Police Complaints Information Bulletin

Hertfordshire Constabulary

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

IOPC Independent Office for Police Conduct

About this bulletin

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

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

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

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

Notes for this edition of the bulletin

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

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

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Acronyms used in this bulletin

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

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

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

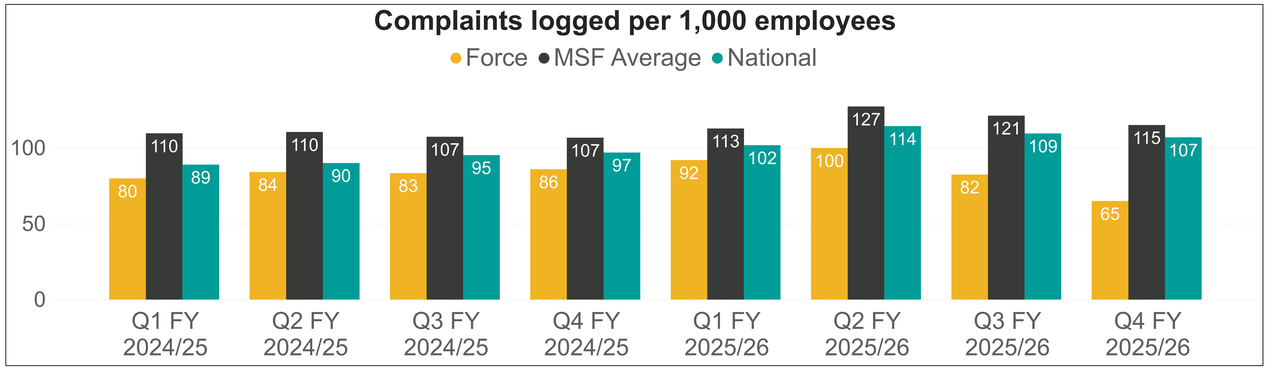
*Most Similar Force groups are specified by the Home Office and enable comparison between forces of similar size and demographics

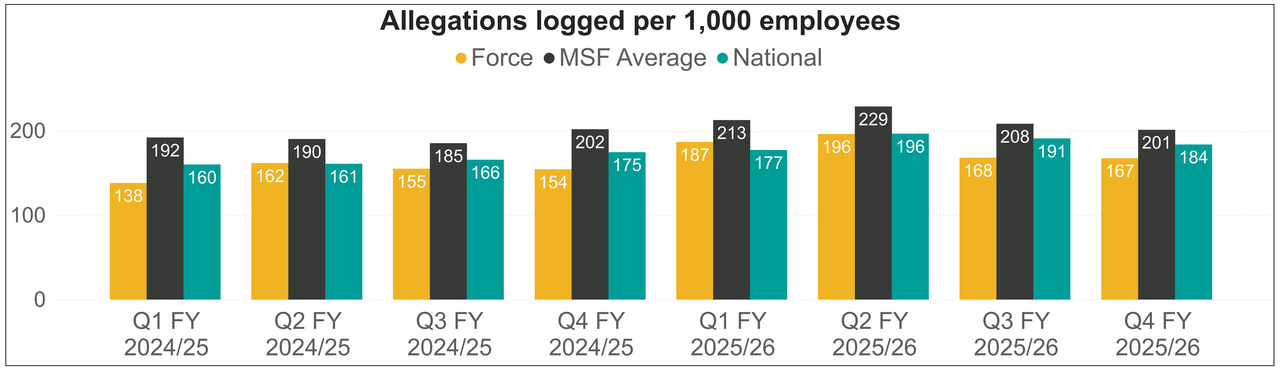
Measure	Complaints logged	Per 1,000 employees
Force	1,395	339
SPLY	1,486	333
MSF Average	2,803	476
National	108,988	432

Measure	Allegations Logged	Per 1,000 employees
Force	2,955	718
SPLY	2,716	609
MSF Average	4,919	851
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)

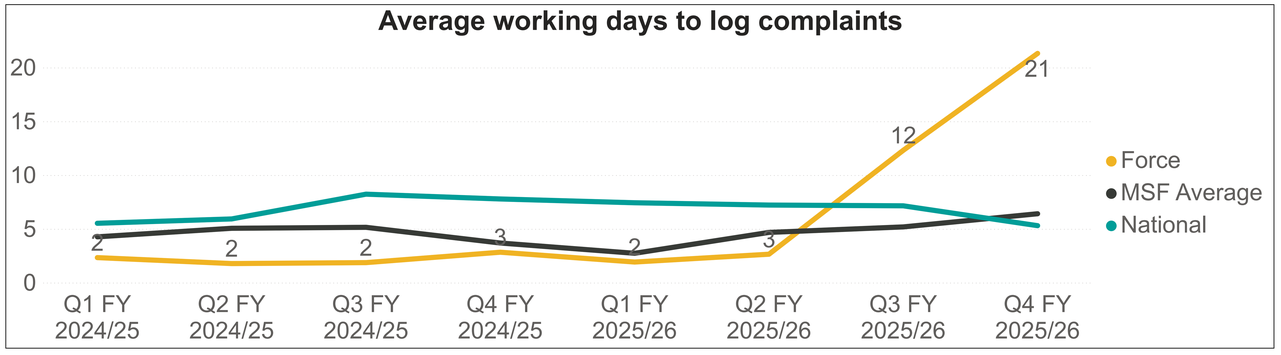


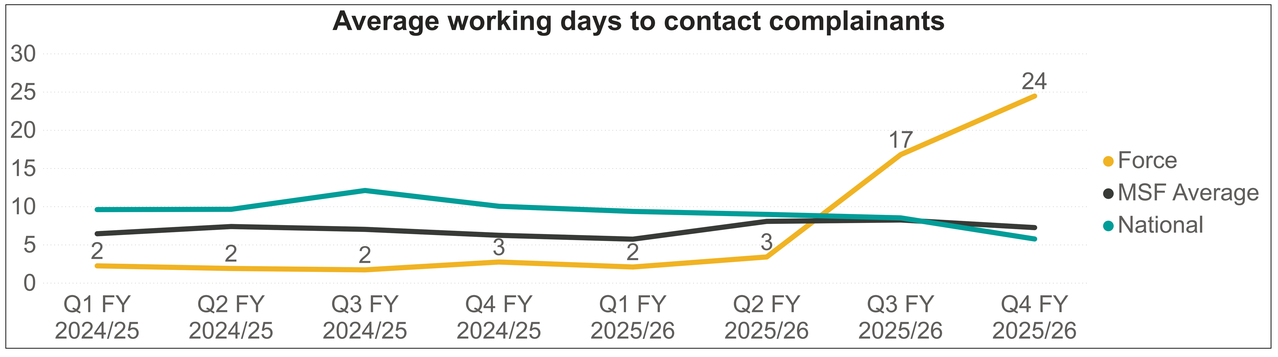


The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

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	10	8
SPLY	2	2
MSF Average	7	5
National	8	7





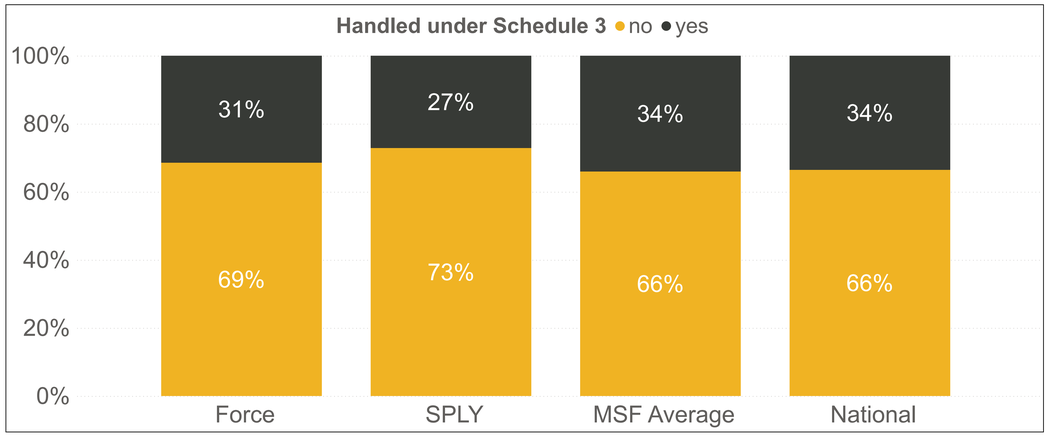
For information on what has been complained about, see pages 2 to 5

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	103	24%	86	21%	359	38%	13,438	37%
Complainant wishes the complaint be recorded	76	17%	33	8%	127	13%	6,263	17%
Dissatisfaction after initial handling	116	26%	139	34%	183	19%	6,430	18%
Nature of the allegation(s) in the complaint	143	33%	145	36%	283	30%	10,354	28%
Total	**438**	**100%**	**403**	**100%**	**953**	**100%**	**36,485**	**100%**

