Police Complaints Information Bulletin

Essex Police

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

IOPC Independent Office for Police Conduct

About this bulletin

This bulletin presents information about complaints defined under the Police Reform Act 2002 (PRA 2002), as amended by the Police and Crime Act 2017. The legislation came into effect on 1 February 2020 (4 January 2021 for the British Transport Police).

It sets out performance against a number of measures and compares force results to their most similar force (MSF) group (where applicable)

Please note: Unless stated otherwise, tables within the bulletin consist of 'year-to-date' figures covering all matters being started or completed between the two dates.

Q1: 1 April to 30 June, Q2: 1 April to 30 September, Q3: 1 April to 31 December, Q4: 1 April to 31 March

Notes for this edition of the bulletin

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

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

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Acronyms used in this bulletin

YTD – Year to date figures, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002

Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Derbyshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex 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

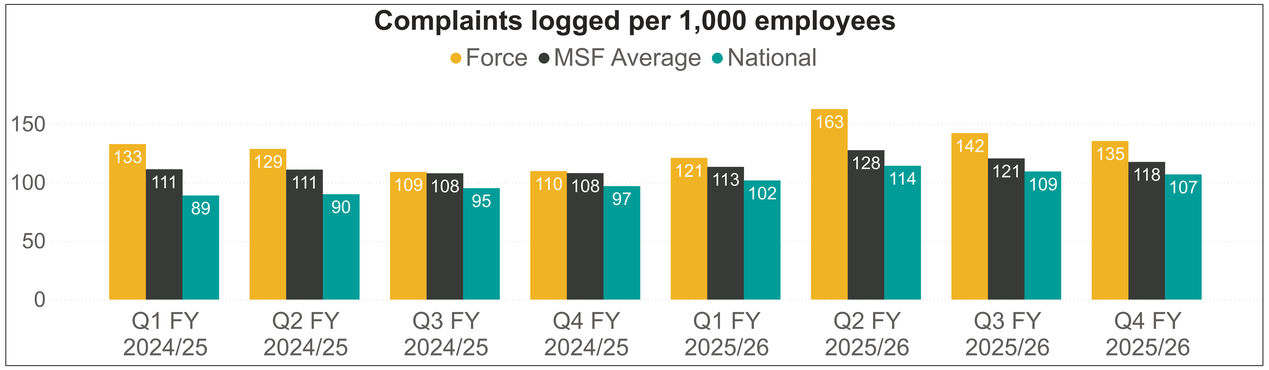
*Most Similar Force groups are specified by the Home Office and enable comparison between forces of similar size and demographics

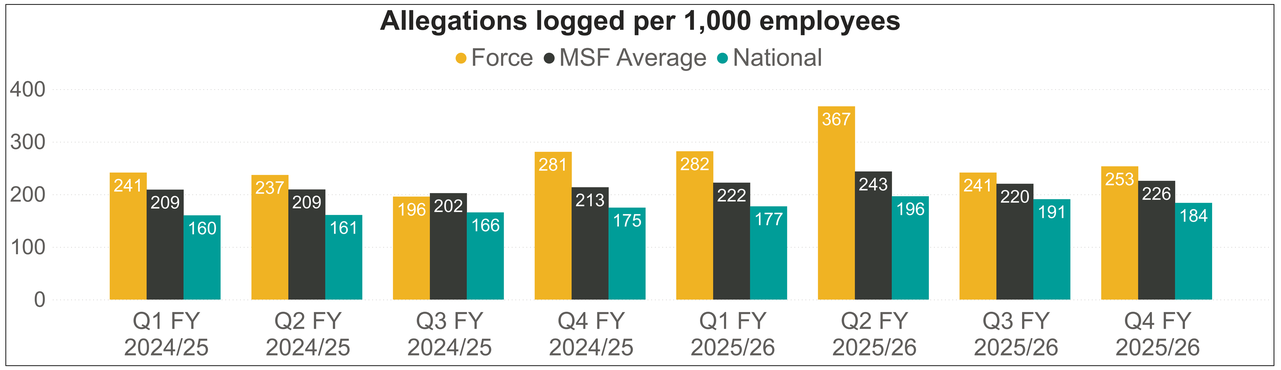
Measure	Complaints logged	Per 1,000 employees
Force	3,577	561
SPLY	3,071	480
MSF Average	2,503	479
National	108,988	432

Measure	Allegations Logged	Per 1,000 employees
Force	7,287	1,144
SPLY	6,103	955
MSF Average	4,733	911
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)

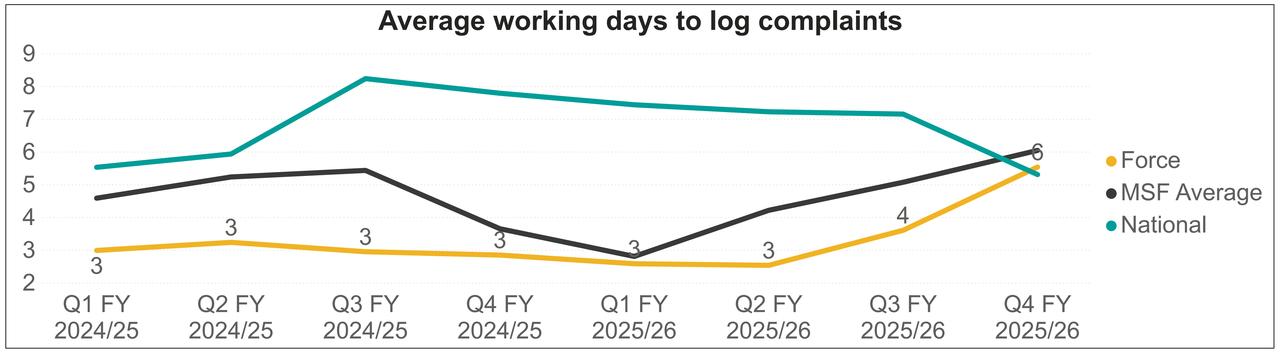


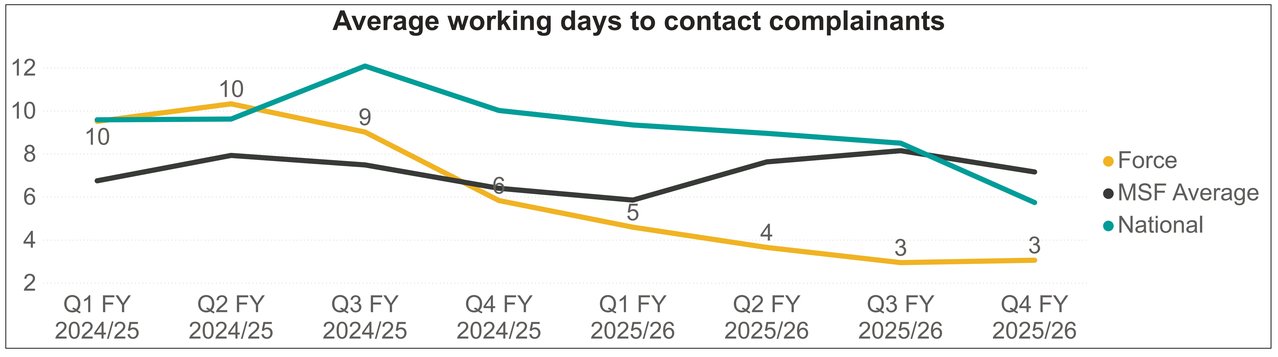


The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

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	4	4
SPLY	9	3
MSF Average	7	4
National	8	7





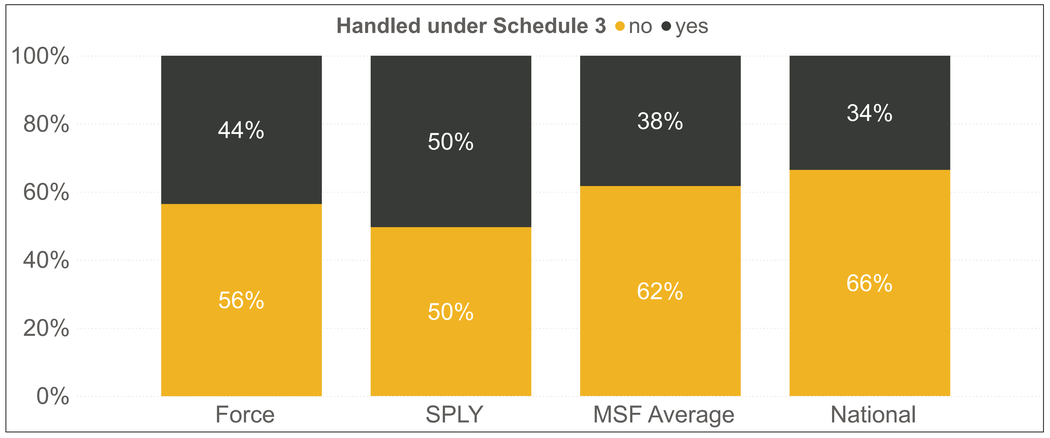
For information on what has been complained about, see pages 2 to 5

