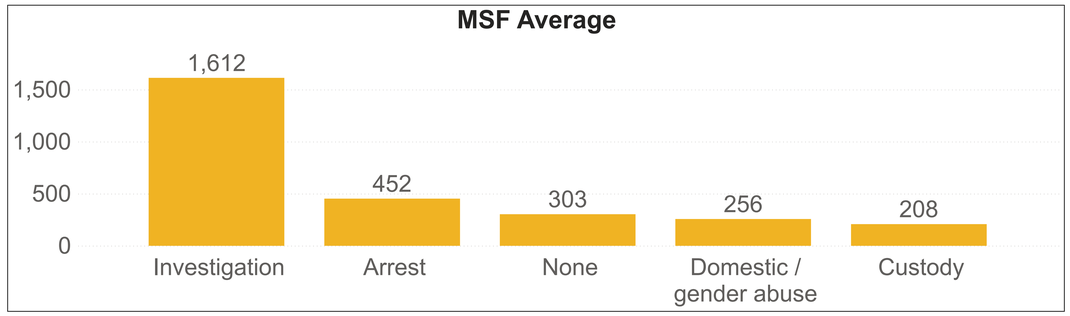
This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

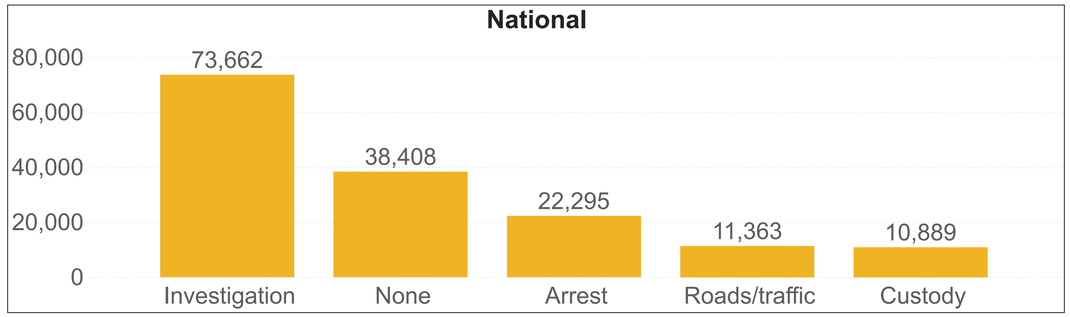
Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category and the percentages here will add up to over 100%. Please refer to our guidance on capturing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

Measure type	Force		SPLY		MSF Average		National	
Factor	Logged	%	Logged	%	Logged	%	Logged	%
Investigation	1,329	56%	1,022	58%	1,612	55%	73,662	39%
None	263	11%	174	10%	303	10%	38,408	20%
Arrest	230	10%	152	9%	452	15%	22,295	12%
Custody	186	8%	156	9%	208	7%	10,889	6%
Call Handling	86	4%	70	4%	130	4%	8,178	4%
	75	3%	2	0%	30	1%	1,637	1%
VAWG - dissatisfaction handling	75	3%	93	5%	169	6%	8,335	4%
Roads/traffic	72	3%	88	5%	174	6%	11,363	6%
Premises search	62	3%	38	2%	71	2%	4,979	3%
Domestic / gender abuse	38	2%	13	1%	256	9%	10,451	6%
Neighbourhood policing	28	1%	16	1%	152	5%	8,198	4%
Mental health	27	1%	25	1%	136	5%	5,236	3%
Firearms	25	1%	14	1%	30	1%	880	0%
Restraint equipment	22	1%	7	0%	49	2%	1,759	1%
Death	20	1%	11	1%	42	1%	1,617	1%
Child protection / CSA / CSE	19	1%	12	1%	73	2%	3,524	2%
Drugs / alcohol	11	0%	9	1%	81	3%	1,998	1%
Fraud	11	0%	3	0%	18	1%	1,448	1%
Hate Crime	7	0%			24	1%	836	0%
Missing persons	6	0%	10	1%	26	1%	1,198	1%
Social media	5	0%	2	0%	30	1%	892	0%
Stop and/or search	5	0%	5	0%	33	1%	3,983	2%
VAWG - police perpetrated	3	0%	9	1%	11	0%	828	0%
PPDA	2	0%			1	0%	168	0%
Taser	1	0%	9	1%	7	0%	189	0%
Covert policing					1	0%	83	0%
Police dogs or horses			1	0%	3	0%	115	0%
PPDA - Police victim					0	0%	5	0%
Prejudicial and improper behaviour					0	0%	29	0%
Public order incident					36	1%	1,350	1%
Serious injury			3	0%	11	0%	352	0%
VAWG - police victim			3	0%	4	0%	161	0%









Most Similar Force (MSF) Group: Durham Constabulary, Gwent Police, Humberside Police, Northamptonshire Police, South 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	929	72%	8	29%	135	48%	162	29%
None	129	10%	12	43%	50	18%	39	7%
Arrest	32	2%	2	7%	26	9%	159	28%
Custody	24	2%	2	7%	8	3%	146	26%
Call Handling	61	5%	1	4%	24	9%		
VAWG - dissatisfaction handling	59	5%	1	4%	9	3%	4	1%
	49	4%			8	3%	7	1%
Roads/traffic	23	2%	1	4%	12	4%	16	3%
Premises search	6	0%			7	3%	37	7%
Domestic / gender abuse	27	2%			3	1%	4	1%
Neighbourhood policing	15	1%			5	2%	8	1%
Mental health	13	1%	1	4%	4	1%	9	2%
Restraint equipment	1	0%					21	4%
Firearms	12	1%			1	0%	7	1%
Child protection / CSA / CSE	15	1%					3	1%
Death	13	1%			1	0%	4	1%
Drugs / alcohol	3	0%			1	0%	6	1%
Fraud	7	1%	1	4%	2	1%		
Hate Crime	4	0%	1	4%	2	1%		
Social media	4	0%					1	0%
Stop and/or search					1	0%	4	1%
Missing persons	1	0%					3	1%
Taser							1	0%

How allegations have been handled and allegation timeliness

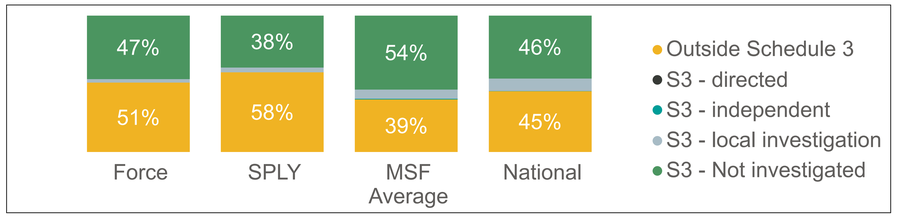
This section presents the time it takes the force to finalise allegations by how they were handled.