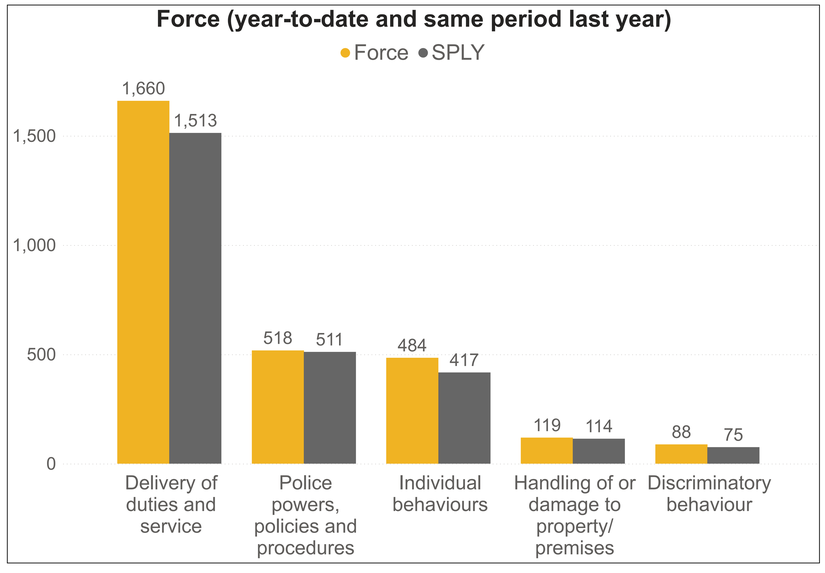


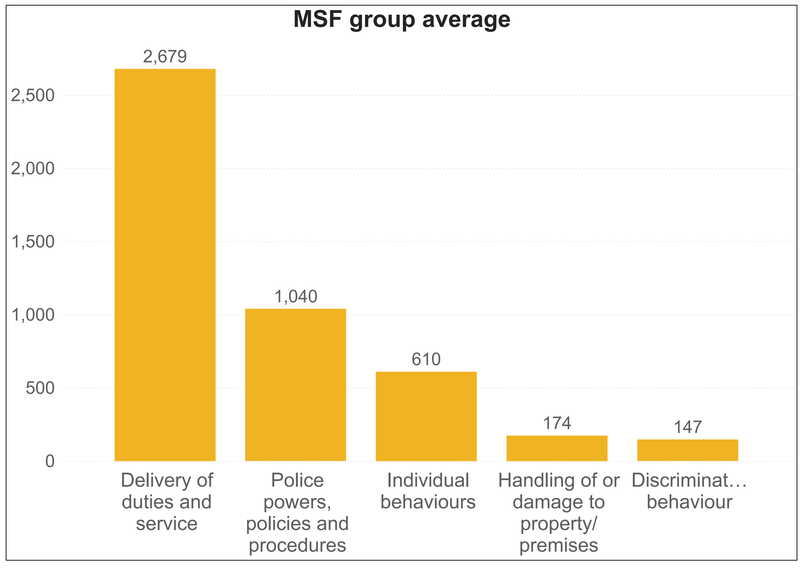
Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist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

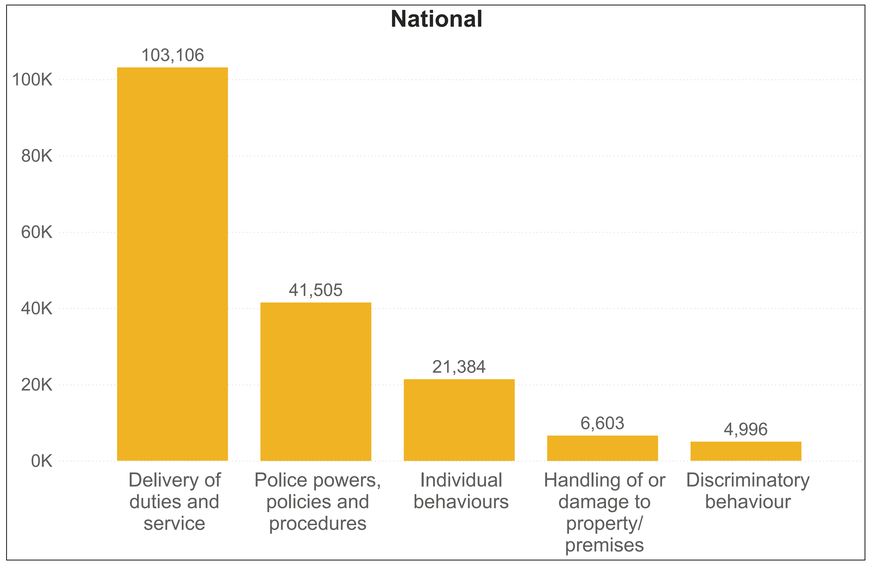
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	1,660	518	119	47	19	88	11	484	3	5	1	**2,955**
SPLY	1,513	511	114	43	29	75	4	417		10		**2,716**
MSF Average	2,679	1,040	174	106	55	147	40	610	7	27	34	**4,919**
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%	4%	2%	1%	3%	0%	16%	0%	0%	0%	**100%**
SPLY	56%	19%	4%	2%	1%	3%	0%	15%		0%		**100%**
MSF Average	54%	21%	4%	2%	1%	3%	1%	12%	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, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police, Thames Valley 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	888	53%	854	56%	1,325	49%	43,168	42%
Information	379	23%	363	24%	324	12%	11,776	11%
Decisions	365	22%	265	18%	375	14%	16,853	16%
General level of service	28	2%	31	2%	655	24%	31,306	30%
Total	**1,660**	**100%**	**1,513**	**100%**	**2,679**	**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	140	29%	126	30%	137	22%	5,690	27%
Overbearing or harassing behaviours	93	19%	76	18%	120	20%	3,342	16%
Lack of fairness and impartiality	89	18%	65	16%	119	19%	3,135	15%
Unprofessional attitude and disrespect	87	18%	94	23%	175	29%	6,001	28%
Impolite and intolerant actions	75	15%	56	13%	60	10%	3,216	15%
Total	**484**	**100%**	**417**	**100%**	**610**	**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	%
Power to arrest and detain	124	24%	144	28%	181	17%	7,174	17%
Use of force	122	24%	99	19%	238	23%	9,354	23%
Detention in police custody	62	12%	89	17%	121	12%	5,441	13%
Searches of premises and seizure of property	56	11%	51	10%	130	13%	5,528	13%
Other policies and procedures	37	7%	26	5%	148	14%	5,037	12%
Bail, identification and interview procedures	36	7%	41	8%	80	8%	2,573	6%
Stops, and stop and search	33	6%	20	4%	47	5%	1,981	5%
Evidential procedures	31	6%	25	5%	65	6%	3,715	9%
Out of court disposals	17	3%	16	3%	30	3%	700	2%
Total	**518**	**100%**	**511**	**100%**	**1,040**	**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.

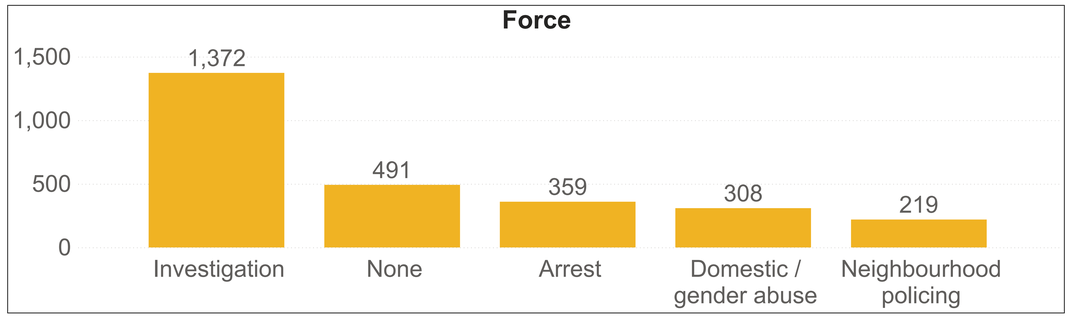
Discriminatory behaviour	Force		SPLY		MSF Average		National	
Sub-category	Logged	%	Logged	%	Logged	%	Logged	%
Race	39	44%	35	47%	70	48%	2,379	48%
Disability	20	23%	14	19%	30	21%	1,107	22%
Sex	14	16%	19	25%	23	16%	723	14%
Other	6	7%			12	8%	376	8%
Religion or belief	4	5%			5	3%	157	3%
Sexual orientation	3	3%	3	4%	3	2%	133	3%
Age	2	2%	4	5%	3	2%	63	1%
None					0	0%		
Gender reassignment					1	1%	55	1%
Marriage and civil partnership					0	0%		
Pregnancy and maternity					0	0%	3	0%
Total	**88**	**100%**	**75**	**100%**	**147**	**100%**	**4,996**	**100%**

