

About this bulletin

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

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

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

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

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Acronyms used in this bulletin

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

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

Complaints and allegations logged

A **complaint case** is formed of one or more **allegations**.

This bulletin contains data on complaints, allegations, referrals and reviews broken down in the following ways:

.Force - The police force and date range covered by the bulletin title

.SPLY - Data as above in the same period of the previous financial year

.MSF Average - Most Similar Force group* average for the period

.National - Total or average of all forces in this period

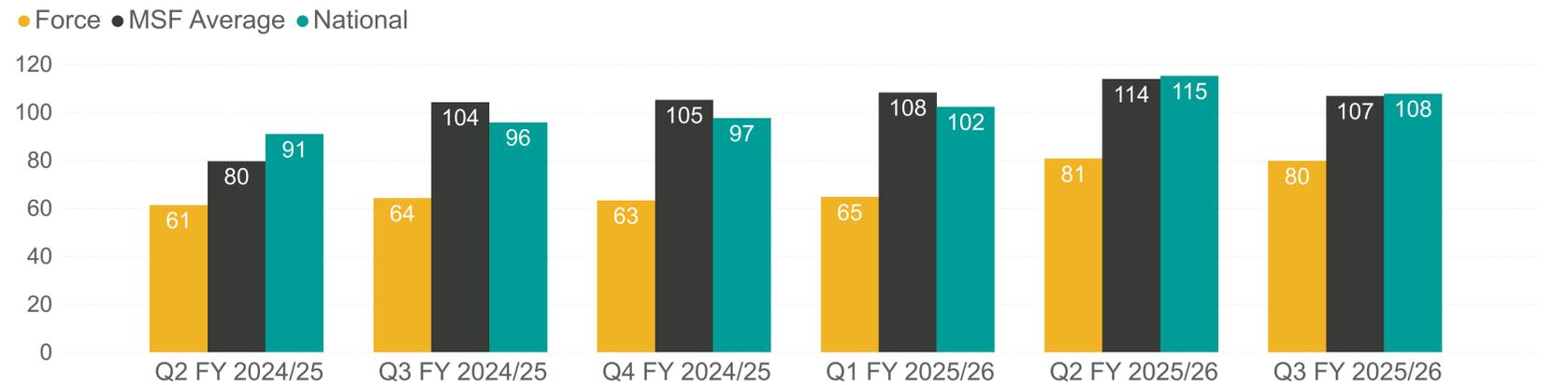
*Most Similar Force groups are specified by the Home Office and enable comparison between forces of similar size and demographics

Measure	Complaints logged	Per 1,000 employees	Allegations logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	10,740	225	18,459	386	7	7
SPLY	8,962	184	17,086	350	7	7
MSF Average	6,015	329	10,100	540	7	5
National	81,889	325	141,831	563	8	7

Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. As the chart for allegations would look similar to the chart for complaints, for clarity only complaints are shown

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

Complaints logged per 1,000 employees



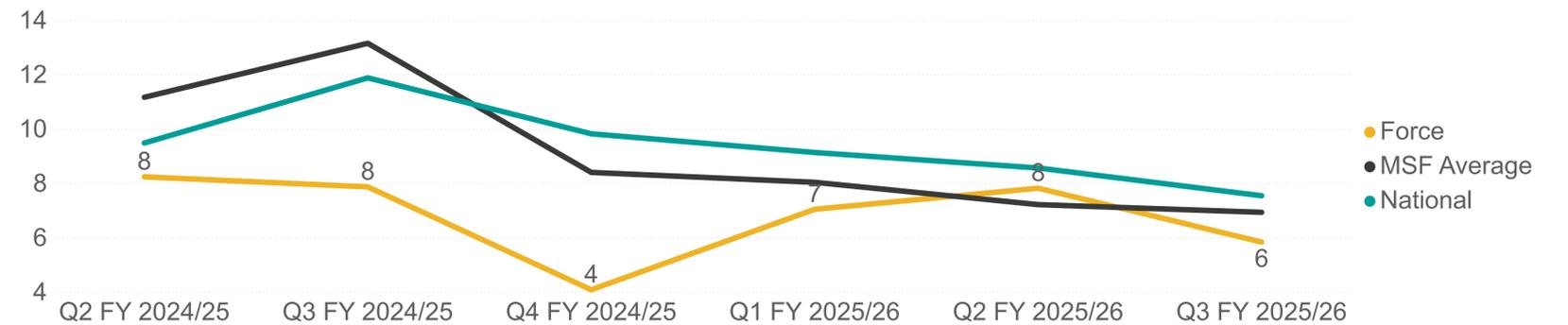
The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