- 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	1,247	51%	1,141	47%	65	3%					**2,453**	**100%**
SPLY	1,205	58%	785	38%	71	3%					**2,061**	**100%**
MSF Average	1,156	39%	1,624	54%	202	7%	0	0%	13	0%	**2,995**	**100%**
National	82,446	45%	85,168	46%	16,974	9%	1	0%	315	0%	**184,904**	**100%**

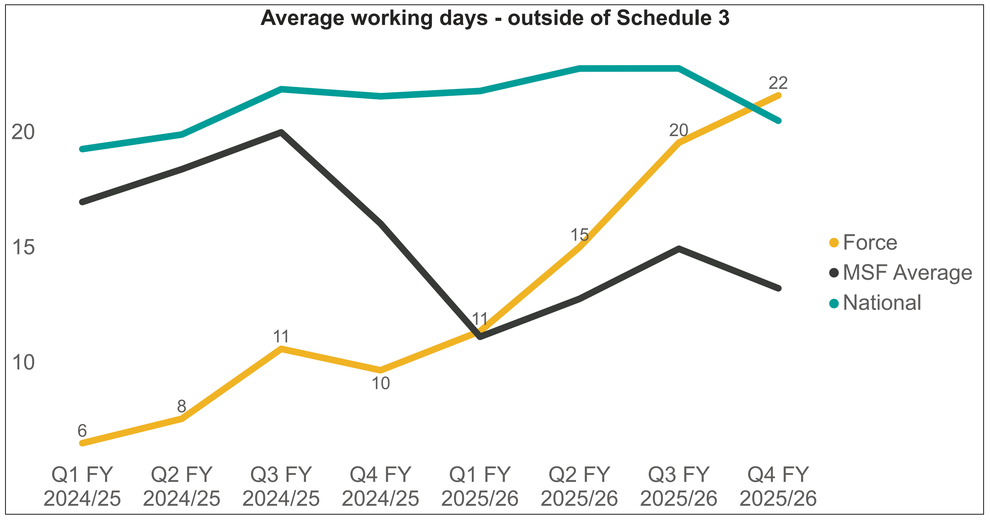
Local investigation	Not special procedures		Special procedures		Total	
	Finalised	%	Finalised	%	Finalised	%
Force	54	83%	11	17%	**65**	**100%**
SPLY	57	80%	14	20%	**71**	**100%**
MSF Average	178	88%	24	12%	**202**	**100%**
National	15,386	91%	1,588	9%	**16,974**	**100%**

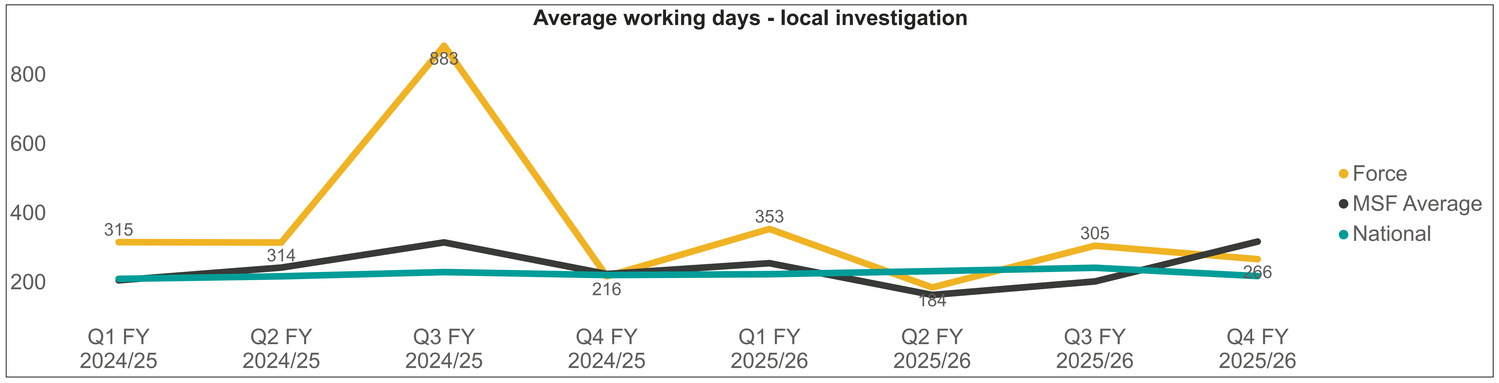


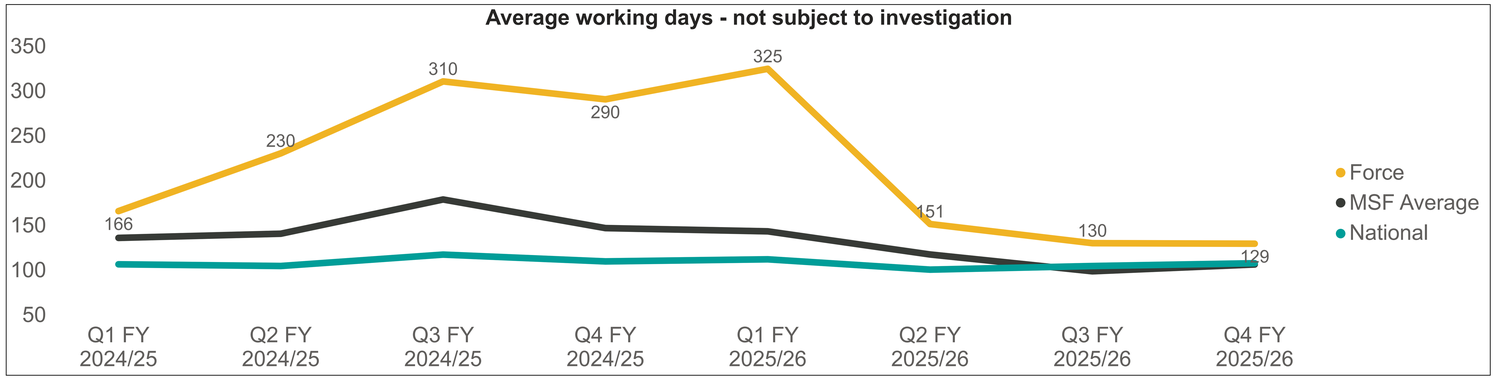
Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