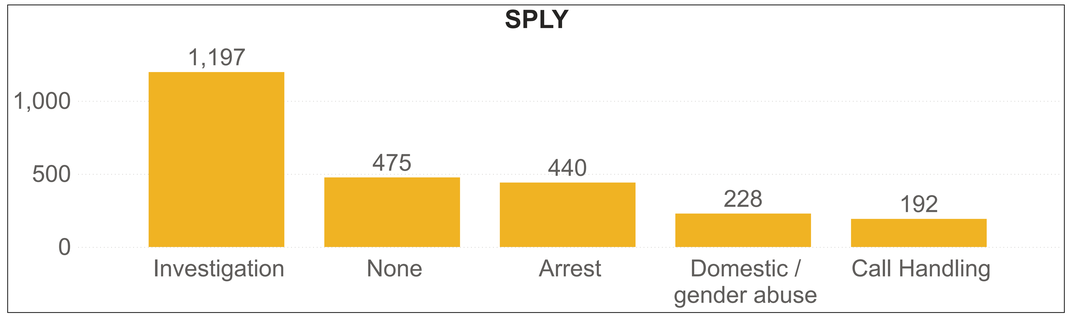
Factors applied to allegations logged

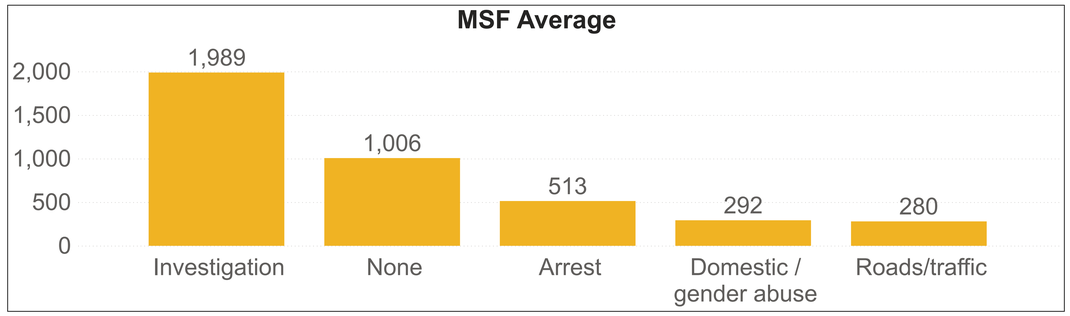
This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

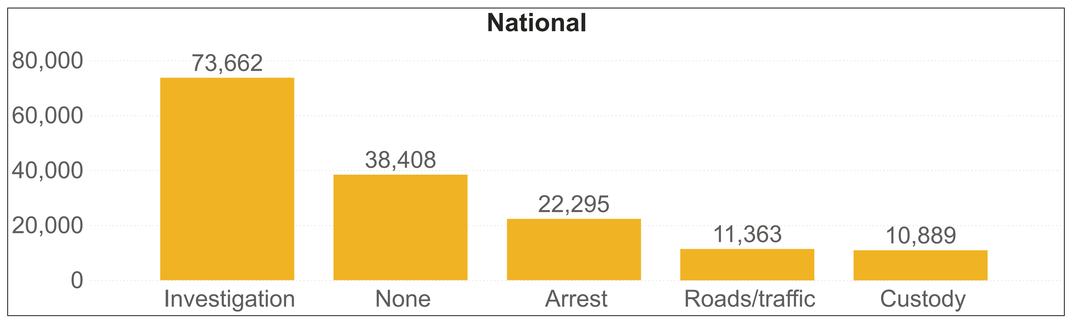
Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category and the percentages here will add up to over 100%. Please refer to our guidance on capturing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

Measure type	Force		SPLY		MSF Average		National	
Factor	Logged	%	Logged	%	Logged	%	Logged	%
Investigation	1,372	46%	1,197	44%	1,989	40%	73,662	39%
None	491	17%	475	17%	1,006	20%	38,408	20%
Arrest	359	12%	440	16%	513	10%	22,295	12%
Domestic / gender abuse	308	10%	228	8%	292	6%	10,451	6%
Neighbourhood policing	219	7%	181	7%	261	5%	8,198	4%
Call Handling	167	6%	192	7%	210	4%	8,178	4%
VAWG - dissatisfaction handling	132	4%	85	3%	190	4%	8,335	4%
Custody	122	4%	164	6%	240	5%	10,889	6%
Premises search	113	4%	81	3%	106	2%	4,979	3%
Roads/traffic	112	4%	94	3%	280	6%	11,363	6%
Mental health	106	4%	82	3%	106	2%	5,236	3%
Child protection / CSA / CSE	84	3%	50	2%	75	2%	3,524	2%
Stop and/or search	79	3%	58	2%	83	2%	3,983	2%
Drugs / alcohol	74	3%	60	2%	43	1%	1,998	1%
Restraint equipment	51	2%	35	1%	43	1%	1,759	1%
Firearms	34	1%	6	0%	19	0%	880	0%
Hate Crime	24	1%	15	1%	18	0%	836	0%
Death	22	1%	10	0%	45	1%	1,617	1%
Missing persons	18	1%	15	1%	32	1%	1,198	1%
Fraud	16	1%	13	0%	19	0%	1,448	1%
Public order incident	13	0%	7	0%	41	1%	1,350	1%
Social media	12	0%	15	1%	19	0%	892	0%
Serious injury	5	0%	7	0%	6	0%	352	0%
Taser	5	0%	2	0%	4	0%	189	0%
VAWG - police perpetrated	3	0%	7	0%	15	0%	828	0%
Police dogs or horses	2	0%	2	0%	3	0%	115	0%
	1	0%			19	0%	1,637	1%
Covert policing	1	0%	2	0%	2	0%	83	0%
PPDA	1	0%			1	0%	168	0%
PPDA - Police victim					0	0%	5	0%
Prejudicial and improper behaviour					0	0%	29	0%
VAWG - police victim					3	0%	161	0%









Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police, Thames Valley 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	1,006	61%	32	36%	144	30%	113	22%
None	262	16%	27	31%	113	23%	37	7%
Arrest	56	3%	14	16%	54	11%	210	41%
Domestic / gender abuse	199	12%			51	11%	46	9%
Neighbourhood policing	139	8%	3	3%	60	12%	15	3%
Call Handling	102	6%			61	13%	4	1%
VAWG - dissatisfaction handling	96	6%	1	1%	23	5%	9	2%
Custody	16	1%	1	1%	7	1%	93	18%
Mental health	42	3%	4	5%	25	5%	32	6%
Premises search	17	1%	1	1%	21	4%	55	11%
Roads/traffic	50	3%	3	3%	22	5%	15	3%
Child protection / CSA / CSE	59	4%			9	2%	12	2%
Stop and/or search	10	1%	6	7%	15	3%	40	8%
Drugs / alcohol	32	2%	1	1%	12	2%	20	4%
Restraint equipment	5	0%			1	0%	45	9%
Firearms	27	2%					3	1%
Hate Crime	20	1%	2	2%	1	0%	1	0%
Death	15	1%			3	1%	3	1%
Missing persons	12	1%			2	0%	3	1%
Fraud	15	1%					1	0%
Public order incident	6	0%			3	1%	4	1%
Social media	9	1%			1	0%		
Serious injury	4	0%					1	0%
Taser							5	1%
Police dogs or horses							2	0%
Covert policing	1	0%						
PPDA	1	0%						
VAWG - police perpetrated	1	0%						

How allegations have been handled and allegation timeliness

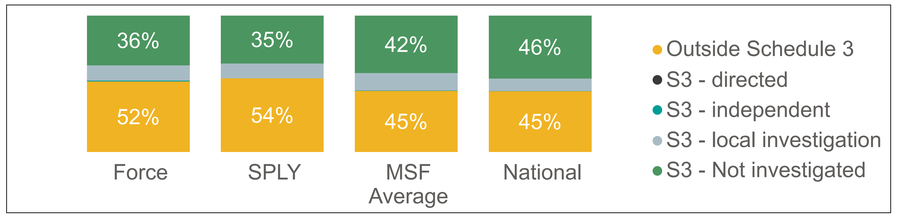
This section presents the time it takes the force to finalise allegations by how they were handled.