Data labels in the above charts are those of the force

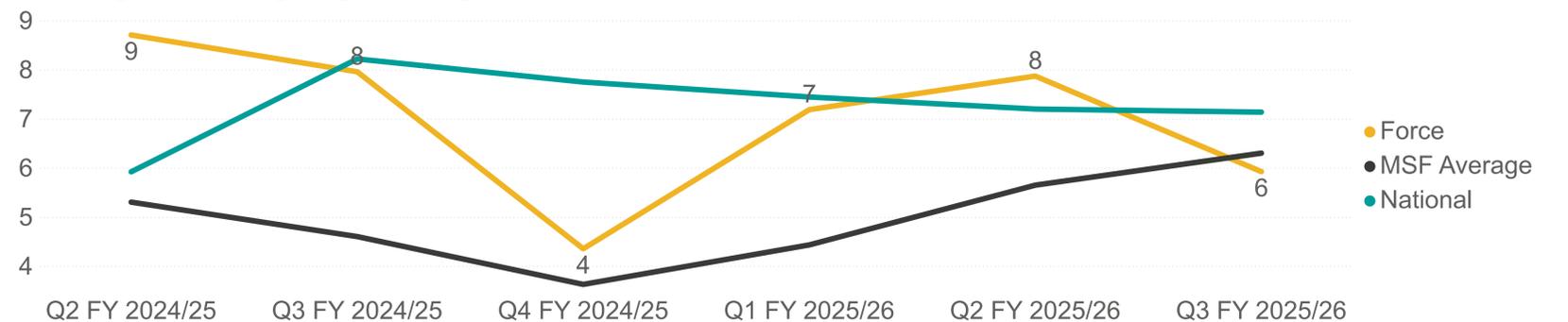
For information on what has been complained about, see pages 2 to 5

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

Average working days to contact complainants



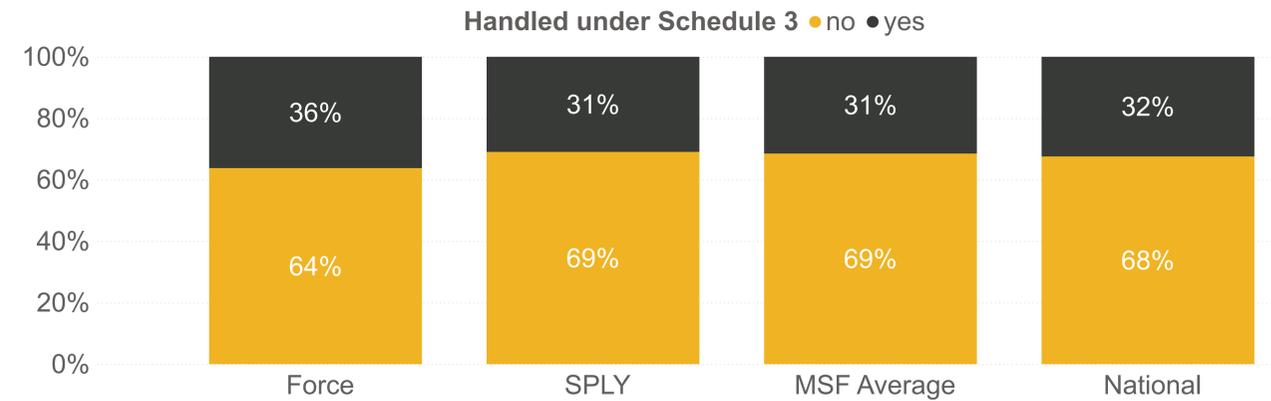
Average working days to log complaints



How complaints are being handled and what has been complained about

When a complaint is received by the force, the force can attempt to handle the complaint informally (outside of Schedule 3 of the Police Reform Act) or handle it formally (under Schedule 3). When deciding handle to complaint formally, the force should record the reason why

Reason complaint recorded under Schedule 3	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	3,049	1,909	1,057	9,733
Complainant wishes the complaint be recorded	250	418	162	4,534
Dissatisfaction after initial handling	305	170	246	4,525
Nature of the allegation(s) in the complaint	253	273	416	7,664
Total	3,857	2,770	1,880	26,456