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

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	274	18%	497	32%	428	45%	13,438	37%
Complainant wishes the complaint be recorded	444	29%	287	19%	127	13%	6,263	17%
Dissatisfaction after initial handling	260	17%	239	15%	158	17%	6,430	18%
Nature of the allegation(s) in the complaint	579	37%	523	34%	243	25%	10,354	28%
Total	**1,557**	**100%**	**1,546**	**100%**	**957**	**100%**	**36,485**	**100%**

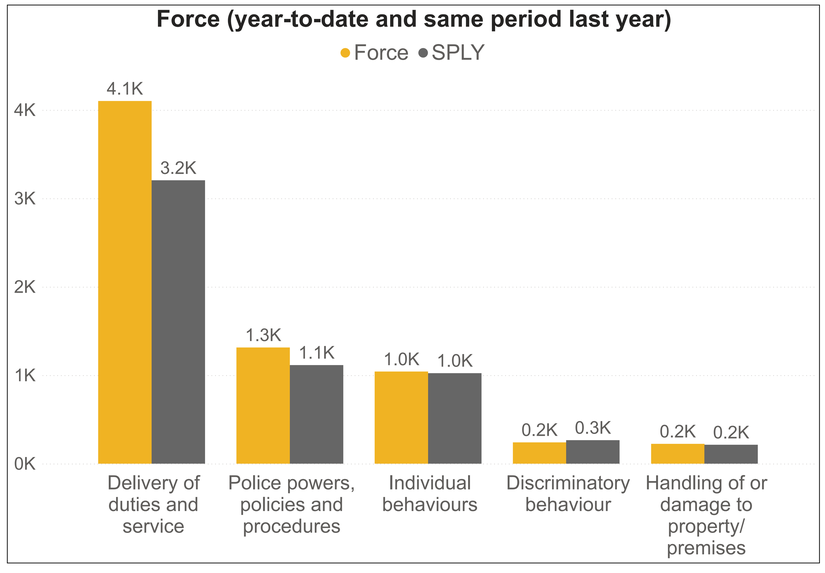


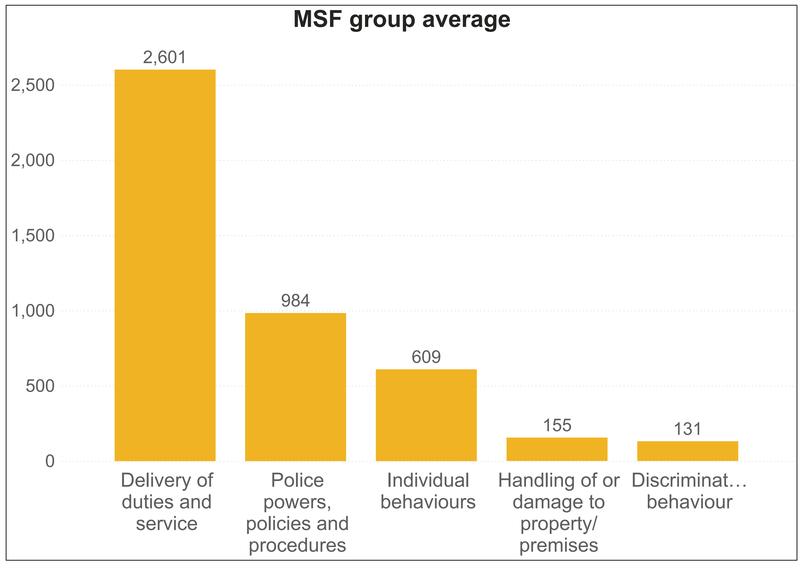
Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist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

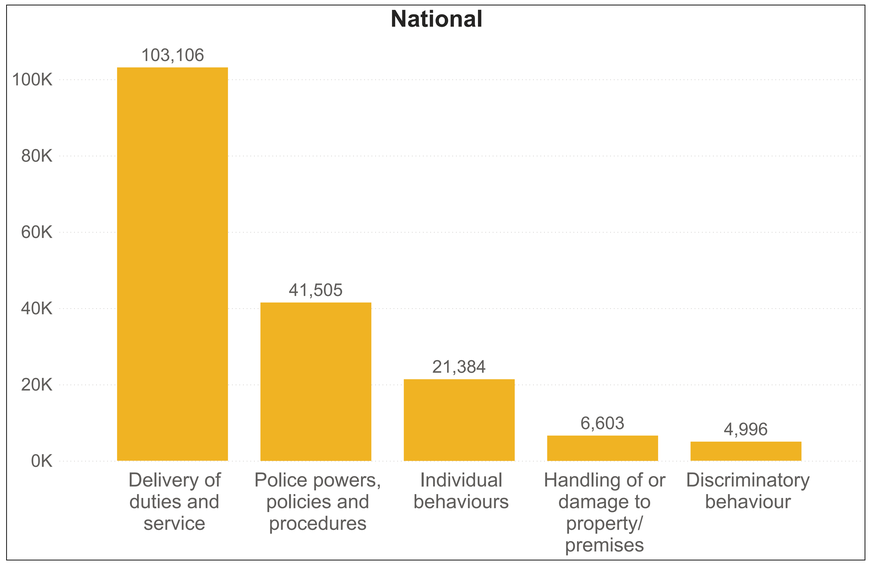
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	4,100	1,313	223	151	78	240	37	1,040	11	50	44	**7,287**
SPLY	3,203	1,114	212	110	58	265	55	1,023	21	14	28	**6,103**
MSF Average	2,601	984	155	99	51	131	39	609	7	25	33	**4,733**
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	56%	18%	3%	2%	1%	3%	1%	14%	0%	1%	1%	**100%**
SPLY	52%	18%	3%	2%	1%	4%	1%	17%	0%	0%	0%	**100%**
MSF Average	55%	21%	3%	2%	1%	3%	1%	13%	0%	1%	1%	**100%**
National	55%	22%	4%	2%	1%	3%	1%	11%	0%	1%	1%	**100%**

Top five most applied allegation categories







Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Derbyshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex 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	2,837	69%	2,075	65%	1,396	54%	43,168	42%
Information	623	15%	646	20%	340	13%	11,776	11%
Decisions	450	11%	334	10%	404	16%	16,853	16%
General level of service	190	5%	148	5%	461	18%	31,306	30%
Total	**4,100**	**100%**	**3,203**	**100%**	**2,601**	**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	253	24%	289	28%	157	26%	6,001	28%
Impolite language / tone	252	24%	259	25%	153	25%	5,690	27%
Lack of fairness and impartiality	241	23%	216	21%	121	20%	3,135	15%
Overbearing or harassing behaviours	212	20%	183	18%	121	20%	3,342	16%
Impolite and intolerant actions	82	8%	76	7%	57	9%	3,216	15%
Total	**1,040**	**100%**	**1,023**	**100%**	**609**	**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	353	27%	313	28%	229	23%	9,354	23%
Detention in police custody	228	17%	180	16%	127	13%	5,441	13%
Power to arrest and detain	200	15%	214	19%	184	19%	7,174	17%
Searches of premises and seizure of property	161	12%	158	14%	133	13%	5,528	13%
Bail, identification and interview procedures	149	11%	82	7%	79	8%	2,573	6%
Evidential procedures	95	7%	41	4%	61	6%	3,715	9%
Other policies and procedures	67	5%	57	5%	103	10%	5,037	12%
Stops, and stop and search	46	4%	50	4%	43	4%	1,981	5%
Out of court disposals	14	1%	18	2%	27	3%	700	2%
Total	**1,313**	**100%**	**1,113**	**100%**	**984**	**100%**	**41,503**	**100%**

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

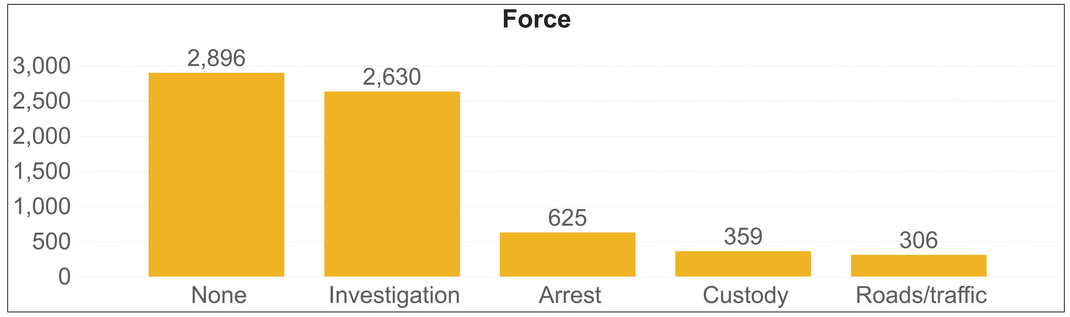
Discriminatory behaviour	Force		SPLY		MSF Average		National	
Sub-category	Logged	%	Logged	%	Logged	%	Logged	%
Race	112	47%	139	52%	58	44%	2,379	48%
Sex	49	20%	51	19%	21	16%	723	14%
Disability	37	15%	45	17%	31	24%	1,107	22%
Other	26	11%	15	6%	11	8%	376	8%
Age	6	3%	2	1%	3	2%	63	1%
Religion or belief	6	3%	9	3%	4	3%	157	3%
Sexual orientation	3	1%	4	2%	3	2%	133	3%
Gender reassignment	1	0%			1	1%	55	1%
None					0	0%		
Marriage and civil partnership					0	0%		
Pregnancy and maternity					0	0%	3	0%
Total	**240**	**100%**	**265**	**100%**	**131**	**100%**	**4,996**	**100%**