- 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	1,539	52%	1,082	36%	333	11%			22	1%	**2,976**	**100%**
SPLY	1,471	54%	953	35%	298	11%					**2,722**	**100%**
MSF Average	2,177	45%	2,041	42%	619	13%	0	0%	7	0%	**4,844**	**100%**
National	82,446	45%	85,168	46%	16,974	9%	1	0%	315	0%	**184,904**	**100%**

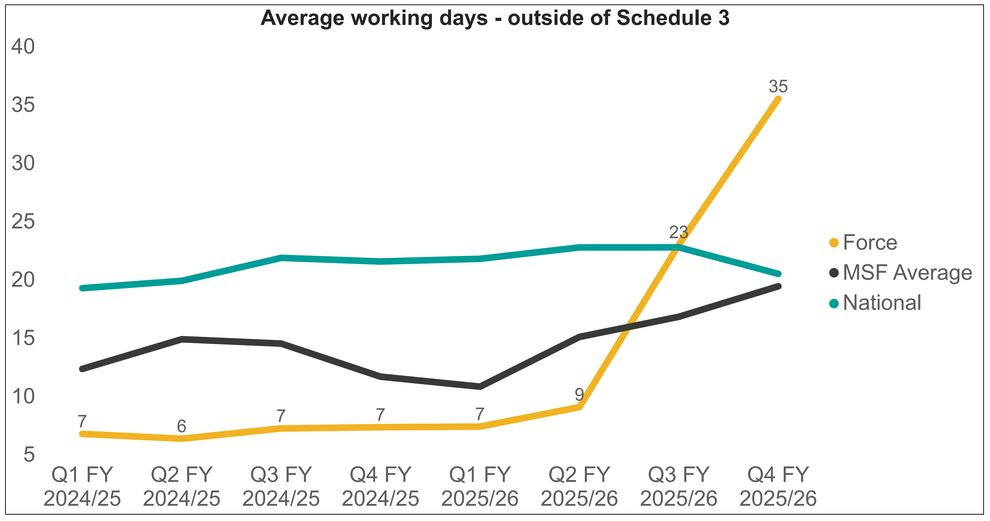
. Local investigation	Not special procedures		Special procedures		Total	
	Finalised	%	Finalised	%	Finalised	%
Force	309	93%	24	7%	**333**	**100%**
SPLY	285	96%	13	4%	**298**	**100%**
MSF Average	590	95%	29	5%	**619**	**100%**
National	15,386	91%	1,588	9%	**16,974**	**100%**

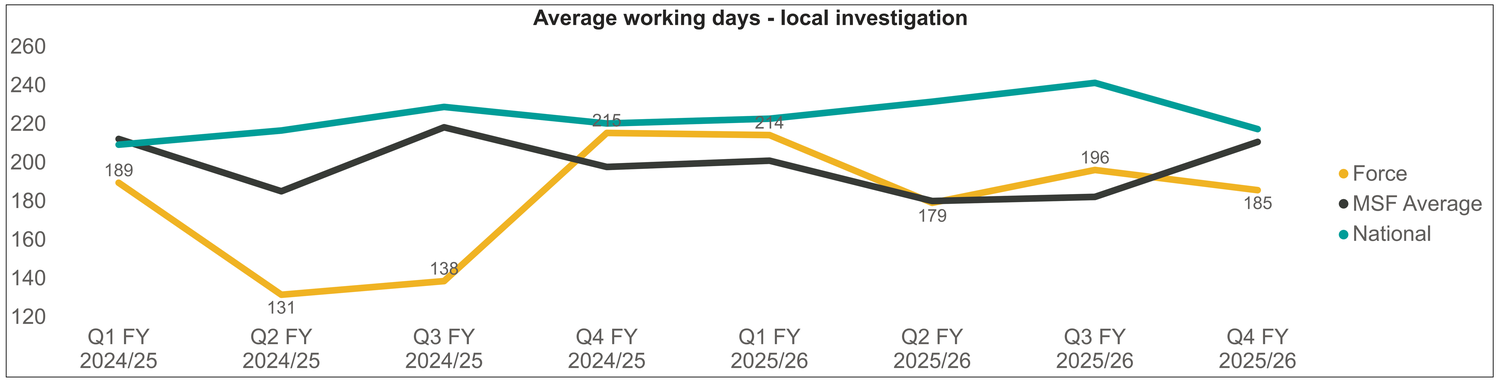


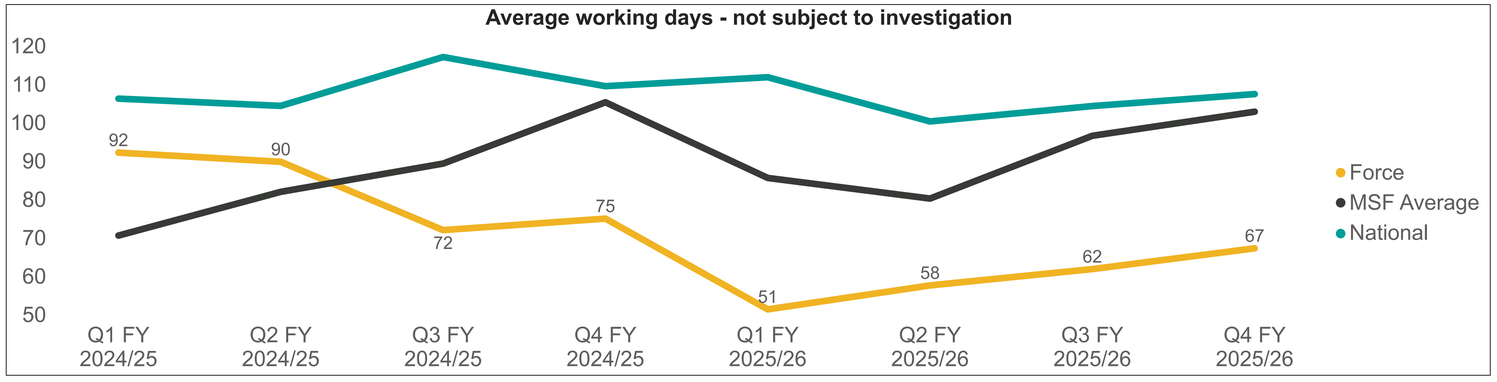
Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

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	18	7	15	22
Under Schedule 3 - not subject to investigation	60	82	91	106
Under Schedule 3 - by local investigation	194	169	199	228
Under Schedule 3 - by directed investigation	0	0	0	48
Under Schedule 3 - by independent investigation	249	0	212	338







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

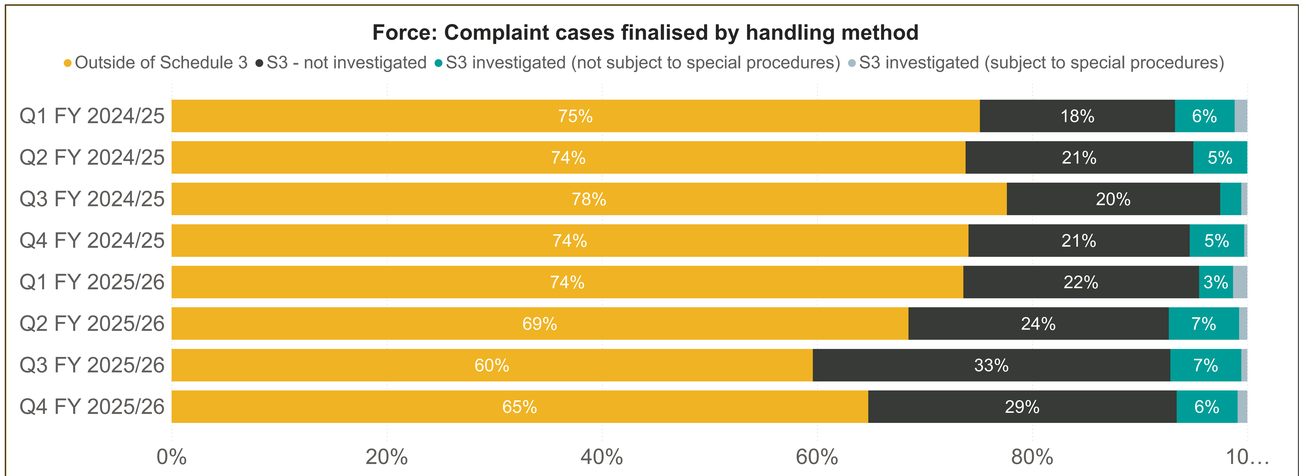
Complaint timeliness

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.