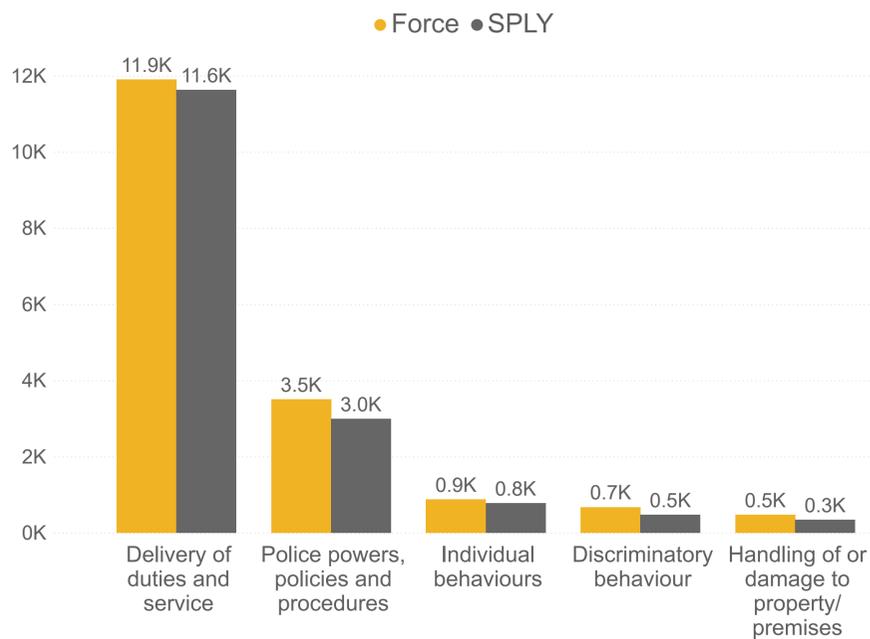


Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist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

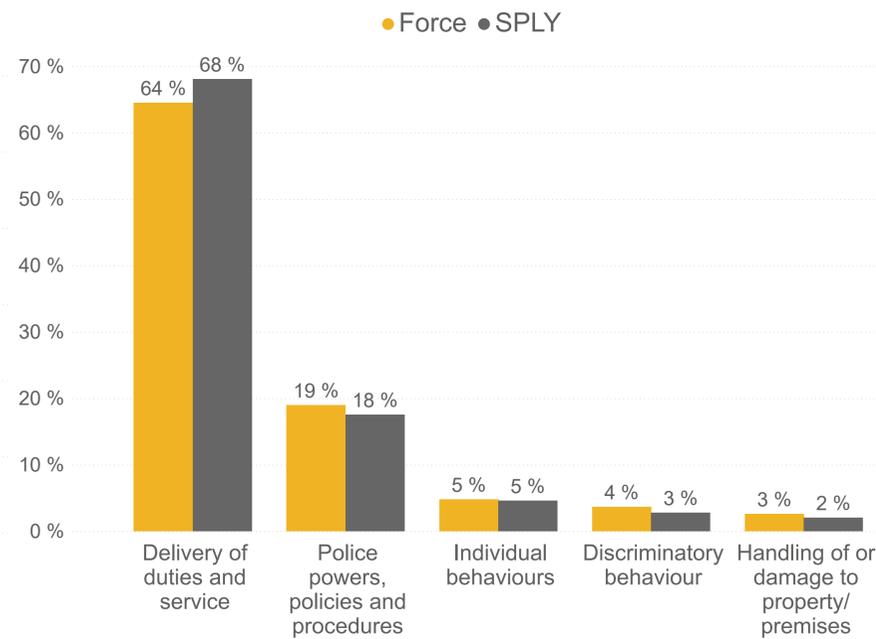
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	11,902	3,505	476	231	136	676	75	879	48	132	399	18,459
SPLY	11,628	2,995	344	243	123	471	62	782	43	110	285	17,086
MSF Average	5,808	2,144	351	156	84	354	52	925	22	82	123	10,100
National	77,009	31,296	4,913	3,035	1,556	3,915	1,107	16,488	251	873	1,387	141,830

Top five most applied allegation categories

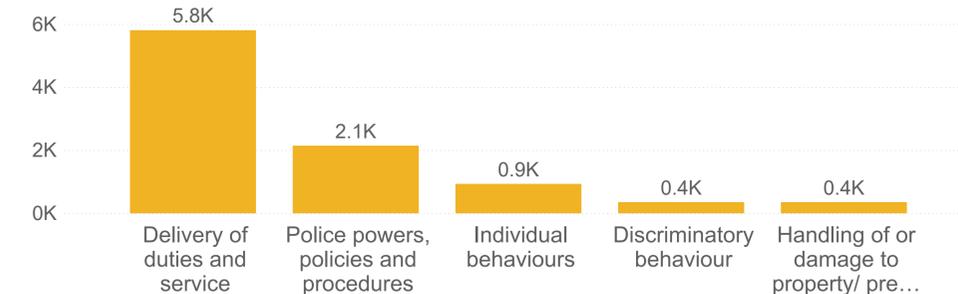
Force (year-to-date and same period last year)