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	17	9	13	22
Under Schedule 3 - not subject to investigation	176	249	116	106
Under Schedule 3 - by local investigation	272	348	240	228
Under Schedule 3 - by directed investigation	0	0	0	48
Under Schedule 3 - by independent investigation	0	0	221	338







Most Similar Force (MSF) Group: Durham Constabulary, Gwent Police, Humberside Police, Northamptonshire Police, South Wales Police

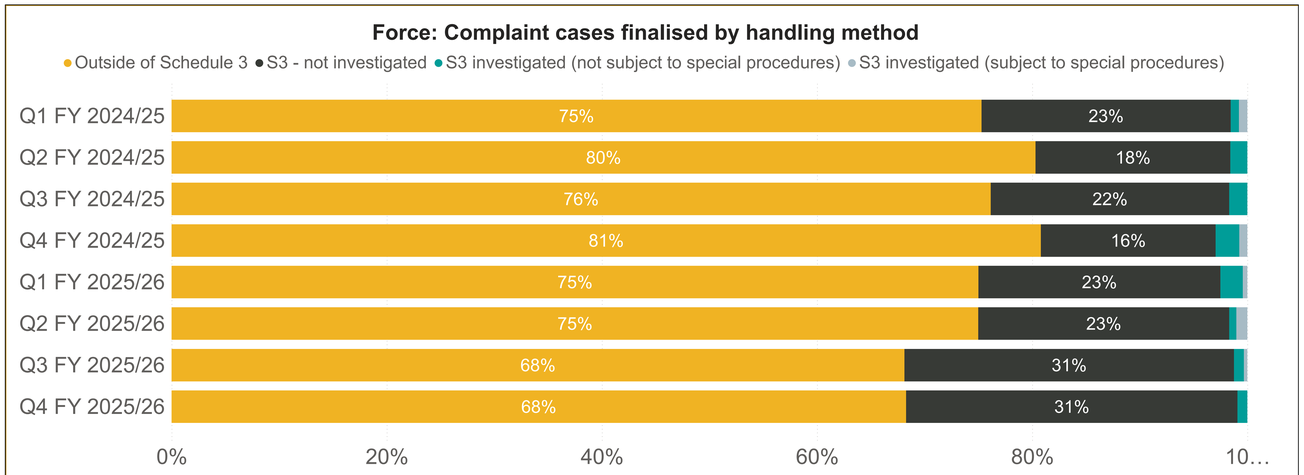
Complaint timeliness

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.

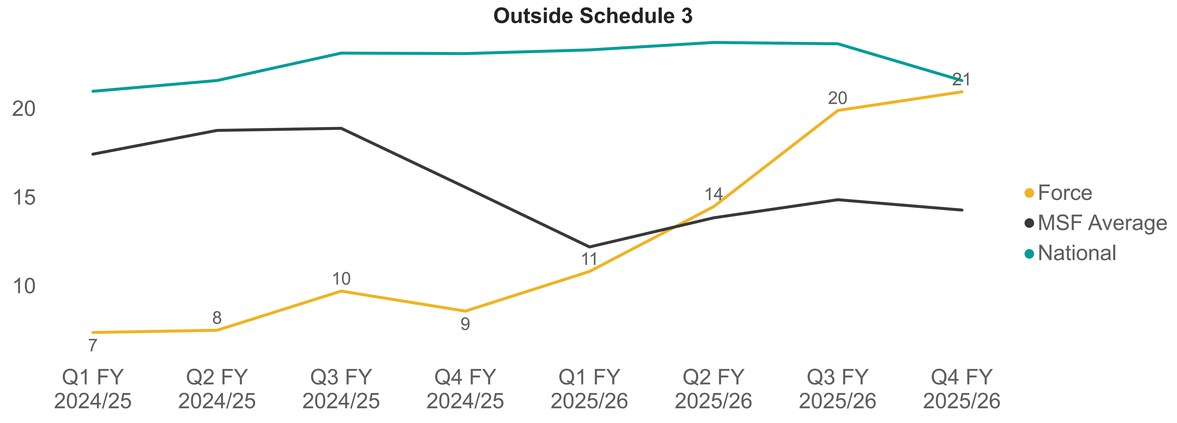
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the IOPC website performance framework counting rules and calculations on the for an explanation of invalid dates.

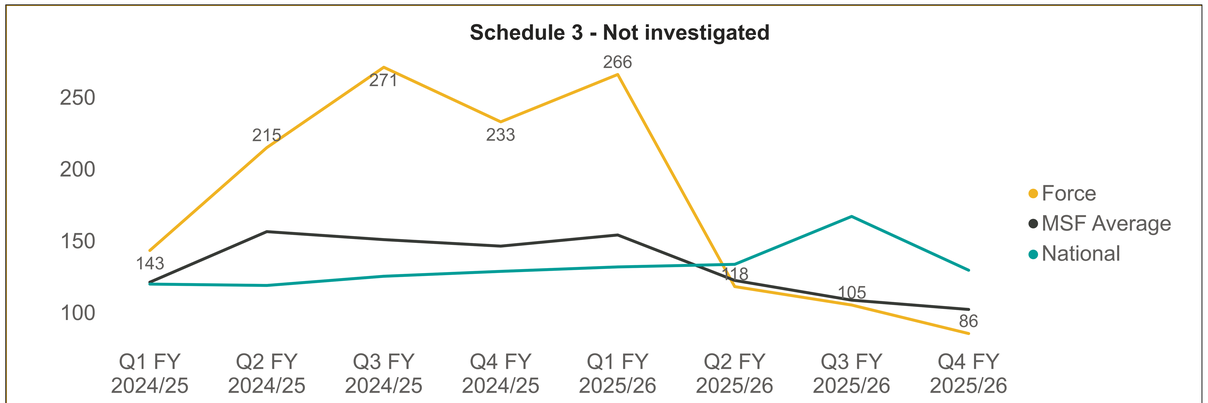
.	Outside of Schedule 3		Schedule 3 - not investigated		Schedule 3 investigated (not subject to special procedures)		Schedule 3 investigated (subject to special procedures)		Total	
Measure type	Finalised	%	Finalised	%	Finalised	%	Finalised	%	Finalised	%
Force	846	71%	323	27%	13	1%	5	0%	**1,187**	**100%**
SPLY	800	78%	203	20%	16	2%	4	0%	**1,023**	**100%**
MSF Average	940	57%	633	39%	57	3%	8	1%	**1,638**	**100%**
National	70,061	65%	32,002	30%	4,930	5%	634	1%	**107,627**	**100%**