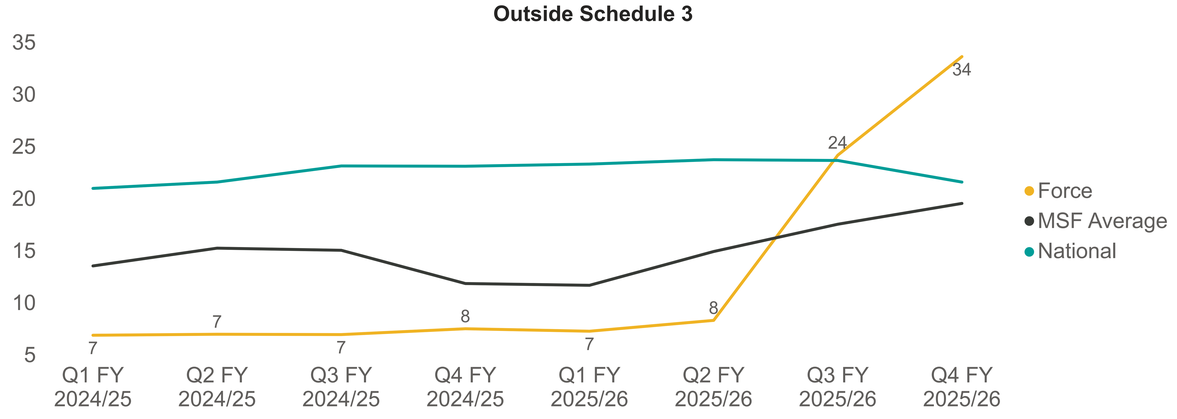
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the IOPC website performance framework counting rules and calculations on the for an explanation of invalid dates.

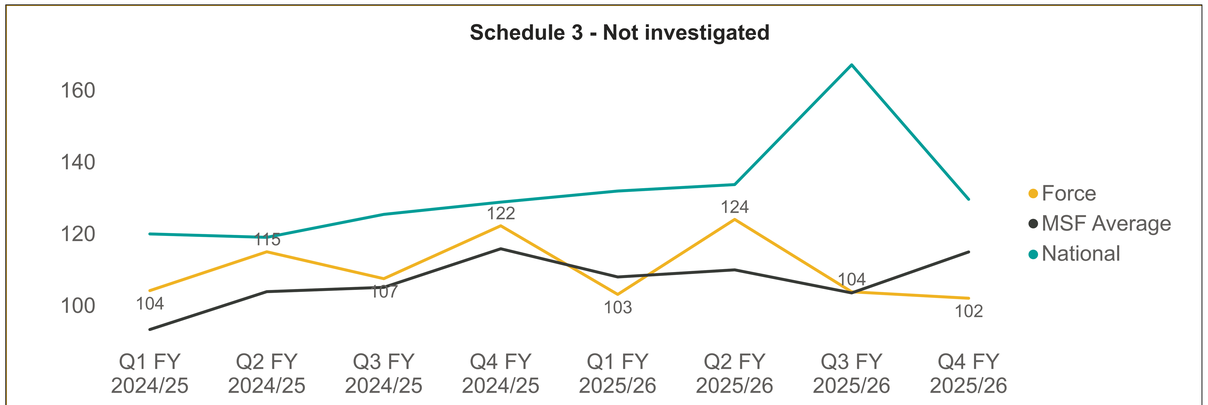
.	Outside of Schedule 3		Schedule 3 - not investigated		Schedule 3 investigated (not subject to special procedures)		Schedule 3 investigated (subject to special procedures)		Total	
Measure type	Finalised	%	Finalised	%	Finalised	%	Finalised	%	Finalised	%
Force	985	67%	396	27%	81	5%	13	1%	**1,475**	**100%**
SPLY	1,063	75%	282	20%	62	4%	7	0%	**1,414**	**100%**
MSF Average	1,762	64%	756	27%	220	8%	15	1%	**2,752**	**100%**
National	70,061	65%	32,002	30%	4,930	5%	634	1%	**107,627**	**100%**

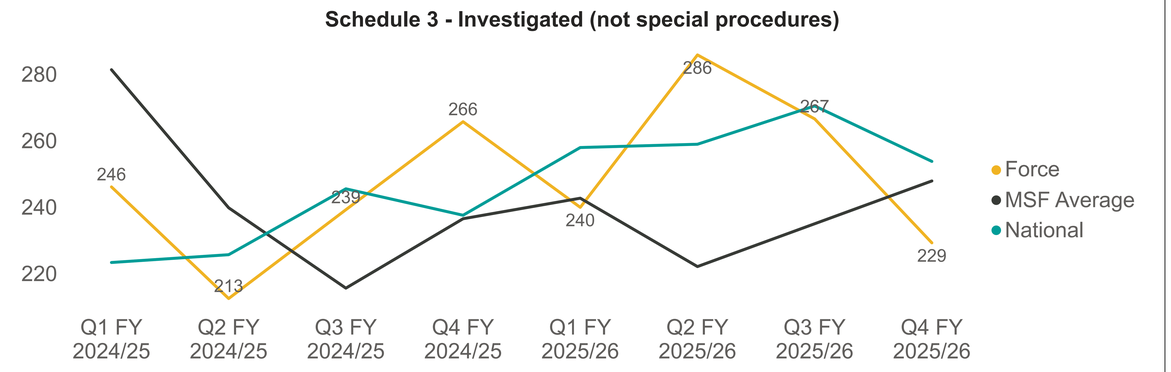
.	Schedule 3 - not investigated		Schedule 3 investigated (not subject to special procedures)		Schedule 3 investigated (subject to special procedures)	
Measure type	Finalised	Average days to finalise	Finalised	Average days to finalise	Finalised	Average days to finalise
Force	396	108	81	260	13	286
SPLY	282	113	62	241	7	290
MSF Average	756	108	220	240	15	379
National	32,002	142	4,930	261	634	349

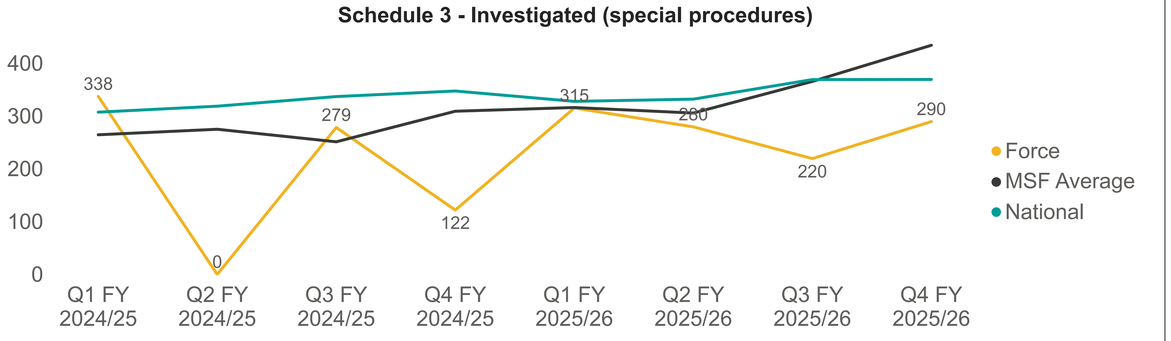


Outside of Schedule 3	Finalised	Average days to finalise
Force	985	17
SPLY	1,063	7
MSF Average	1,762	16
National	70,063	23









Findings and actions on Outside Schedule 3 allegations

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

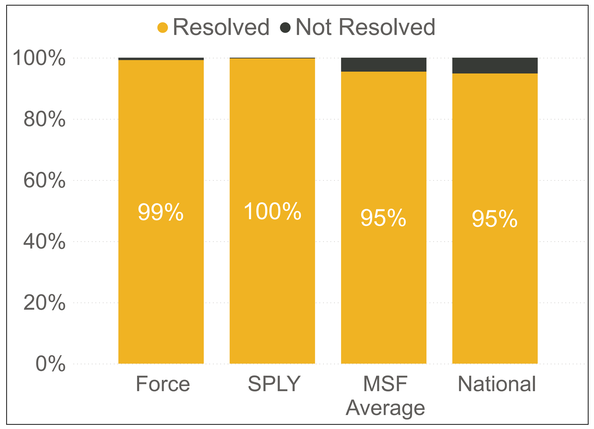
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

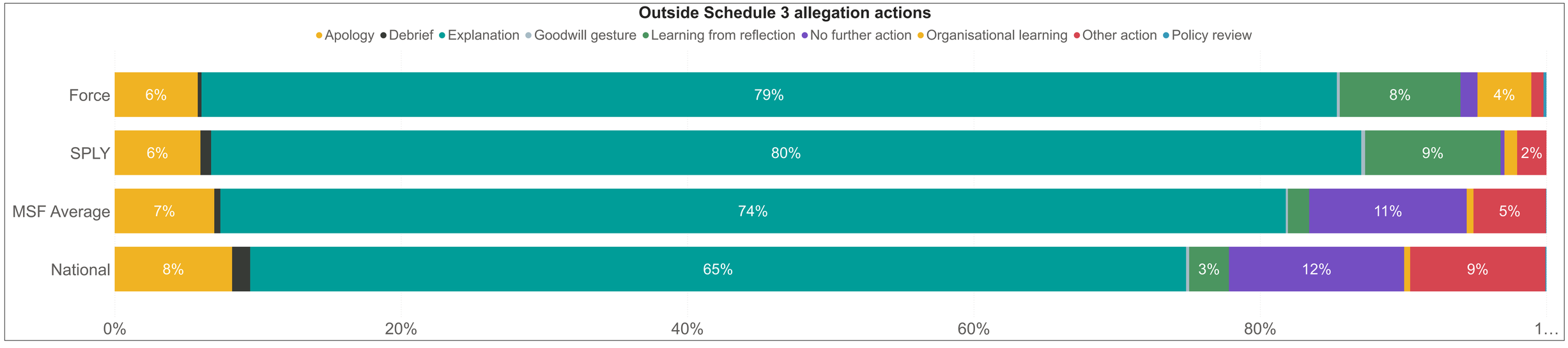
When an allegation is handled outside of Schedule 3 it will result in a finding of Resolved or Not Resolved - (an allegation not resolved may be moved to Schedule 3 or finalised without additional action)