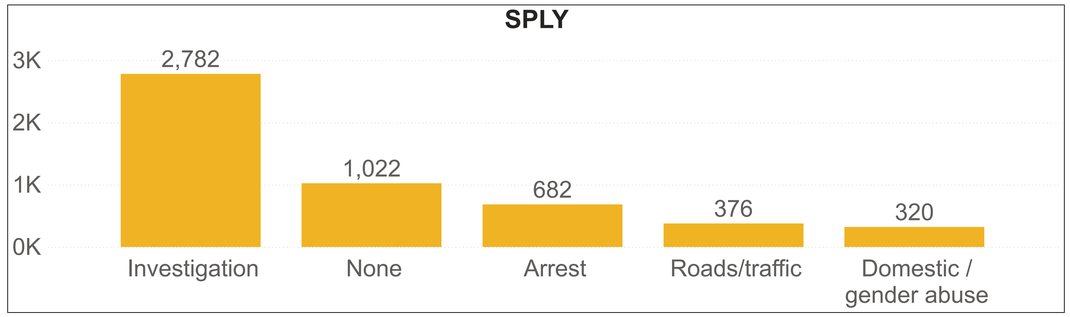
Factors applied to allegations logged

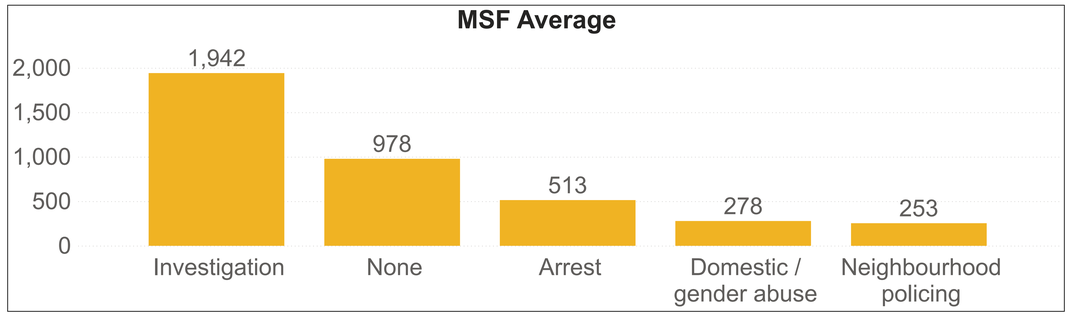
This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

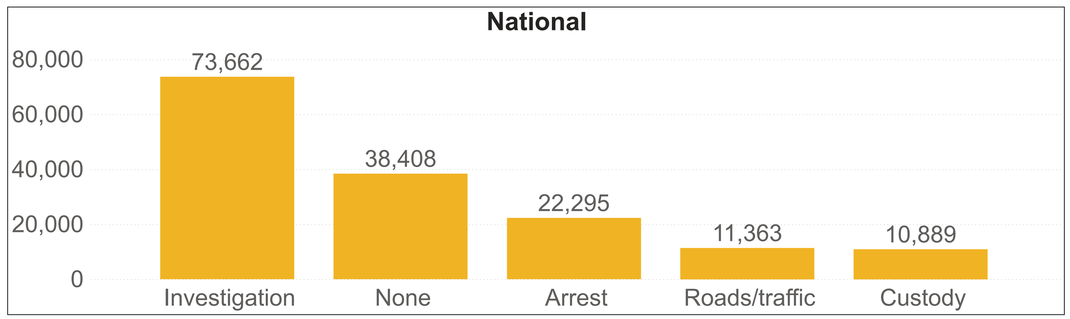
Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category and the percentages here will add up to over 100%. Please refer to our guidance on capturing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

Measure type	Force		SPLY		MSF Average		National	
Factor	Logged	%	Logged	%	Logged	%	Logged	%
None	2,896	40%	1,022	17%	978	21%	38,408	20%
Investigation	2,630	36%	2,782	46%	1,942	41%	73,662	39%
Arrest	625	9%	682	11%	513	11%	22,295	12%
Custody	359	5%	312	5%	237	5%	10,889	6%
Roads/traffic	306	4%	376	6%	248	5%	11,363	6%
Domestic / gender abuse	299	4%	320	5%	278	6%	10,451	6%
VAWG - dissatisfaction handling	282	4%	231	4%	179	4%	8,335	4%
Call Handling	163	2%	275	5%	193	4%	8,178	4%
Mental health	140	2%	172	3%	97	2%	5,236	3%
Premises search	110	2%	134	2%	94	2%	4,979	3%
Stop and/or search	82	1%	113	2%	76	2%	3,983	2%
Death	68	1%	21	0%	43	1%	1,617	1%
VAWG - police perpetrated	65	1%	71	1%	15	0%	828	0%
Restraint equipment	58	1%	55	1%	42	1%	1,759	1%
Public order incident	54	1%	24	0%	42	1%	1,350	1%
Neighbourhood policing	47	1%	72	1%	253	5%	8,198	4%
Child protection / CSA / CSE	40	1%	50	1%	70	1%	3,524	2%
Hate Crime	28	0%	63	1%	17	0%	836	0%
Missing persons	26	0%	20	0%	30	1%	1,198	1%
	22	0%	31	1%	16	0%	1,637	1%
Firearms	21	0%	27	0%	18	0%	880	0%
Drugs / alcohol	19	0%	43	1%	40	1%	1,998	1%
Social media	18	0%	17	0%	18	0%	892	0%
VAWG - police victim	15	0%	3	0%	2	0%	161	0%
Serious injury	13	0%	2	0%	5	0%	352	0%
Fraud	9	0%	10	0%	17	0%	1,448	1%
Taser	9	0%	8	0%	4	0%	189	0%
Covert policing	4	0%	3	0%	2	0%	83	0%
Police dogs or horses	4	0%	4	0%	3	0%	115	0%
PPDA					1	0%	168	0%
PPDA - Police victim					0	0%	5	0%
Prejudicial and improper behaviour					0	0%	29	0%









Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Derbyshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex 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
None	1,926	47%	31	13%	396	38%	262	20%
Investigation	1,698	41%	118	49%	369	35%	287	22%
Arrest	90	2%	29	12%	71	7%	407	31%
Custody	58	1%	4	2%	25	2%	261	20%
Domestic / gender abuse	164	4%	22	9%	34	3%	54	4%
VAWG - dissatisfaction handling	203	5%	5	2%	25	2%	35	3%
Roads/traffic	129	3%	17	7%	73	7%	46	4%
Call Handling	113	3%	10	4%	37	4%		
Mental health	64	2%	7	3%	24	2%	32	2%
Premises search	15	0%	2	1%	12	1%	61	5%
Stop and/or search	15	0%	8	3%	14	1%	39	3%
Death	58	1%			2	0%	4	0%
Restraint equipment			2	1%			56	4%
VAWG - police perpetrated	4	0%	2	1%	1	0%	44	3%
Public order incident	11	0%	4	2%	17	2%	16	1%
Neighbourhood policing	14	0%	1	0%	24	2%	2	0%
Child protection / CSA / CSE	23	1%			6	1%	7	1%
Hate Crime	16	0%	8	3%	2	0%	2	0%
Missing persons	18	0%	1	0%	3	0%	4	0%
	9	0%	1	0%	4	0%	5	0%
Firearms	10	0%	2	1%	1	0%	5	0%
Drugs / alcohol	8	0%	1	0%			7	1%
Social media	11	0%			3	0%		
VAWG - police victim	8	0%	1	0%			4	0%
Serious injury	11	0%					1	0%
Fraud	6	0%			1	0%	1	0%
Taser	1	0%					7	1%
Police dogs or horses	1	0%	1	0%			2	0%
Covert policing					2	0%		

How allegations have been handled and allegation timeliness

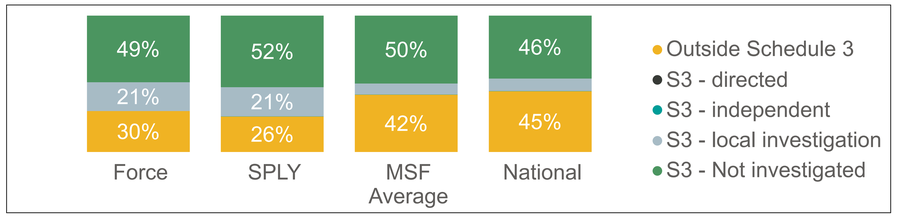
This section presents the time it takes the force to finalise allegations by how they were handled.