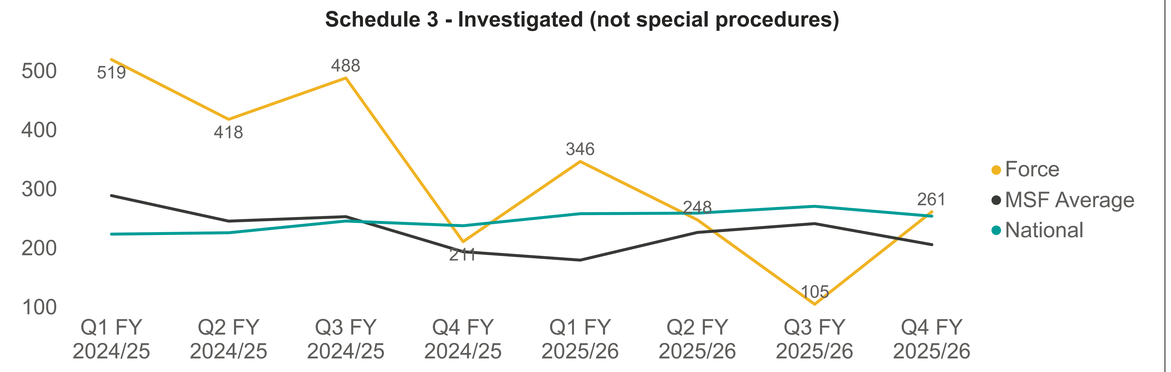
.	Schedule 3 - not investigated		Schedule 3 investigated (not subject to special procedures)		Schedule 3 investigated (subject to special procedures)	
Measure type	Finalised	Average days to finalise	Finalised	Average days to finalise	Finalised	Average days to finalise
Force	323	129	13	256	5	184
SPLY	203	212	16	370	4	221
MSF Average	633	118	57	243	8	362
National	32,002	142	4,930	261	634	349

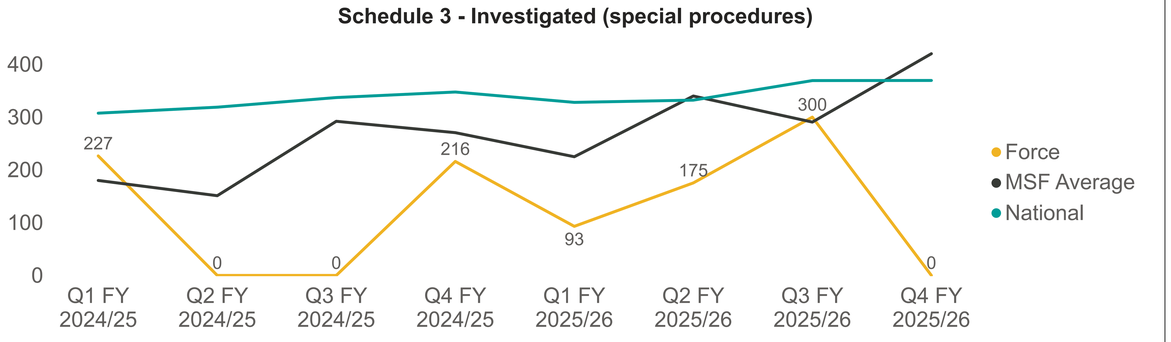


Outside of Schedule 3	Finalised	Average days to finalise
Force	846	17
SPLY	800	8
MSF Average	940	14
National	70,063	23









Most Similar Force (MSF) Group: Durham Constabulary, Gwent Police, Humberside Police, Northamptonshire Police, South 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%.

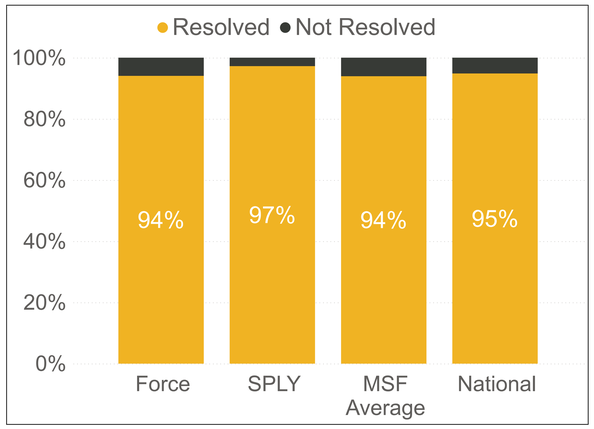
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

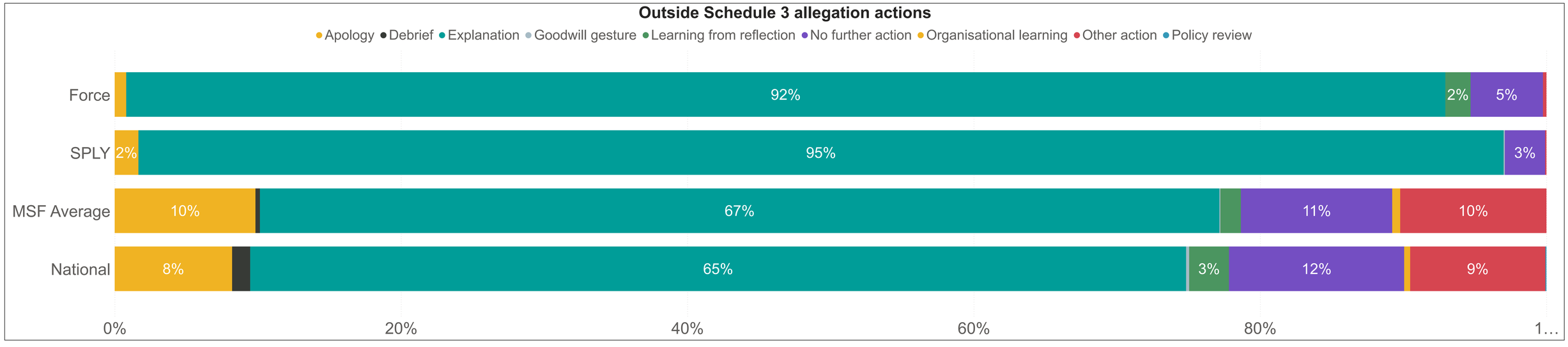
When an allegation is handled outside of Schedule 3 it will result in a finding of Resolved or Not Resolved - (an allegation not resolved may be moved to Schedule 3 or finalised without additional action)