Outside Schedule 3 result	Force	SPLY	MSF Average	National
Resolved	1,527	1,468	2,078	78,219
Not Resolved	12	3	98	4,224
Total	**1,539**	**1,471**	**2,177**	**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	79%	1,180	80%	1,615	74%	53,668	65%
Learning from reflection	128	8%	139	9%	32	1%	2,278	3%
Apology	88	6%	88	6%	151	7%	6,733	8%
Organisational learning	57	4%	13	1%	10	0%	337	0%
No further action	18	1%	4	0%	239	11%	10,054	12%
Other action	13	1%	30	2%	110	5%	7,759	9%
Debrief	4	0%	11	1%	9	0%	1,041	1%
Goodwill gesture	3	0%	4	0%	3	0%	178	0%
Policy review	3	0%			1	0%	56	0%
Total	**1,517**	**100%**	**1,469**	**100%**	**2,170**	**100%**	**82,104**	**100%**





Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police, Thames Valley 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	21	2%	26	3%	197	10%	5,708	7%
Regulation 41 applies					10	0%	262	0%
Service provided - acceptable	827	76%	699	73%	1,387	68%	58,464	69%
Service provided - not acceptable	164	15%	118	12%	251	12%	11,005	13%
Service provided - unable to determine	51	5%	89	9%	130	6%	7,657	9%
Withdrawal	19	2%	21	2%	66	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			1	0%	18	3%	504	3%
Regulation 41 applies					14	2%	218	1%
Service provided - acceptable	222	69%	206	72%	417	70%	10,707	69%
Service provided - not acceptable	44	14%	35	12%	88	15%	2,102	14%
Service provided - unable to determine	53	16%	33	12%	43	7%	1,531	10%
Withdrawal	4	1%	10	4%	14	2%	429	3%

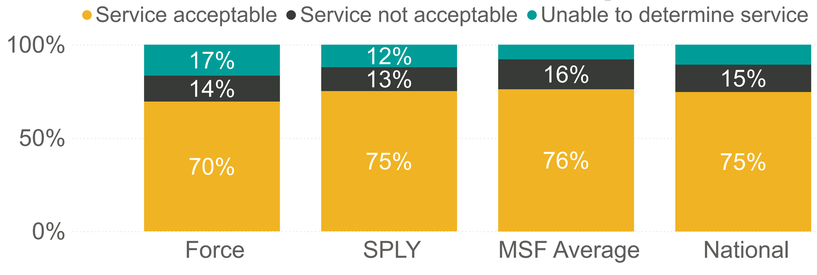
An allegation investigated (subject to special procedures) should not result in a service finding but some have been recorded with that outcome

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

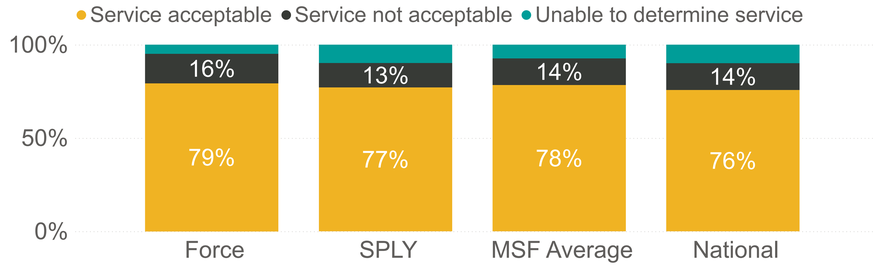
In addition, an allegation can be withdrawn, finalised following criminal proceedings or subject to no further action. No further action here means that the allegation could not be progressed, for example due to being unable to engage with the complainant. This is different from the force deciding to 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	6	19%	6	46%	10	30%	397	22%
No Case to Answer	12	38%	4	31%	14	41%	886	49%
No further action					1	3%	31	2%
Regulation 41 applies					1	2%	7	0%
Service provided - acceptable	5	16%			5	14%	285	16%
Service provided - not acceptable	6	19%	2	15%	2	6%	81	5%
Service provided - unable to determine	3	9%			1	4%	43	2%
Withdrawal			1	8%	0	1%	69	4%

Schedule 3 allegations (not investigated)



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



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

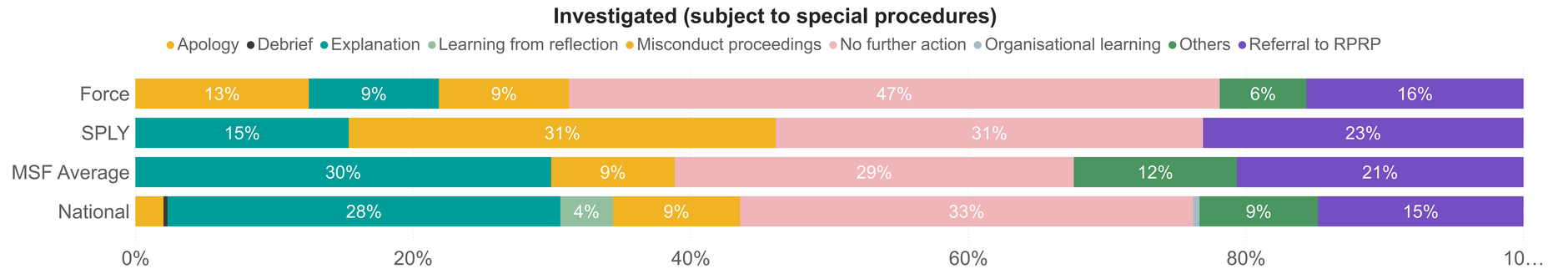
Actions on Schedule 3 allegations

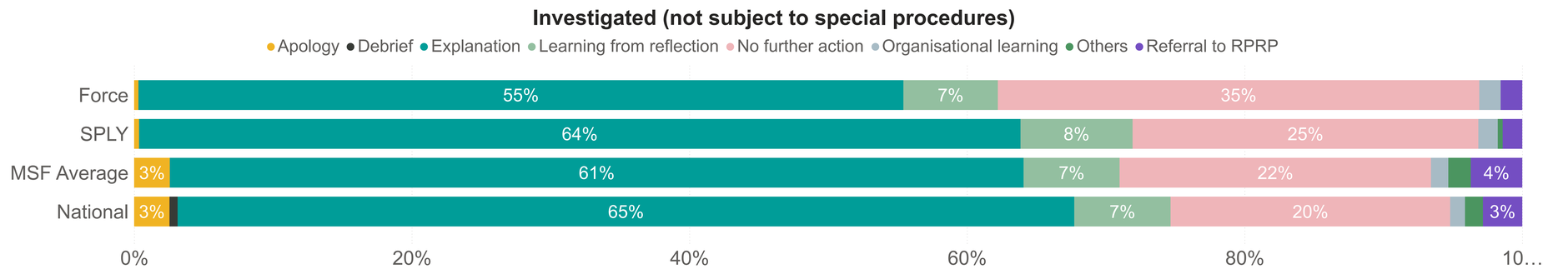
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding 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	1,121	78%	992	79%	1,852	70%	66,745	65%
No further action	157	11%	105	8%	482	18%	17,908	18%
Learning from reflection	102	7%	104	8%	151	6%	5,564	5%
Apology	22	2%	20	2%	75	3%	4,154	4%
Referral to RPRP	16	1%	7	1%	36	1%	1,333	1%
Organisational learning	13	1%	12	1%	27	1%	948	1%
Misconduct proceedings	3	0%	4	0%	3	0%	162	0%
Others	2	0%	6	0%	37	1%	1,158	1%
Debrief					1	0%	4,219	4%
Total	**1,436**	**100%**	**1,250**	**100%**	**2,664**	**100%**	**102,191**	**100%**