- 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	1,861	30%	3,019	49%	1,299	21%			1	0%	**6,180**	**100%**
SPLY	1,537	26%	3,088	52%	1,266	21%			1	0%	**5,892**	**100%**
MSF Average	1,901	42%	2,249	50%	368	8%	0	0%	7	0%	**4,525**	**100%**
National	82,446	45%	85,168	46%	16,974	9%	1	0%	315	0%	**184,904**	**100%**

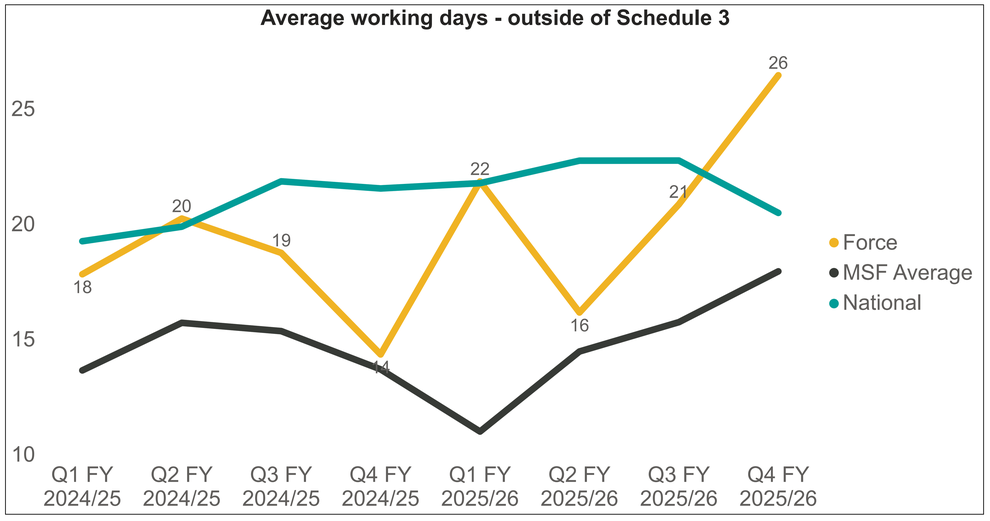
. Local investigation	Not special procedures		Special procedures		Total	
	Finalised	%	Finalised	%	Finalised	%
Force	1,257	97%	42	3%	**1,299**	**100%**
SPLY	1,226	97%	40	3%	**1,266**	**100%**
MSF Average	342	93%	26	7%	**368**	**100%**
National	15,386	91%	1,588	9%	**16,974**	**100%**

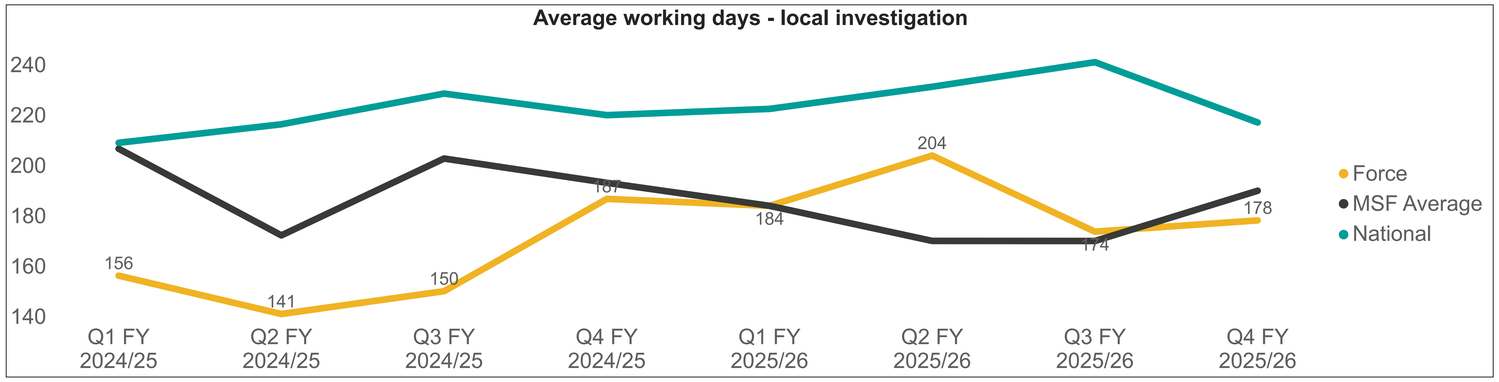


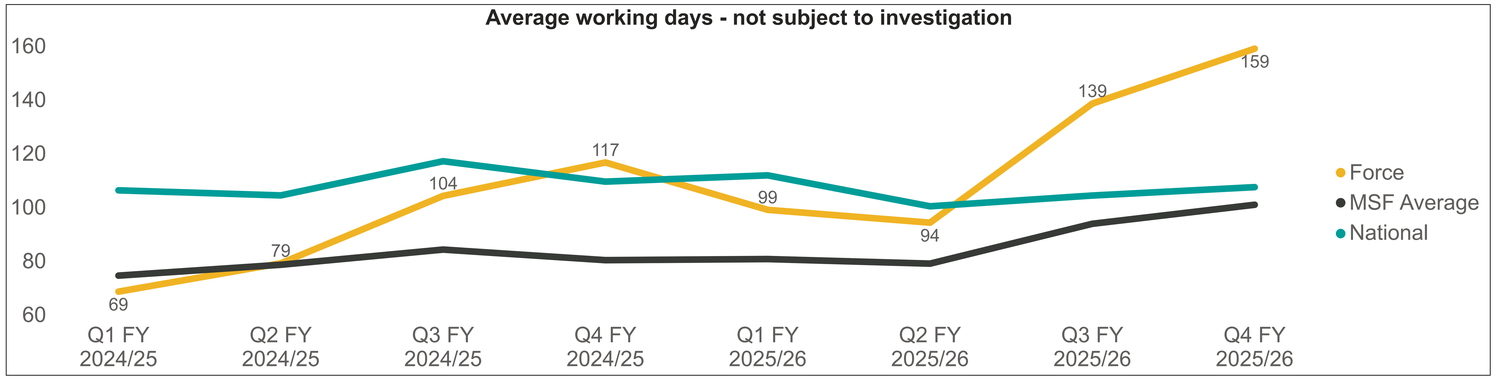
Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

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	21	18	15	22
Under Schedule 3 - not subject to investigation	119	93	89	106
Under Schedule 3 - by local investigation	186	158	185	228
Under Schedule 3 - by directed investigation	0	0	0	48
Under Schedule 3 - by independent investigation	545	142	212	338







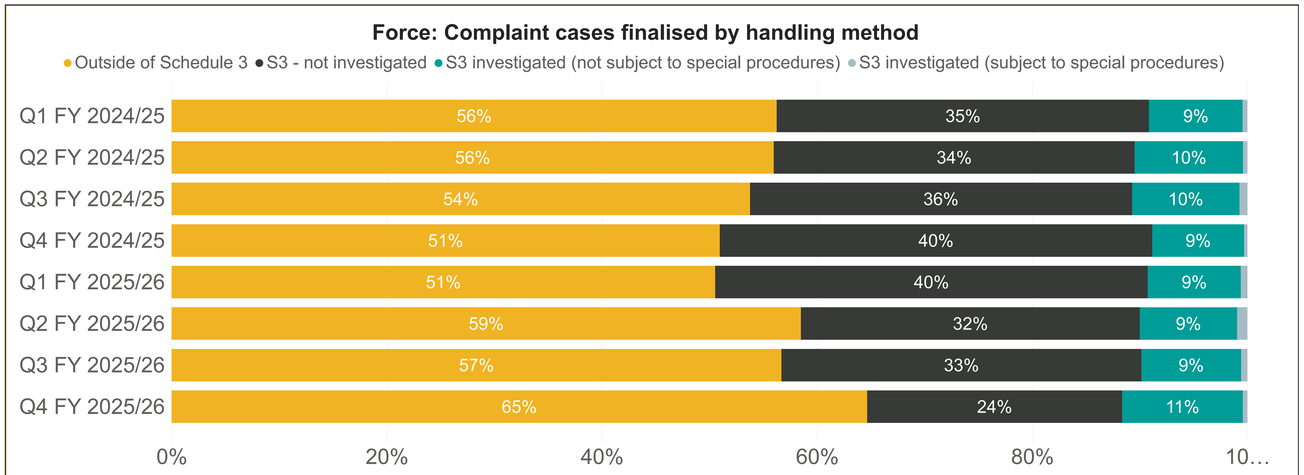
Complaint timeliness

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.