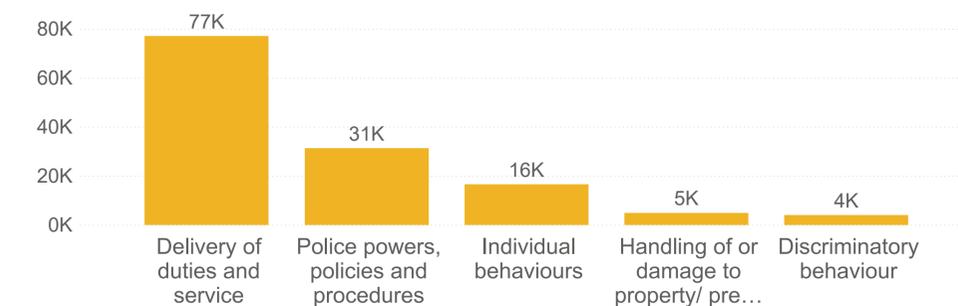
Force (% of allegations logged)



MSF group average



National



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

This section presents data on some of the most commonly recorded categories on allegations logged. For more information on allegation categories, see the IOPC website and links provided on page 14.

This category is about the service received from the police. Complaints in this category can be organisational or can be about individual behaviour

Delivery of duties and service Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
General level of service	7,808	66%	7,525	65%	2,352	40%	22,975	30%
Police action following contact	2,718	23%	2,735	24%	2,262	39%	32,818	43%
Decisions	1,090	9%	986	8%	749	13%	12,459	16%
Information	286	2%	382	3%	446	8%	8,754	11%
Total	11,902	100%	11,628	100%	5,808	100%	77,006	100%

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

Individual behaviours Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Unprofessional attitude and disrespect	318	36%	292	37%	291	31%	4,635	28%
Impolite language / tone	289	33%	188	24%	266	29%	4,354	26%
Impolite and intolerant actions	109	12%	108	14%	168	18%	2,485	15%
Overbearing or harassing behaviours	93	11%	126	16%	110	12%	2,606	16%
Lack of fairness and impartiality	70	8%	68	9%	90	10%	2,408	15%
Total	879	100%	782	100%	925	100%	16,488	100%

This category is about the use of police powers, including where an available power has not been used, and police policies and procedures. Complaints in this category can be organisational or about individual behaviour

Police powers, policies and procedures Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Use of force	994	28%	768	26%	541	25%	7,232	23%
Power to arrest and detain	632	18%	568	19%	374	17%	5,452	17%
Other policies and procedures	540	15%	344	11%	266	12%	3,750	12%
Evidential procedures	346	10%	283	9%	202	9%	2,841	9%
Stops, and stop and search	309	9%	272	9%	132	6%	1,490	5%
Searches of premises and seizure of property	284	8%	268	9%	247	12%	4,081	13%
Detention in police custody	245	7%	375	13%	249	12%	4,049	13%
Bail, identification and interview procedures	120	3%	89	3%	112	5%	1,897	6%
Out of court disposals	35	1%	27	1%	22	1%	504	2%
Total	3,505	100%	2,994	100%	2,144	100%	31,296	100%

This includes any issue where an element of discrimination was involved or was perceived to be involved.

It also includes any instances where the possible discriminatory behaviour is identified by the person receiving, recording, or investigating a complaint. Complaints in this category can be organisational or can be about individual behaviour.