Outside Schedule 3 result	Force	SPLY	MSF Average	National
Resolved	1,173	1,172	1,087	78,219
Not Resolved	74	33	70	4,224
Total	**1,247**	**1,205**	**1,156**	**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	1,149	92%	1,149	95%	774	67%	53,668	65%
No further action	63	5%	34	3%	122	11%	10,054	12%
Learning from reflection	22	2%			17	1%	2,278	3%
Apology	10	1%	20	2%	114	10%	6,733	8%
Other action	3	0%	1	0%	118	10%	7,759	9%
Debrief					4	0%	1,041	1%
Goodwill gesture			1	0%	1	0%	178	0%
Organisational learning					6	1%	337	0%
Policy review					0	0%	56	0%
Total	**1,247**	**100%**	**1,205**	**100%**	**1,155**	**100%**	**82,104**	**100%**





Most Similar Force (MSF) Group: Durham Constabulary, Gwent Police, Humberside Police, Northamptonshire Police, South 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	80	7%	42	5%	107	7%	5,708	7%
Regulation 41 applies					0	0%	262	0%
Service provided - acceptable	846	74%	508	65%	1,098	68%	58,464	69%
Service provided - not acceptable	128	11%	95	12%	245	15%	11,005	13%
Service provided - unable to determine	48	4%	60	8%	140	9%	7,657	9%
Withdrawal	39	3%	80	10%	34	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	6	11%	1	2%	3	2%	504	3%
Regulation 41 applies	3	6%	3	5%	1	0%	218	1%
Service provided - acceptable	37	69%	37	65%	124	69%	10,707	69%
Service provided - not acceptable	4	7%	2	4%	28	16%	2,102	14%
Service provided - unable to determine	4	7%	10	18%	19	11%	1,531	10%
Withdrawal			4	7%	3	2%	429	3%

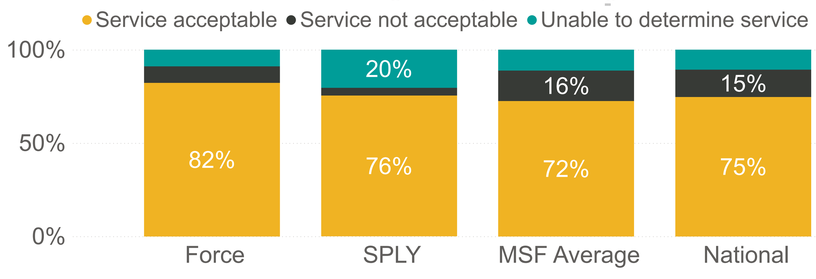
An allegation investigated (subject to special procedures) should not result in a service finding but some have been recorded with that outcome

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

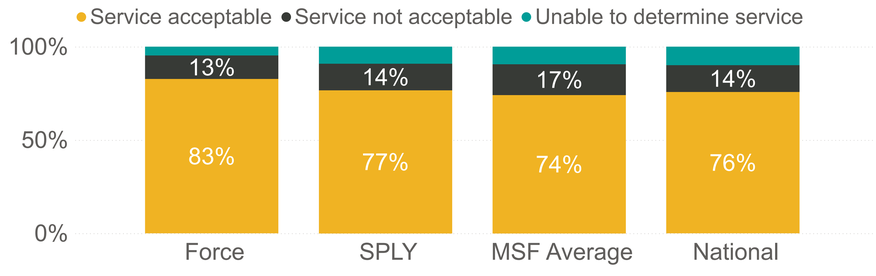
In addition, an allegation can be withdrawn, finalised following criminal proceedings or subject to no further action. No further action here means that the allegation could not be progressed, for example due to being unable to engage with the complainant. This is different from the force deciding to 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	2	18%	5	36%	16	43%	397	22%
No Case to Answer	7	64%	9	64%	12	33%	886	49%
No further action					0	1%	31	2%
Regulation 41 applies					0	0%	7	0%
Service provided - acceptable	1	9%			4	10%	285	16%
Service provided - not acceptable	1	9%			3	8%	81	5%
Service provided - unable to determine					1	2%	43	2%
Withdrawal					1	3%	69	4%

Schedule 3 allegations (not investigated)



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



Most Similar Force (MSF) Group: Durham Constabulary, Gwent Police, Humberside Police, Northamptonshire Police, South Wales Police