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



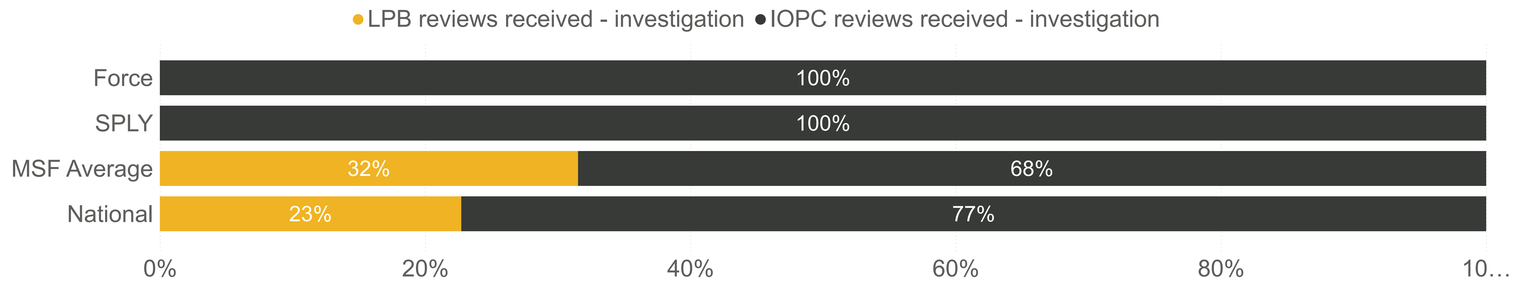


Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Essex Police, Hampshire and Isle of Wight Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police, Thames Valley Police

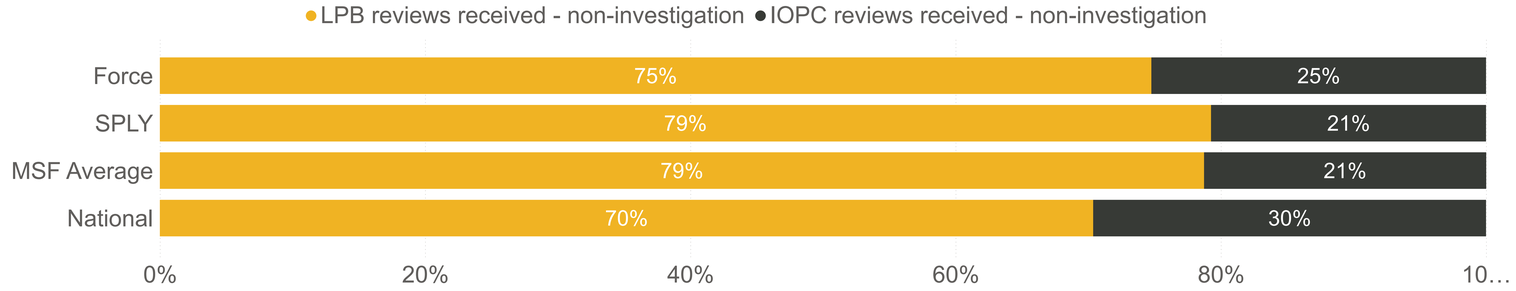
Reviews received

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	80
SPLY	0	65
MSF Average	12	148
National	275	5,002

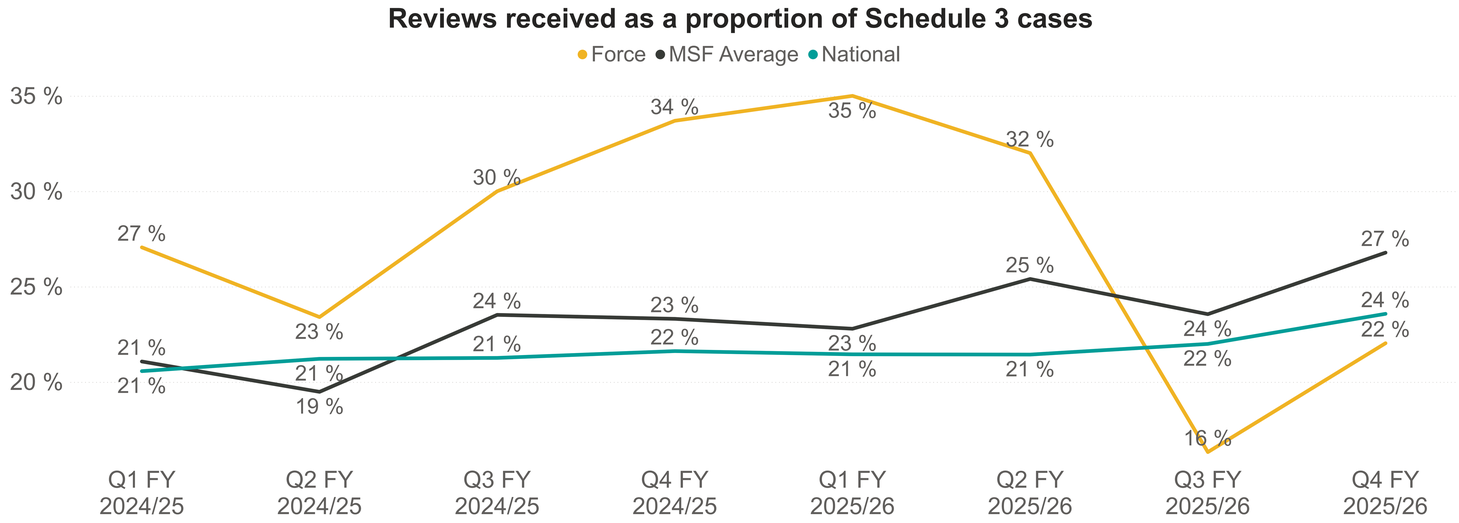


IOPC Reviews	Investigation	Non-investigation
Force	18	27
SPLY	18	17
MSF Average	27	40
National	935	2105



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	125	490
SPLY	100	351
MSF Average	227	990
National	8,317	37,566



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

Reviews outcomes and timeliness

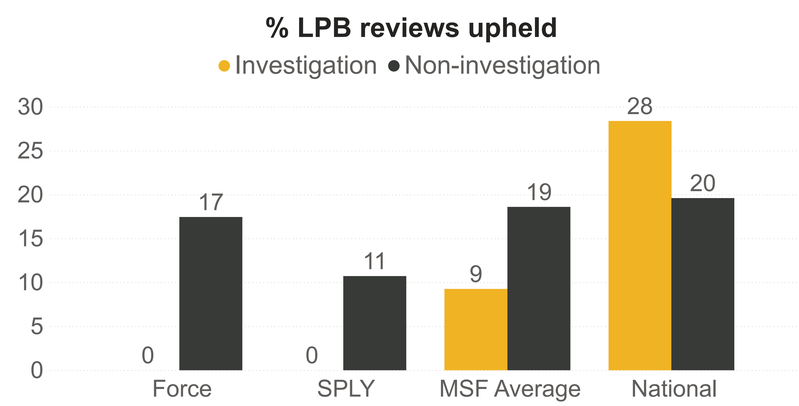
LPB Reviews

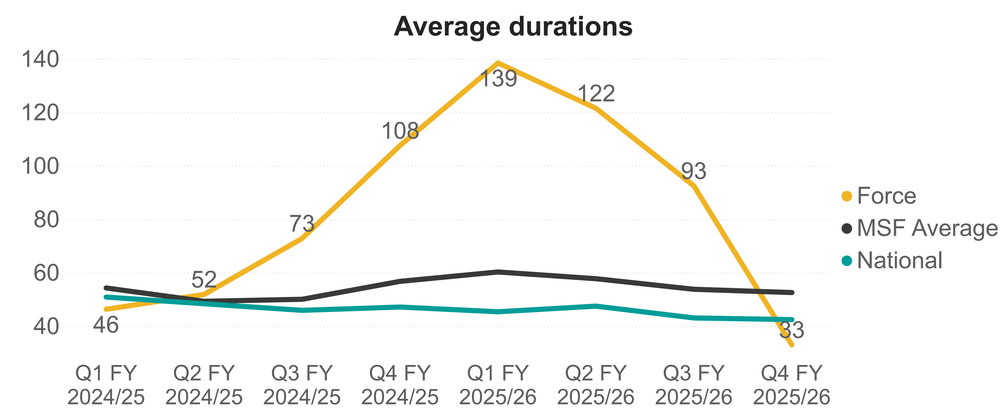
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

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	14	5
National	282	80
Non-investigation		
Force	109	19
SPLY	28	3
MSF Average	131	21
National	4429	868

Review type	Average duration
Investigation	
Force	0
SPLY	0
MSF Average	47
National	57
Non-investigation	
Force	92
SPLY	74
MSF Average	55
National	44