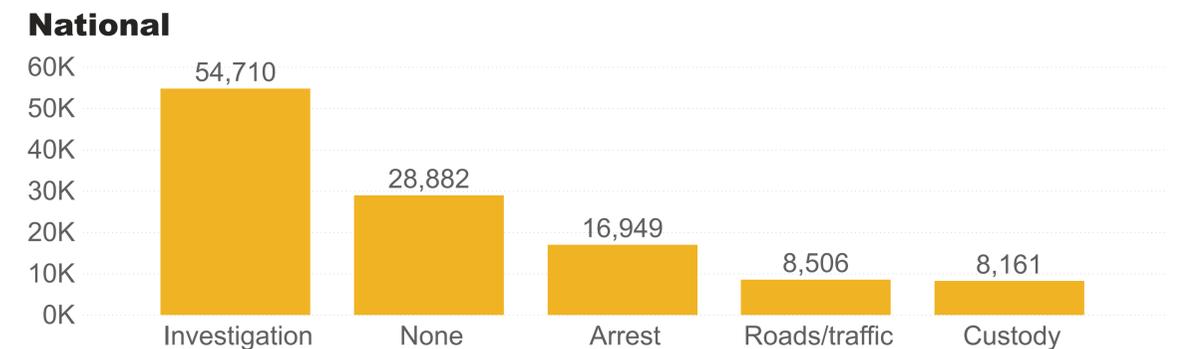
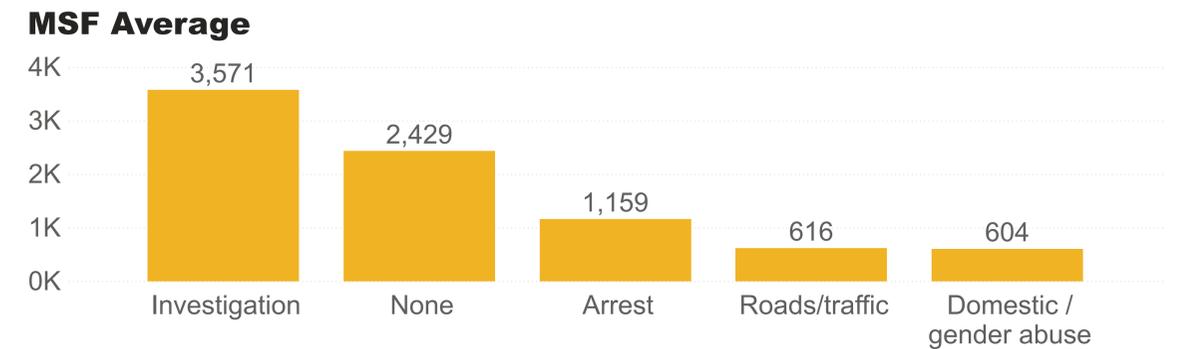
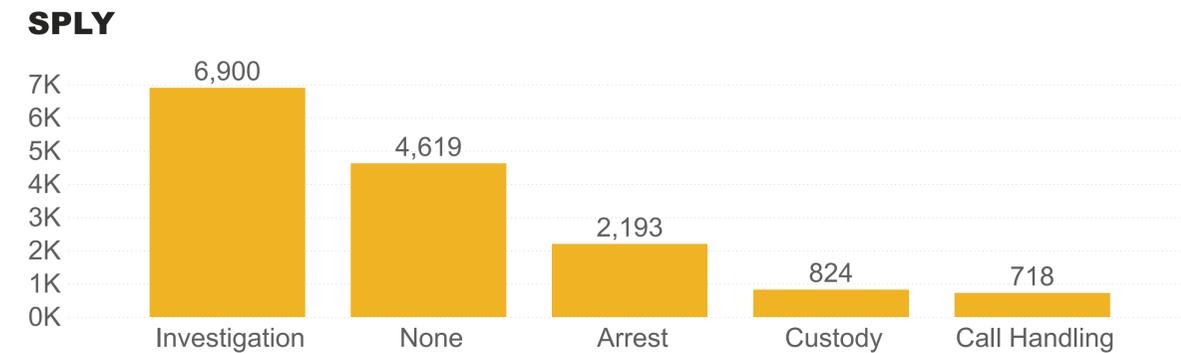
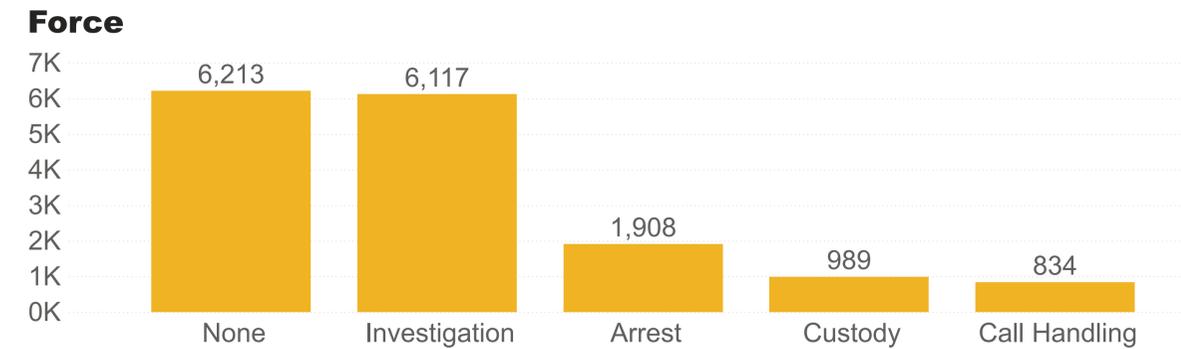
Discriminatory behaviour Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Race	407	60%	304	65%	184	52%	1,857	47%
Disability	92	14%	42	9%	74	21%	843	22%
Sex	55	8%	38	8%	41	12%	568	15%
Other	47	7%	49	10%	23	6%	328	8%
Religion or belief	37	5%	19	4%	14	4%	117	3%
Sexual orientation	23	3%	6	1%	11	3%	108	3%
Age	8	1%	8	2%	3	1%	45	1%
Gender reassignment	7	1%	5	1%	4	1%	46	1%
None					0	0%		
Marriage and civil partnership					0	0%	1	0%
Pregnancy and maternity					0	0%	2	0%
Total	676	100%	471	100%	354	100%	3,915	100%