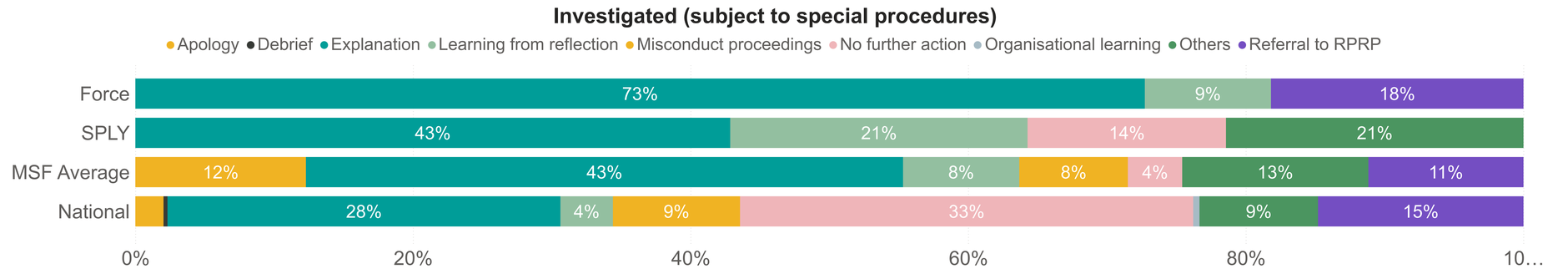
Actions on Schedule 3 allegations

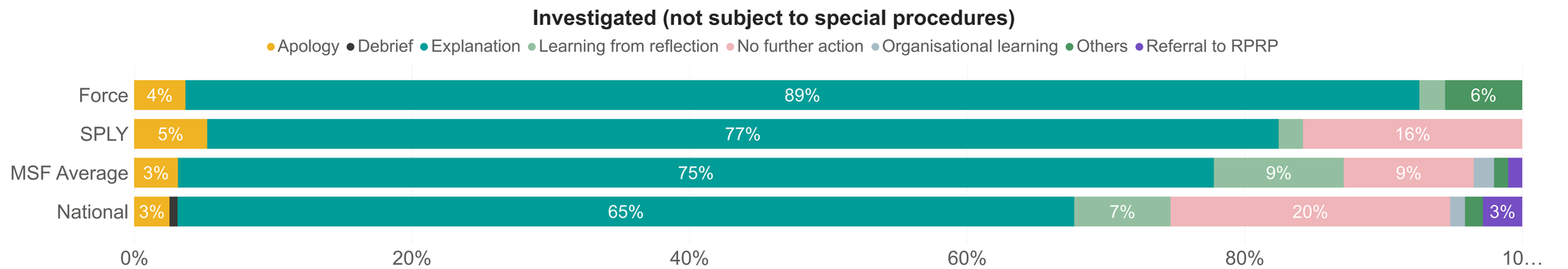
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding 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	958	79%	628	73%	1,299	71%	66,745	65%
No further action	124	10%	131	15%	254	14%	17,908	18%
Learning from reflection	62	5%	53	6%	139	8%	5,564	5%
Apology	44	4%	33	4%	80	4%	4,154	4%
Organisational learning	13	1%	7	1%	20	1%	948	1%
Others	3	0%	4	0%	23	1%	1,158	1%
Referral to RPRP	2	0%			12	1%	1,333	1%
Debrief					7	0%	4,219	4%
Misconduct proceedings					3	0%	162	0%
Total	**1,206**	**100%**	**856**	**100%**	**1,837**	**100%**	**102,191**	**100%**

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



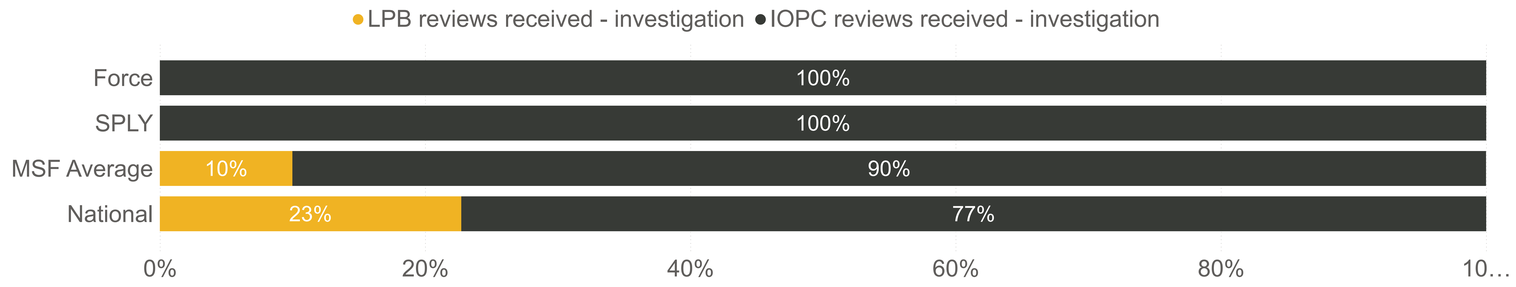


Most Similar Force (MSF) Group: Durham Constabulary, Gwent Police, Humberside Police, Northamptonshire Police, South Wales Police

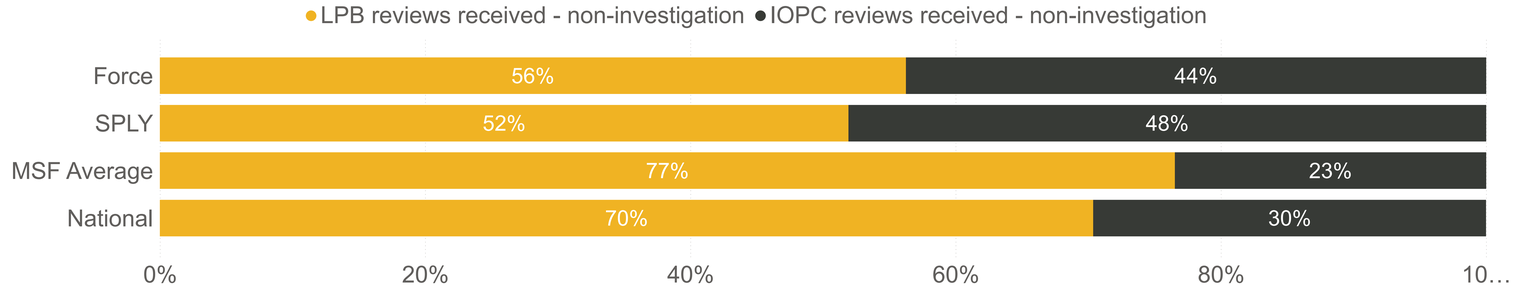
Reviews received

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	45
SPLY	0	27
MSF Average	1	95
National	275	5,002

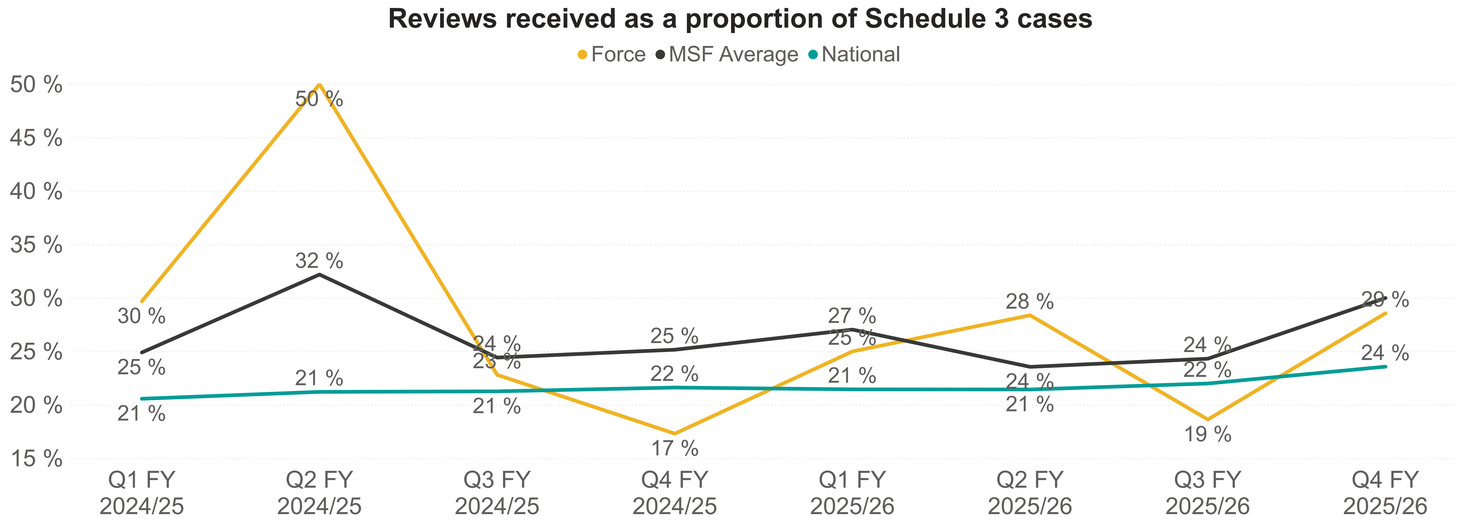


IOPC Reviews	Investigation	Non-investigation
Force	5	35
SPLY	14	25
MSF Average	13	29
National	935	2105