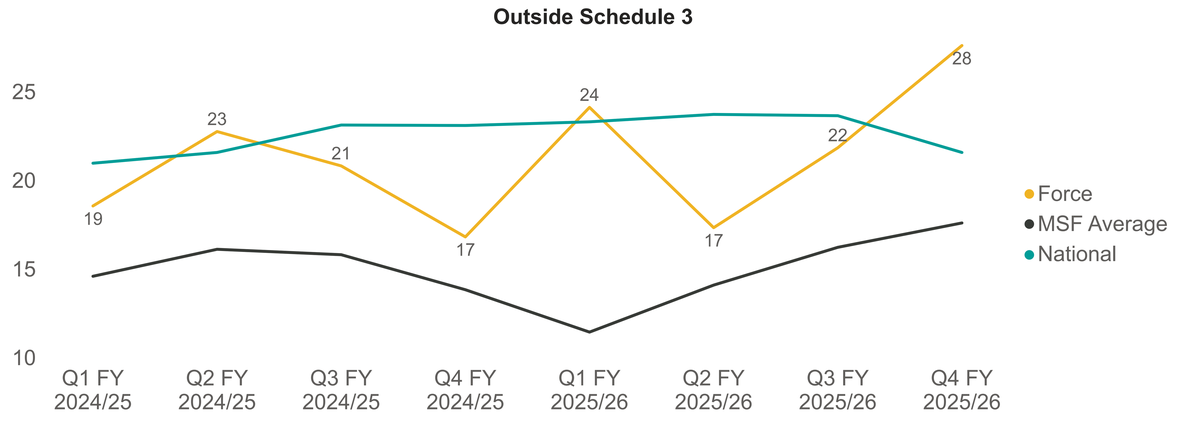
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the IOPC website performance framework counting rules and calculations on the for an explanation of invalid dates.

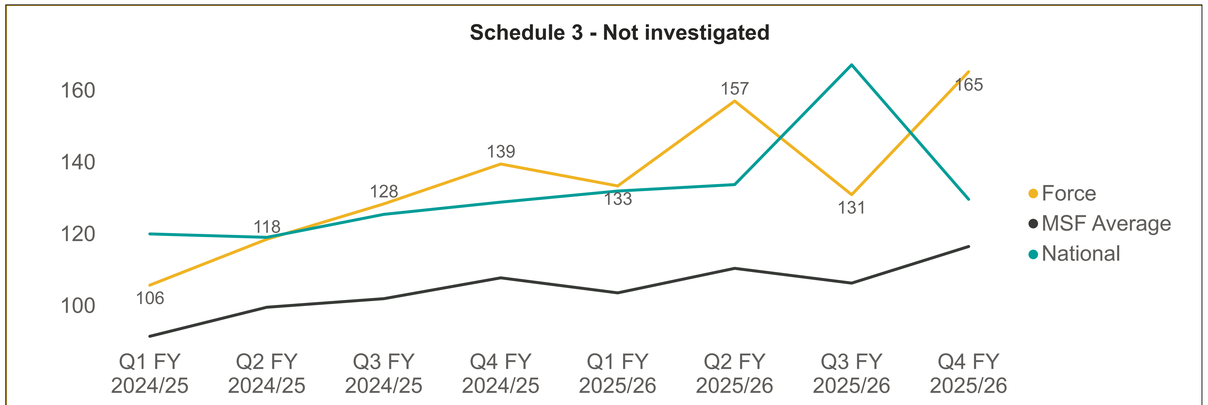
.	Outside of Schedule 3		Schedule 3 - not investigated		Schedule 3 investigated (not subject to special procedures)		Schedule 3 investigated (subject to special procedures)		Total	
Measure type	Finalised	%	Finalised	%	Finalised	%	Finalised	%	Finalised	%
Force	1,868	57%	1,060	33%	309	9%	21	1%	**3,258**	**100%**
SPLY	1,516	54%	1,003	36%	261	9%	13	0%	**2,793**	**100%**
MSF Average	1,491	62%	802	33%	91	4%	13	1%	**2,396**	**100%**
National	70,061	65%	32,002	30%	4,930	5%	634	1%	**107,627**	**100%**

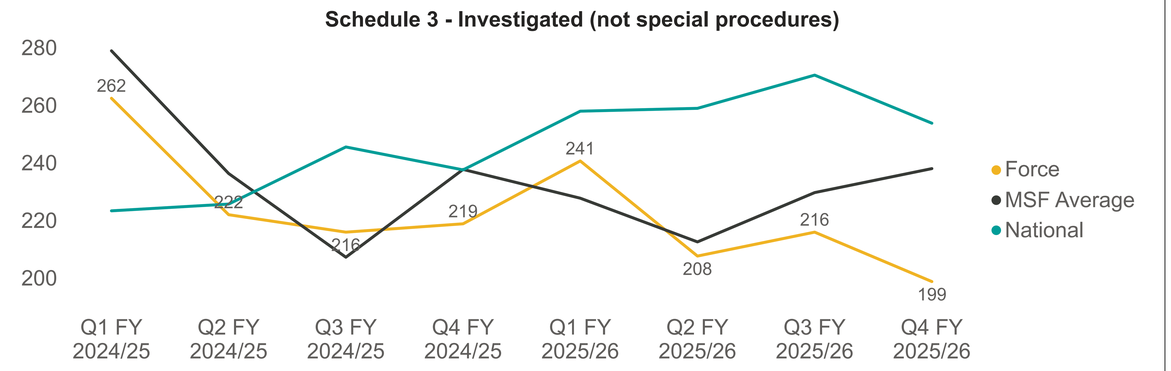
.	Schedule 3 - not investigated		Schedule 3 investigated (not subject to special procedures)		Schedule 3 investigated (subject to special procedures)	
Measure type	Finalised	Average days to finalise	Finalised	Average days to finalise	Finalised	Average days to finalise
Force	1,060	144	309	215	21	385
SPLY	1,003	124	261	229	13	340
MSF Average	802	109	91	230	13	359
National	32,002	142	4,930	261	634	349

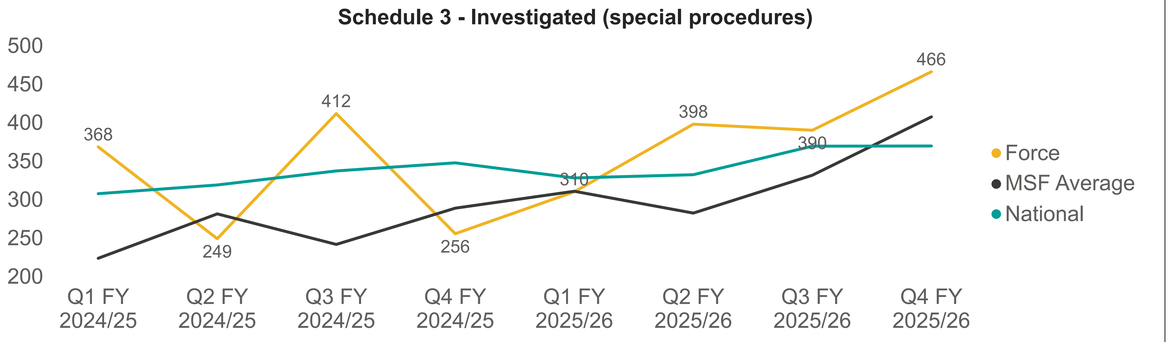


Outside of Schedule 3	Finalised	Average days to finalise
Force	1,868	23
SPLY	1,516	20
MSF Average	1,491	15
National	70,063	23









Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Derbyshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex 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%.

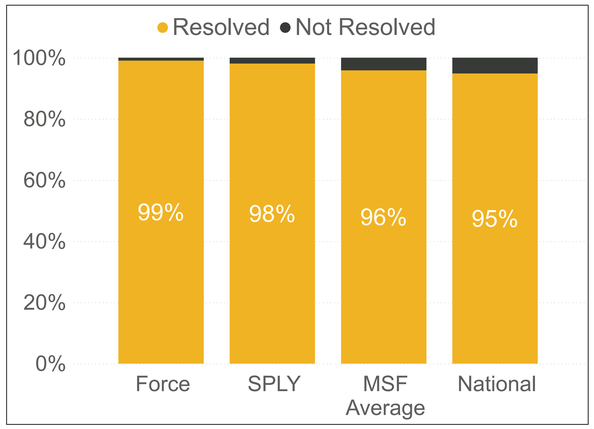
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

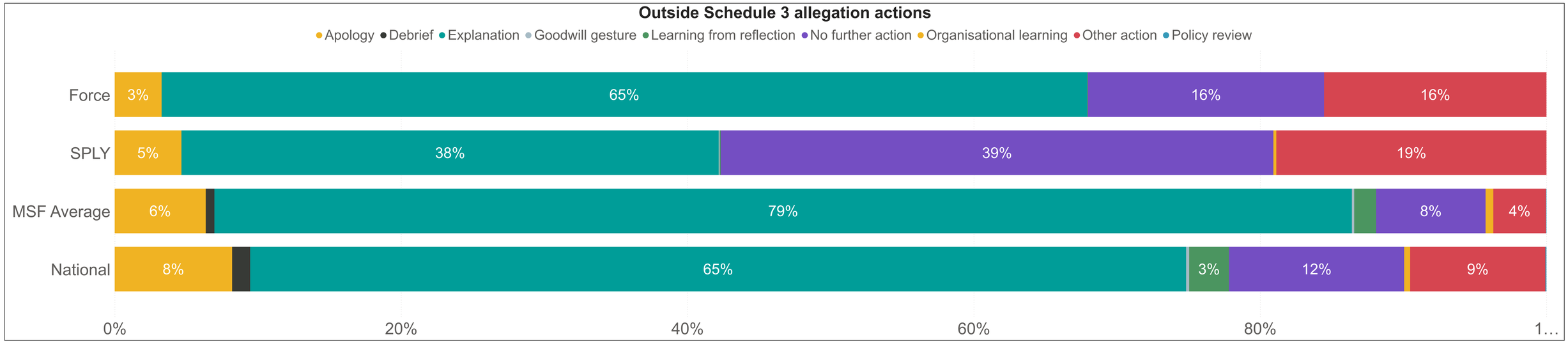
When an allegation is handled outside of Schedule 3 it will result in a finding of Resolved or Not Resolved - (an allegation not resolved may be moved to Schedule 3 or finalised without additional action)