Factors applied to allegations logged

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

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

Force MSF National YTD SPLY Factor	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
None	6,213	34%	4,619	27%	2,429	24%	28,882	20%
Investigation	6,117	33%	6,900	40%	3,571	35%	54,710	39%
Arrest	1,908	10%	2,193	13%	1,159	11%	16,949	12%
Custody	989	5%	824	5%	579	6%	8,161	6%
Call Handling	834	5%	718	4%	409	4%	6,093	4%
Roads/traffic	716	4%	711	4%	616	6%	8,506	6%
Stop and/or search	709	4%	653	4%	316	3%	2,997	2%
Neighbourhood policing	429	2%	491	3%	480	5%	6,425	5%
VAWG - dissatisfaction handling	375	2%	219	1%	490	5%	6,090	4%
Premises search	333	2%	292	2%	268	3%	3,663	3%
Mental health	312	2%	292	2%	320	3%	3,894	3%
Domestic / gender abuse	220	1%	193	1%	604	6%	7,796	5%
Restraint equipment	162	1%	186	1%	94	1%	1,324	1%
Public order incident	126	1%	112	1%	68	1%	1,017	1%
Child protection / CSA / CSE	103	1%	123	1%	130	1%	2,638	2%
VAWG - police perpetrated	103	1%	122	1%	42	0%	622	0%
Missing persons	96	1%	66	0%	66	1%	915	1%
Death	86	0%	107	1%	60	1%	1,200	1%
Drugs / alcohol	56	0%	57	0%	83	1%	1,490	1%
Firearms	41	0%	42	0%	26	0%	634	0%
Serious injury	33	0%	14	0%	26	0%	291	0%
Hate Crime	25	0%	29	0%	36	0%	621	0%
Taser	23	0%	22	0%	12	0%	150	0%
Social media	20	0%	29	0%	46	0%	689	0%
Covert policing	17	0%	10	0%	8	0%	64	0%
Fraud	17	0%	22	0%	29	0%	994	1%
	14	0%	9	0%	144	1%	1,579	1%
VAWG - police victim	10	0%	4	0%	4	0%	103	0%
Police dogs or horses	7	0%	21	0%	7	0%	80	0%
PPDA	4	0%			6	0%	116	0%
PPDA - Police victim					1	0%	5	0%
Prejudicial and improper behaviour					0	0%	31	0%



Factors on frequently applied allegation categories (force figures only)

This section presents information that shows what people are complaining about using a combination of allegation categories and factors against the police force.

Categories capture the root of the dissatisfaction expressed in a complaint. Factors capture the situational context of the dissatisfaction expressed in a complaint.

The combination of categories and factors provides a richer picture of what people are complaining about compared to the categories alone.