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	85	341
SPLY	66	223
MSF Average	138	698
National	8,317	37,566



Most Similar Force (MSF) Group: Durham Constabulary, Gwent Police, Humberside Police, Northamptonshire Police, South Wales Police

Reviews outcomes and timeliness

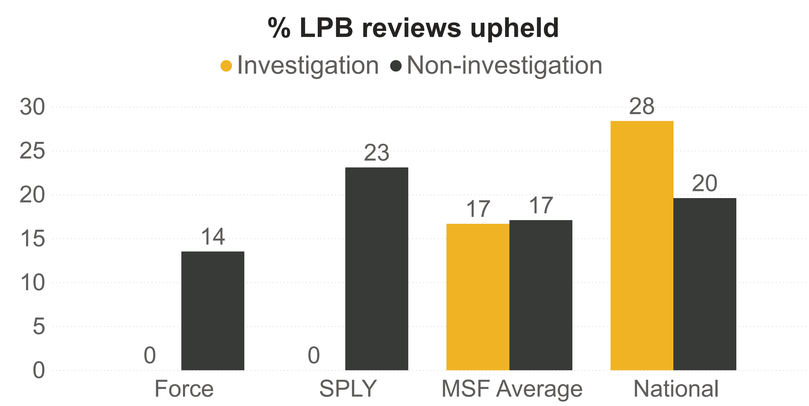
LPB Reviews

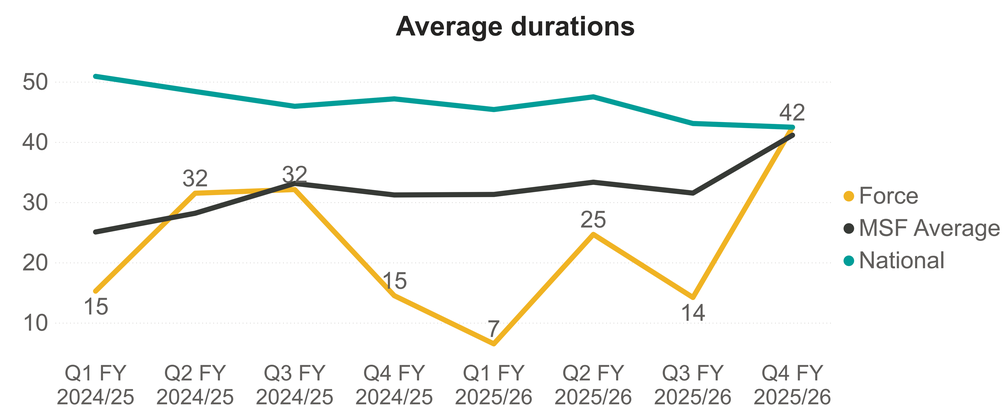
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

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	37	5
SPLY	26	6
MSF Average	88	14
National	4429	868

Review type	Average duration
Investigation	
Force	0
SPLY	0
MSF Average	27
National	57
Non-investigation	
Force	32
SPLY	26
MSF Average	36
National	44





IOPC Reviews

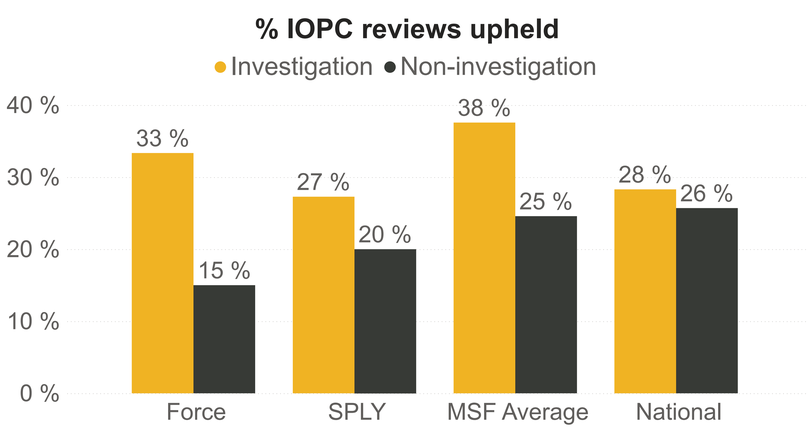
The IOPC will be the review body on complaints that meet certain criteria, including mandatory referral criteria (see page 16)

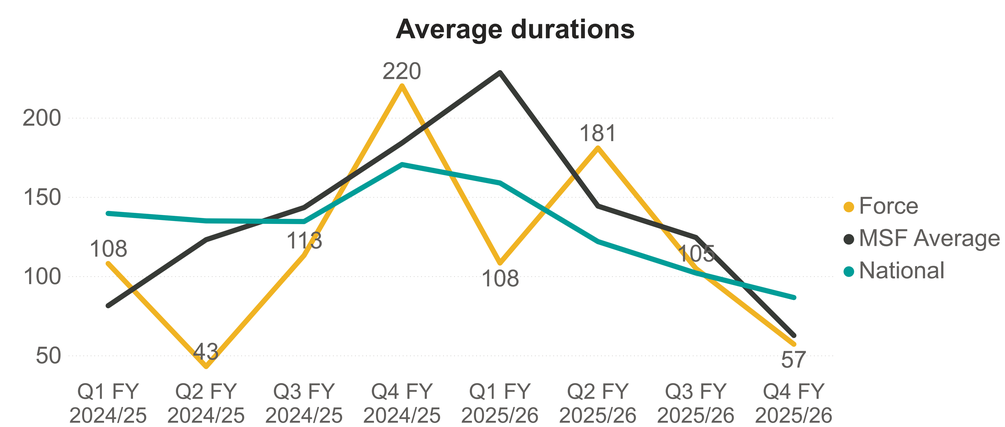
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

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	9	3	40	7
SPLY	11	2	10	2
MSF Average	18	6	35	10
National	1,152	327	2,121	555

Measure	Average duration
Force	132
SPLY	146
MSF Average	144
National	115





Most Similar Force (MSF) Group: Durham Constabulary, Gwent Police, Humberside Police, Northamptonshire Police, South 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.