Outside Schedule 3 result	Force	SPLY	MSF Average	National
Resolved	1,844	1,508	1,823	78,219
Not Resolved	17	29	78	4,224
Total	**1,861**	**1,537**	**1,901**	**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	1,203	65%	555	38%	1,506	79%	53,668	65%
No further action	307	16%	571	39%	145	8%	10,054	12%
Other action	289	16%	279	19%	70	4%	7,759	9%
Apology	61	3%	69	5%	121	6%	6,733	8%
Learning from reflection	1	0%	1	0%	29	2%	2,278	3%
Debrief					12	1%	1,041	1%
Goodwill gesture			1	0%	3	0%	178	0%
Organisational learning			3	0%	10	1%	337	0%
Policy review					1	0%	56	0%
Total	**1,861**	**100%**	**1,479**	**100%**	**1,896**	**100%**	**82,104**	**100%**





Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Derbyshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex 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	559	19%	587	19%	201	9%	5,708	7%
Regulation 41 applies	11	0%	7	0%	9	0%	262	0%
Service provided - acceptable	1,605	53%	1,684	55%	1,541	69%	58,464	69%
Service provided - not acceptable	416	14%	443	14%	272	12%	11,005	13%
Service provided - unable to determine	214	7%	234	8%	156	7%	7,657	9%
Withdrawal	214	7%	133	4%	69	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	63	5%	82	7%	15	4%	504	3%
Regulation 41 applies	12	1%	16	1%	4	1%	218	1%
Service provided - acceptable	885	70%	833	68%	244	71%	10,707	69%
Service provided - not acceptable	149	12%	153	12%	40	12%	2,102	14%
Service provided - unable to determine	123	10%	128	10%	35	10%	1,531	10%
Withdrawal	25	2%	14	1%	6	2%	429	3%

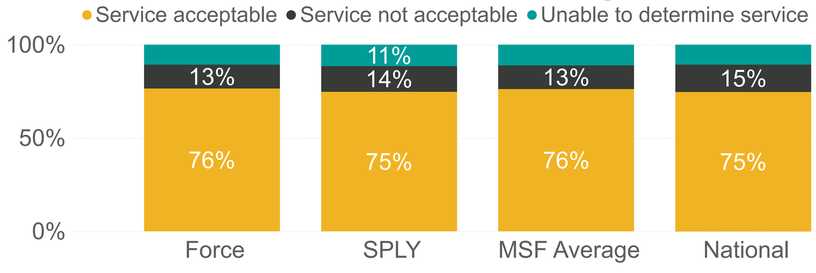
An allegation investigated (subject to special procedures) should not result in a service finding but some have been recorded with that outcome

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

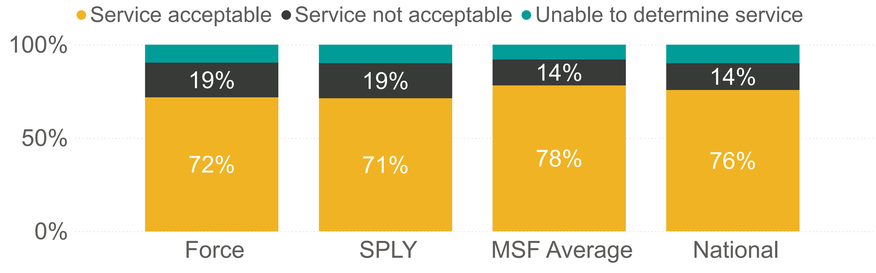
In addition, an allegation can be withdrawn, finalised following criminal proceedings or subject to no further action. No further action here means that the allegation could not be progressed, for example due to being unable to engage with the complainant. This is different from the force deciding to 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	14	33%	14	34%	10	32%	397	22%
No Case to Answer	17	40%	22	54%	11	37%	886	49%
No further action	2	5%	1	2%	1	3%	31	2%
Regulation 41 applies					1	2%	7	0%
Service provided - acceptable	9	21%	3	7%	4	14%	285	16%
Service provided - not acceptable					2	7%	81	5%
Service provided - unable to determine	1	2%	1	2%	1	4%	43	2%
Withdrawal					0	0%	69	4%

Schedule 3 allegations (not investigated)



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



Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Derbyshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police

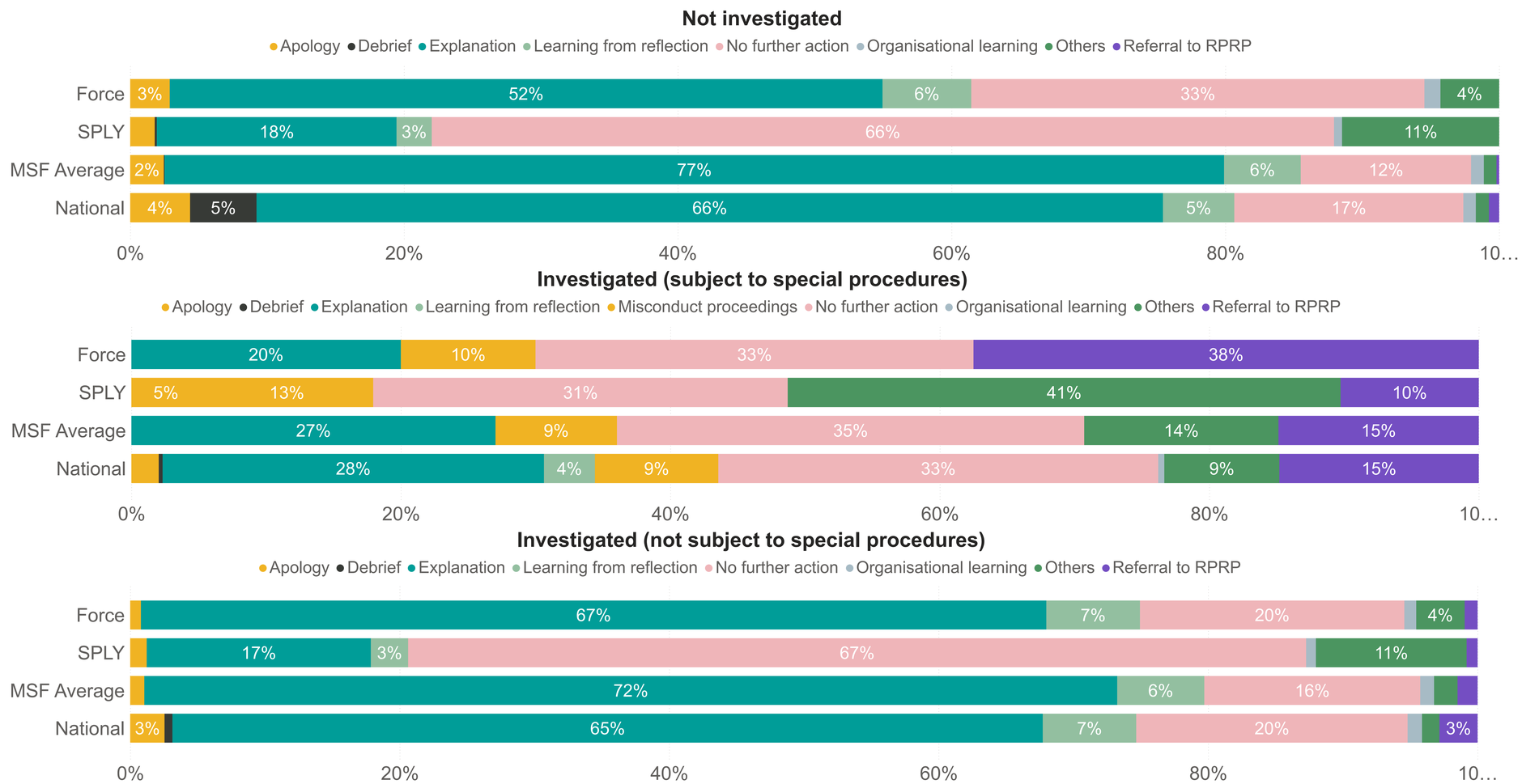
Actions on Schedule 3 allegations

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	2,418	56%	743	17%	1,996	76%	66,745	65%
No further action	1,256	29%	2,858	66%	345	13%	17,908	18%
Learning from reflection	282	7%	113	3%	149	6%	5,564	5%
Others	174	4%	506	12%	31	1%	1,158	1%
Apology	97	2%	72	2%	60	2%	4,154	4%
Organisational learning	46	1%	27	1%	24	1%	948	1%
Referral to RPRP	27	1%	14	0%	14	1%	1,333	1%
Misconduct proceedings	4	0%	5	0%	3	0%	162	0%
Debrief			5	0%	2	0%	4,219	4%
Total	**4,304**	**100%**	**4,343**	**100%**	**2,622**	**100%**	**102,191**	**100%**