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

Category Factors	Delivery of duties and service		Discriminatory behaviour		Individual behaviours		Police powers, policies and procedures	
	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent
Investigation	4,926	41%	169	25%	154	18%	629	18%
None	4,094	34%	226	33%	361	41%	745	21%
Arrest	642	5%	93	14%	51	6%	1,013	29%
Custody	435	4%	26	4%	67	8%	402	11%
Call Handling	675	6%	30	4%	96	11%	25	1%
Stop and/or search	144	1%	66	10%	39	4%	435	12%
Roads/traffic	350	3%	44	7%	49	6%	155	4%
Neighbourhood policing	349	3%	15	2%	27	3%	22	1%
VAWG - dissatisfaction handling	307	3%	24	4%	10	1%	25	1%
Mental health	170	1%	22	3%	20	2%	82	2%
Premises search	100	1%	7	1%	11	1%	151	4%
Domestic / gender abuse	158	1%	8	1%	9	1%	21	1%
Restraint equipment	14	0%	2	0%	5	1%	139	4%
Public order incident	46	0%	8	1%	5	1%	60	2%
Child protection / CSA / CSE	76	1%	3	0%	4	0%	15	0%
Missing persons	76	1%	2	0%	5	1%	13	0%
Death	68	1%	3	0%	2	0%	5	0%
VAWG - police perpetrated	11	0%	4	1%	6	1%	43	1%
Drugs / alcohol	22	0%	3	0%	2	0%	13	0%
Firearms	11	0%	3	0%	6	1%	17	0%
Serious injury	10	0%	2	0%	1	0%	17	0%
Hate Crime	15	0%	6	1%	3	0%	1	0%
Taser	2	0%					21	1%
Covert policing	5	0%	1	0%	1	0%	7	0%
Fraud	14	0%						
	10	0%	2	0%			1	0%
Social media	4	0%			3	0%	4	0%
VAWG - police victim	6	0%			1	0%	1	0%
Police dogs or horses	3	0%					3	0%
Coronavirus – police powers on restrictions	1	0%					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 2017 Policing and Crime Act) or formally handled under Schedule 3

.Schedule 3 allegations can be handled without investigation or by investigation.

.Where handled by investigation this may be subject to 'special procedures' (meaning that a finding of a case to answer for misconduct may be found)

.If not subject to special procedures, a finding of the service provided being acceptable or unacceptable may be found.