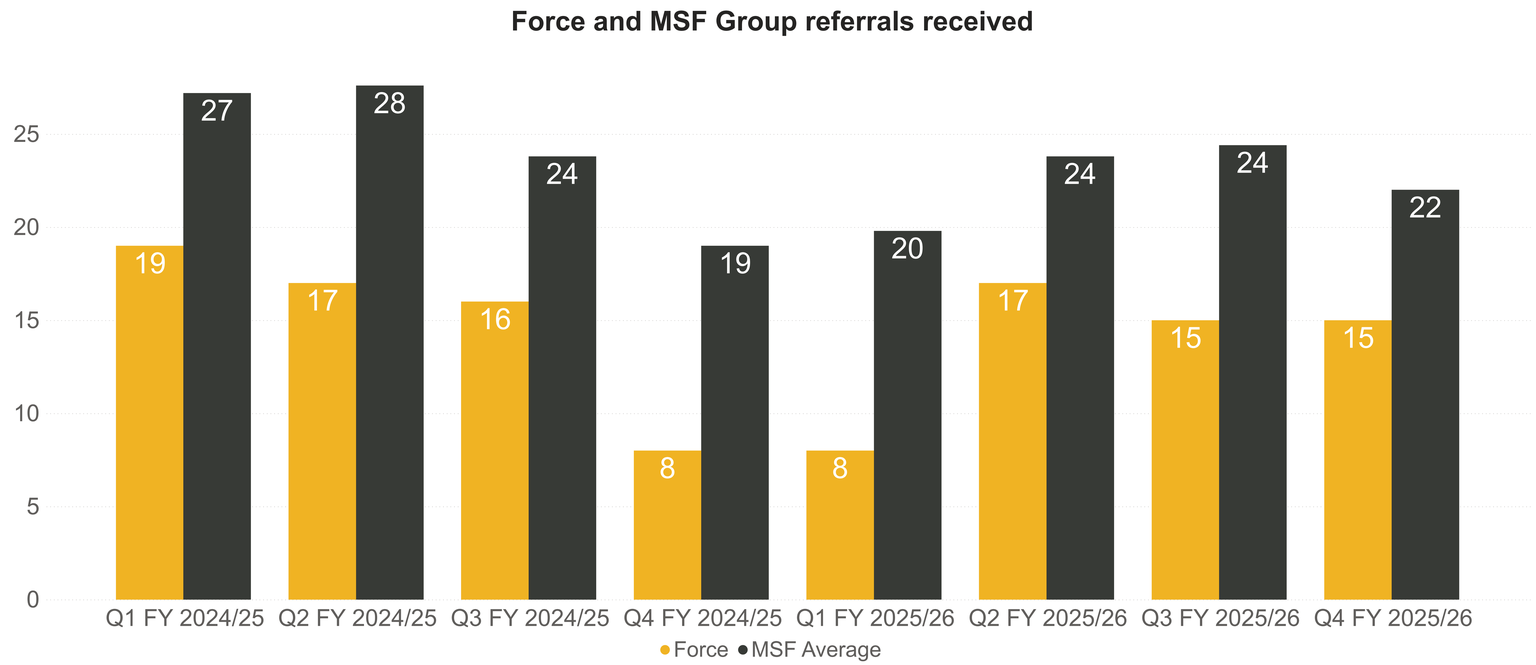
When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation.

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

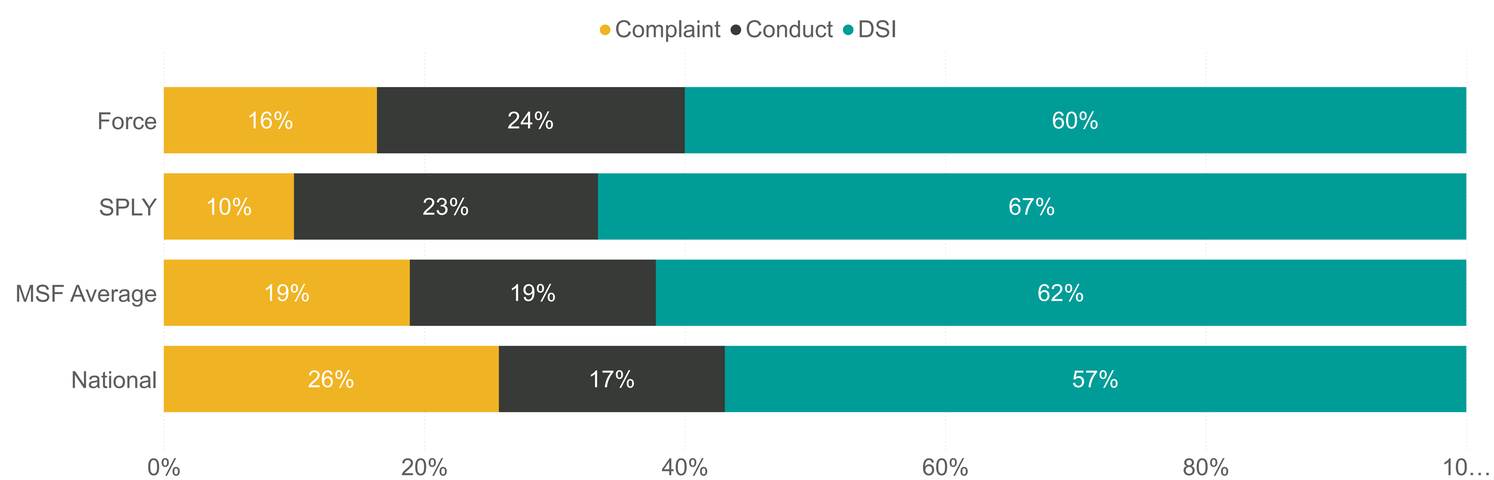
A referral may be made invalid if the matter does not fall within the IOPC's remit

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	55	60	90	6,942
Number referrals completed	55	64	90	7,017
Decision: Directed Investigation			0	24
Decision: Independent Investigation	7	1	3	400
Decision: Invalid	1	2	1	98
Decision: Local Investigation	26	30	45	3,513
Decision: Return to Force	21	31	41	2,980



Referral type	Force	SPLY	MSF Average	National
Complaint	9	6	17	1,786
Conduct	13	14	17	1,204
DSI	33	40	56	3,952
Total	**55**	**60**	**90**	**6,942**



Most Similar Force (MSF) Group: Durham Constabulary, Gwent Police, Humberside Police, Northamptonshire Police, South 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).