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

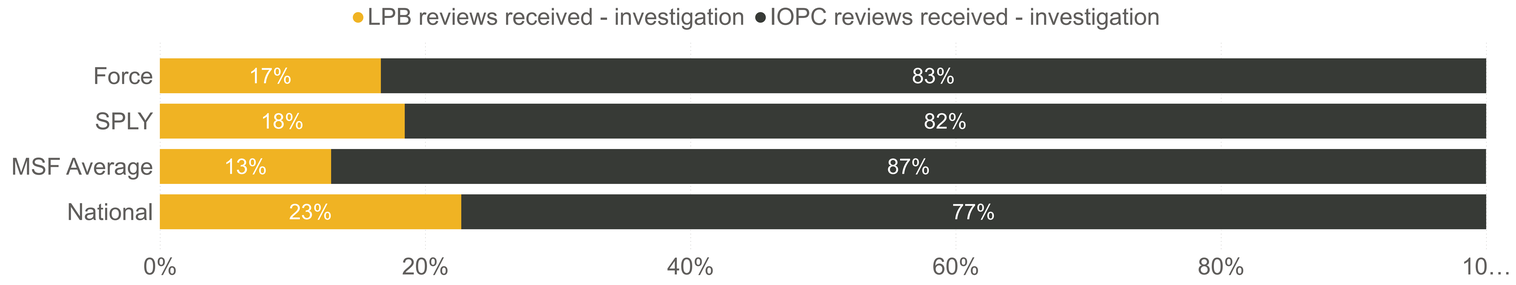


Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Derbyshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police

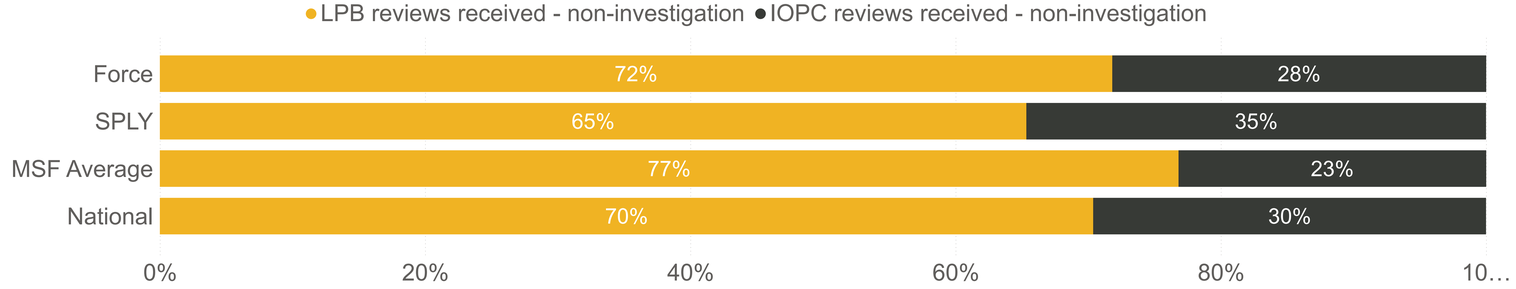
Reviews received

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	13	135
SPLY	12	115
MSF Average	3	143
National	275	5,002

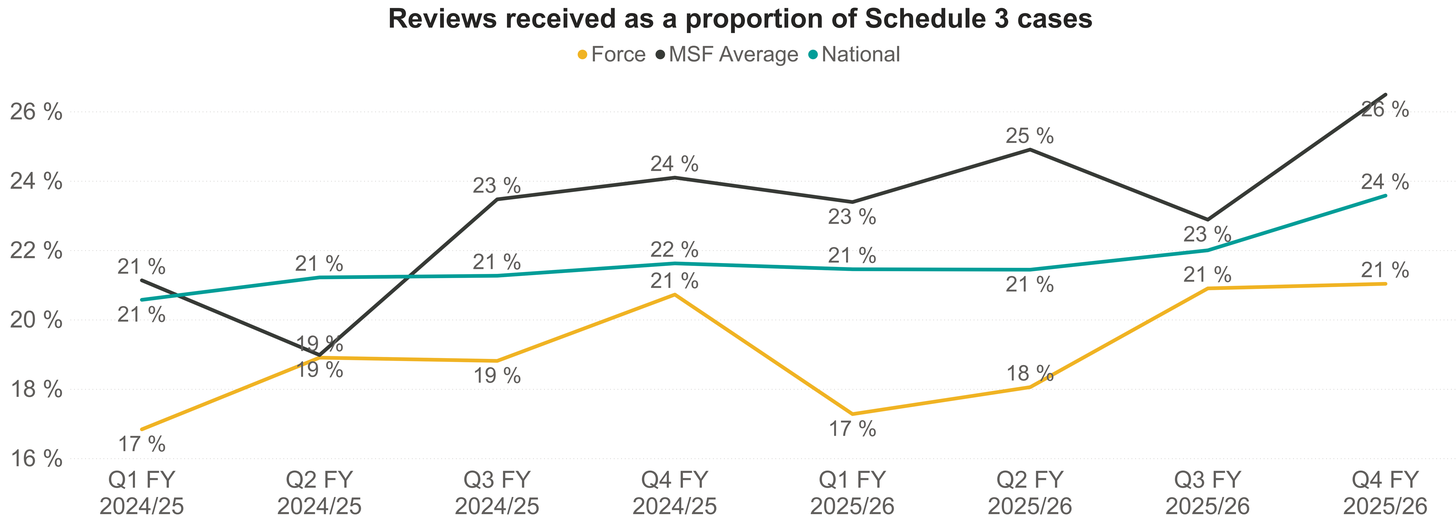


IOPC Reviews	Investigation	Non-investigation
Force	65	53
SPLY	53	61
MSF Average	19	43
National	935	2105



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	266	1,390
SPLY	241	1,277
MSF Average	209	905
National	8,317	37,566



Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Derbyshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police

Reviews outcomes and timeliness

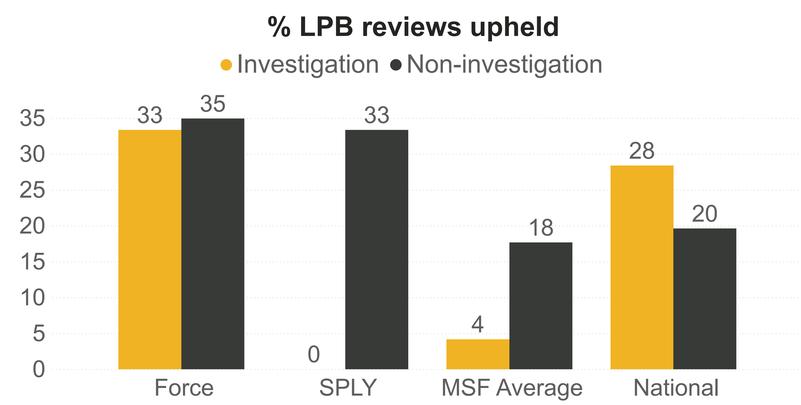
LPB Reviews

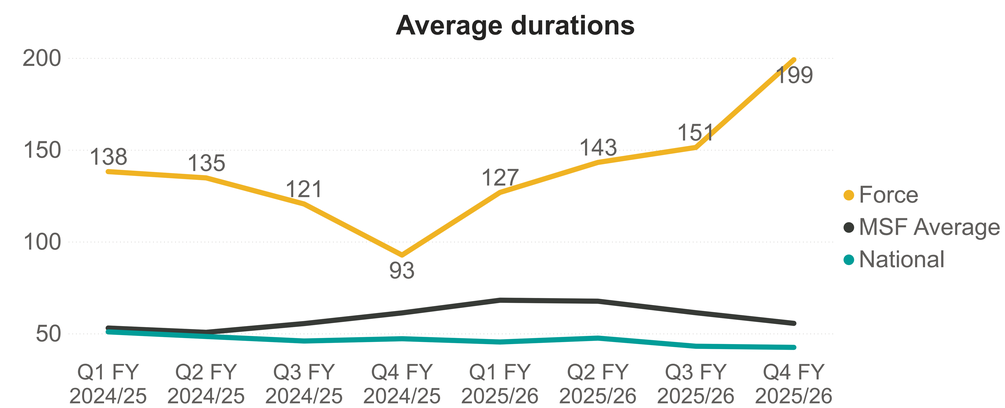
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

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	15	5
SPLY	0	0
MSF Average	3	1
National	282	80
Non-investigation		
Force	63	22
SPLY	114	38
MSF Average	134	20
National	4429	868

Review type	Average duration
Investigation	
Force	155
SPLY	0
MSF Average	49
National	57
Non-investigation	
Force	159
SPLY	121
MSF Average	63
National	44