IOPC Reviews

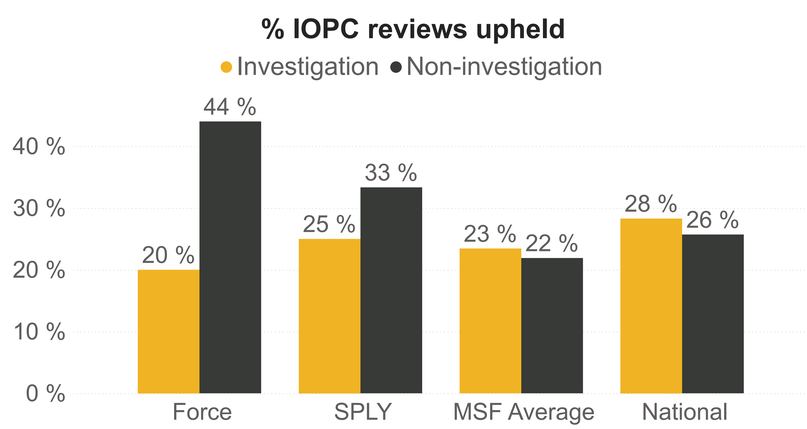
The IOPC will be the review body on complaints that meet certain criteria, including mandatory referral criteria (see page 16)

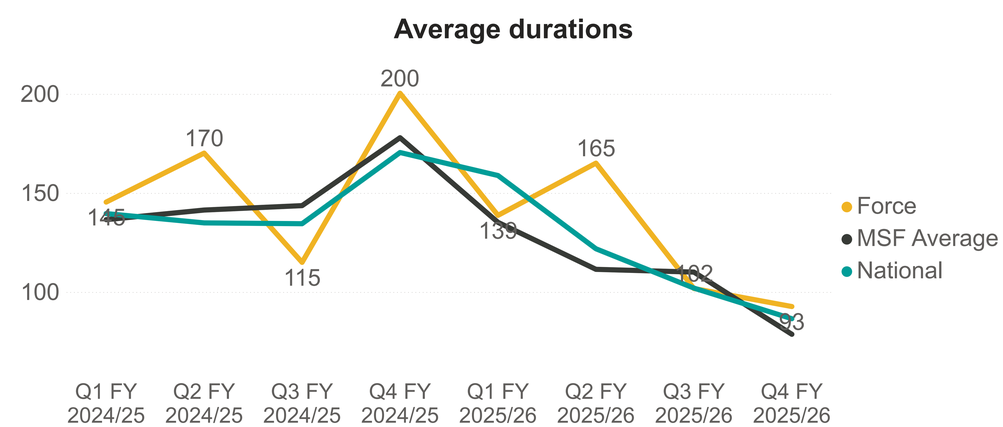
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

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	20	4	25	11
SPLY	20	5	15	5
MSF Average	34	9	41	10
National	1,152	327	2,121	555

Measure	Average duration
Force	125
SPLY	164
MSF Average	119
National	115





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

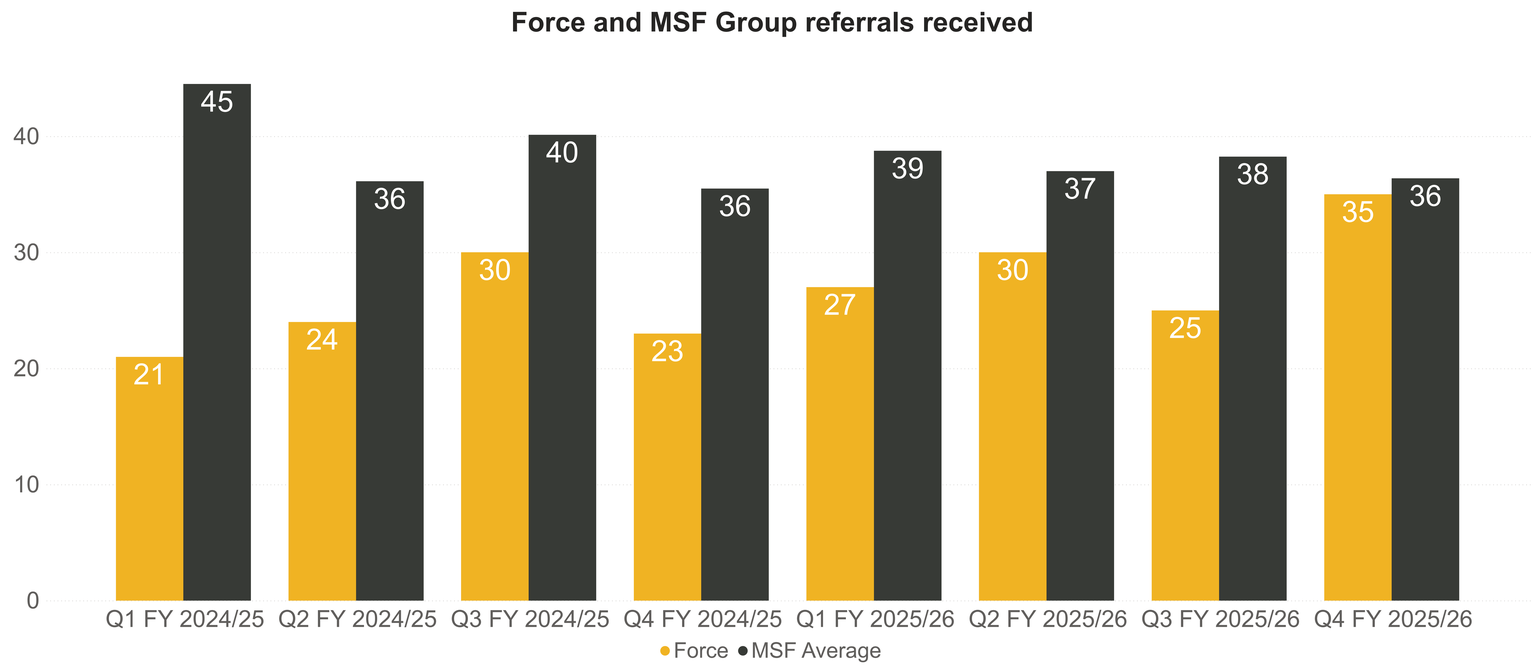
When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation.

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

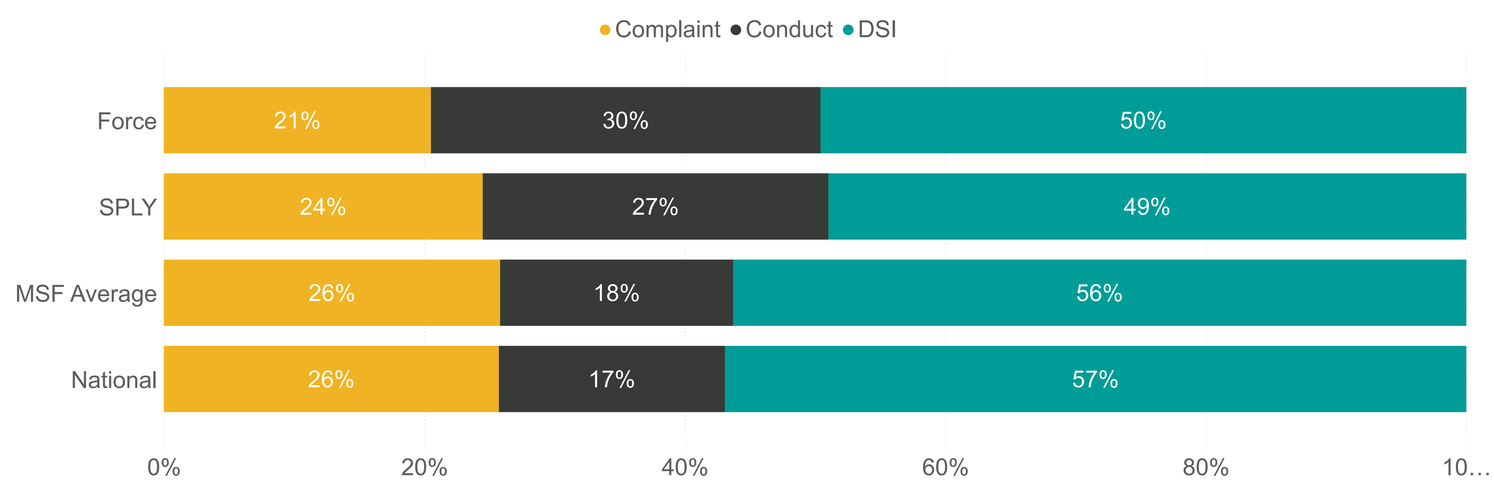
A referral may be made invalid if the matter does not fall within the IOPC's remit

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	117	98	150	6,942
Number referrals completed	116	98	152	7,017
Decision: Directed Investigation			0	24
Decision: Independent Investigation	3	6	6	400
Decision: Invalid	1	1	2	98
Decision: Local Investigation	64	48	81	3,513
Decision: Return to Force	48	43	63	2,980



Referral type	Force	SPLY	MSF Average	National
Complaint	24	24	39	1,786
Conduct	35	26	27	1,204
DSI	58	48	85	3,952
Total	**117**	**98**	**150**	**6,942**



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