IOPC Reviews

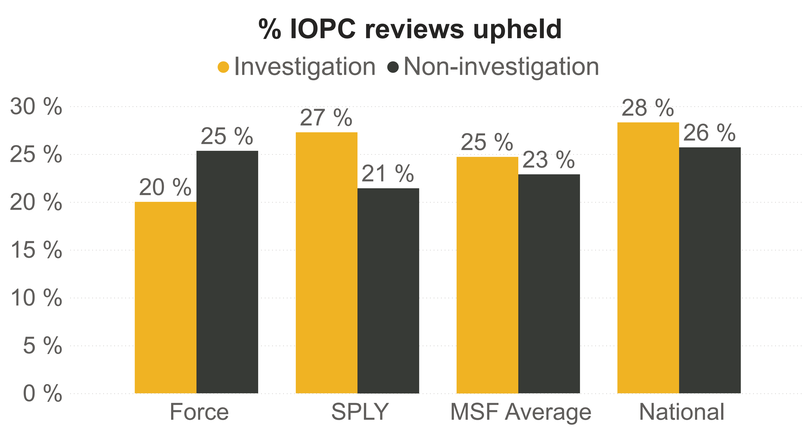
The IOPC will be the review body on complaints that meet certain criteria, including mandatory referral criteria (see page 16)

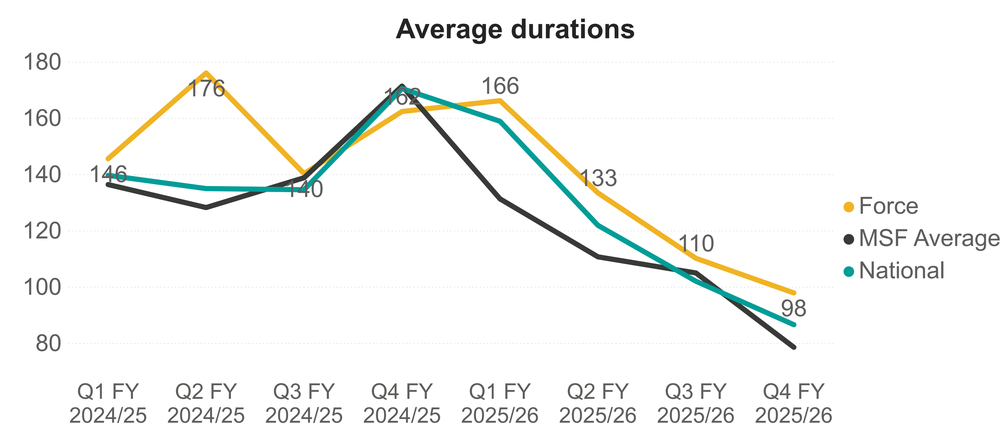
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

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	75	15	75	20
SPLY	55	15	56	12
MSF Average	26	6	46	11
National	1,152	327	2,121	555

Measure	Average duration
Force	126
SPLY	154
MSF Average	117
National	115





Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Derbyshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex 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.

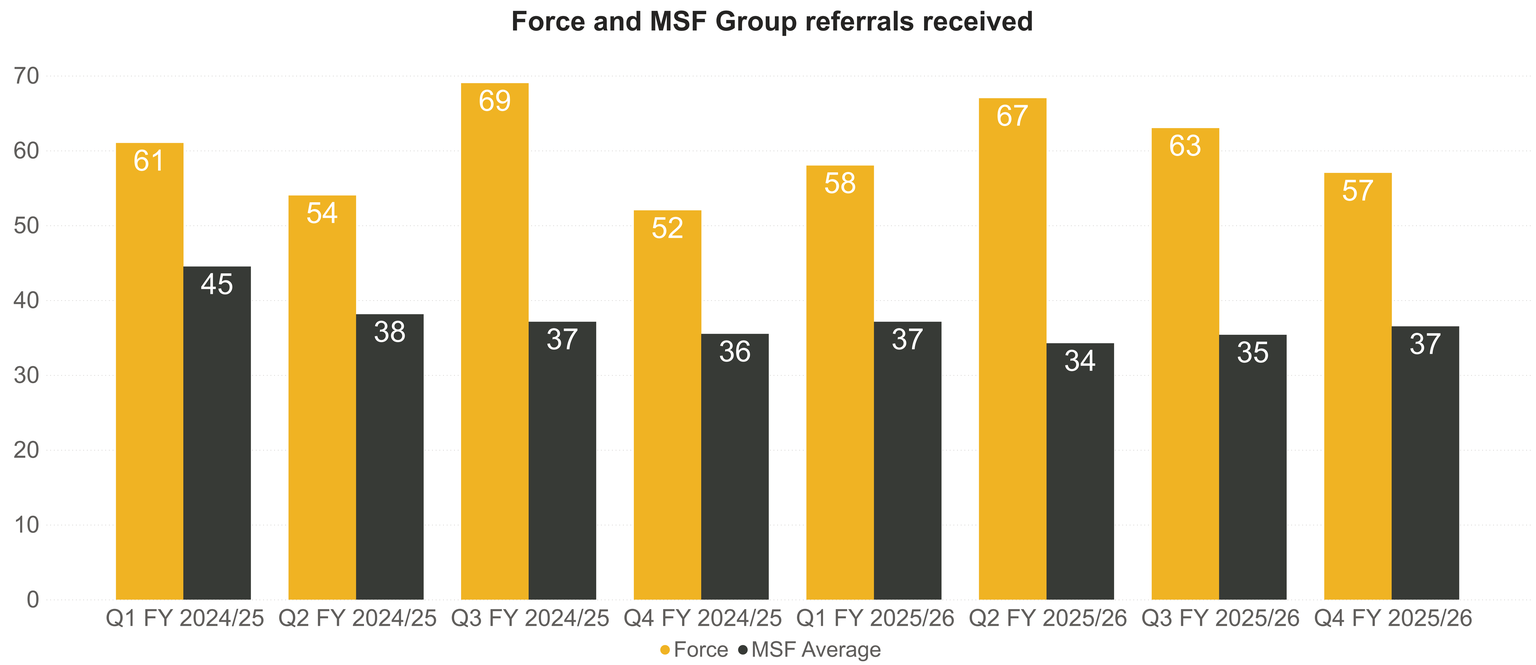
When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation.

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

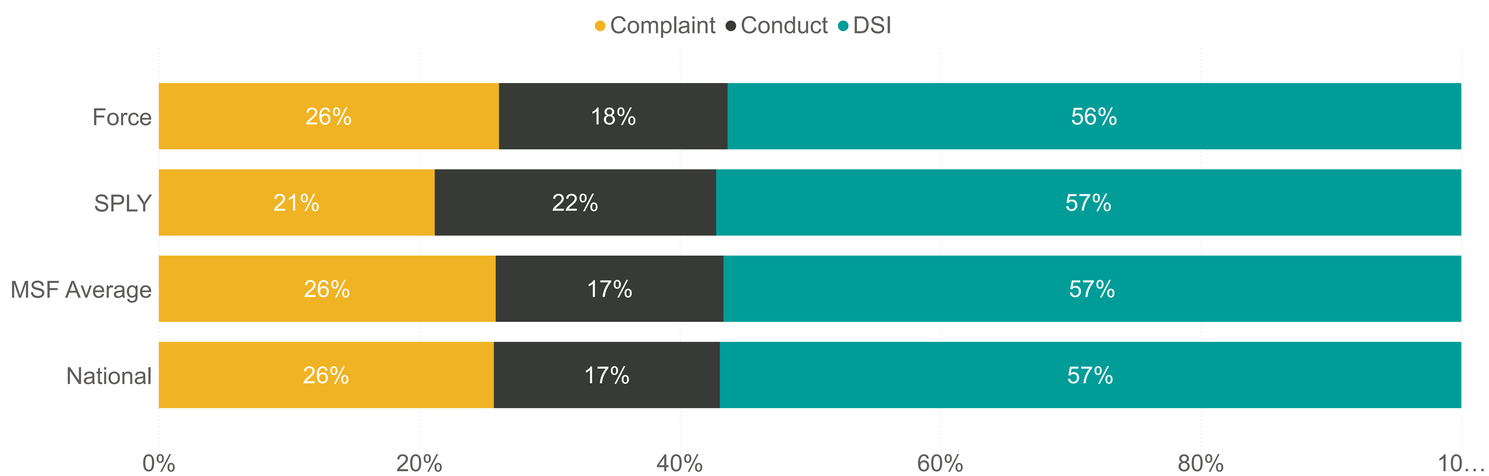
A referral may be made invalid if the matter does not fall within the IOPC's remit

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	245	236	143	6,942
Number referrals completed	250	234	145	7,017
Decision: Directed Investigation			0	24
Decision: Independent Investigation	5	8	6	400
Decision: Invalid		5	2	98
Decision: Local Investigation	123	108	79	3,513
Decision: Return to Force	122	113	58	2,980



Referral type	Force	SPLY	MSF Average	National
Complaint	64	50	37	1,786
Conduct	43	51	25	1,204
DSI	138	135	81	3,952
Total	**245**	**236**	**143**	**6,942**



Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Derbyshire Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex 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).