For more information on allegation findings and actions, please see pages 8 - 10

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

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

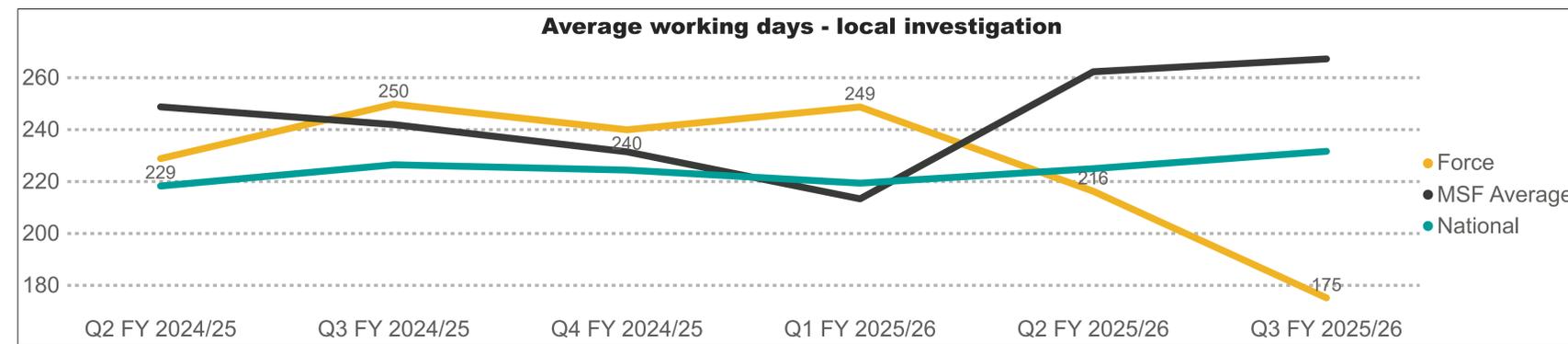
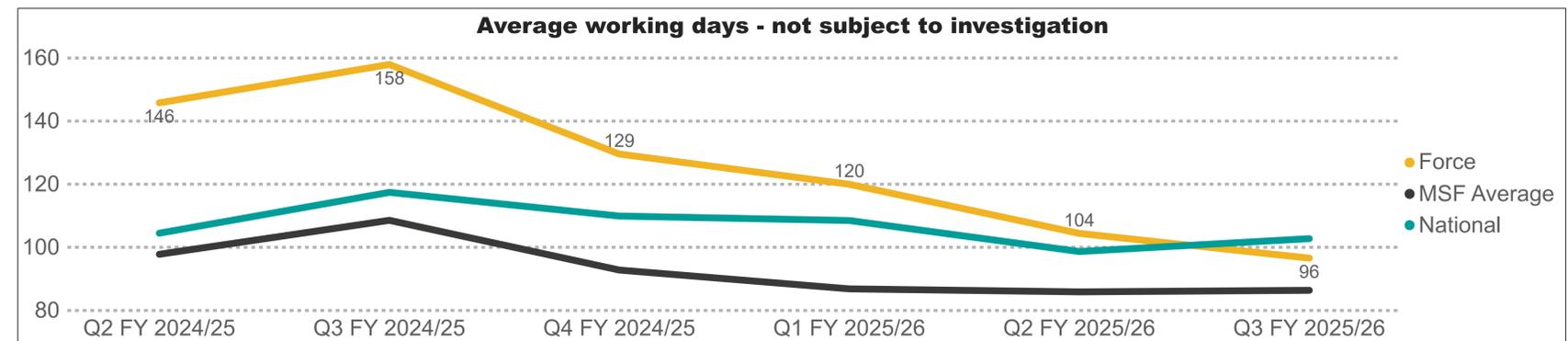
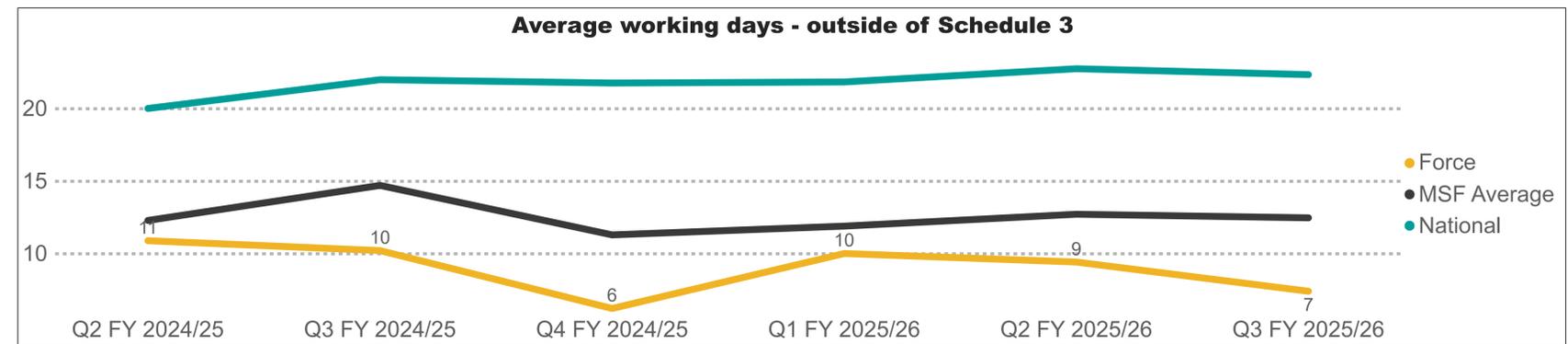
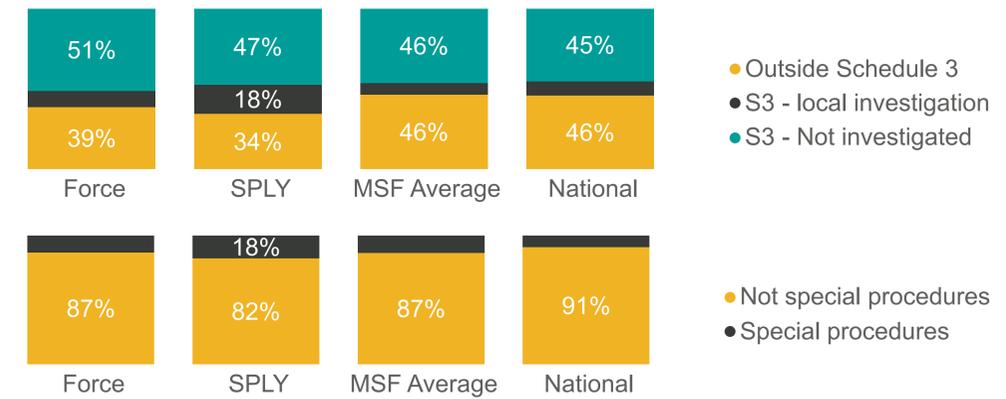
Number finalised	Outside of Schedule 3	Under Schedule 3 - not subject to investigation	Under Schedule 3 - by local investigation	Total
Force	6,871	9,132	1,830	17,833
SPLY	6,324	8,695	3,369	18,388
MSF Average	4,621	4,601	740	9,961
National	62,197	61,043	12,147	135,387

Local investigation	Not special procedures	Special procedures	Total
Force	1,590	240	1,830
SPLY	2,772	597	3,369
MSF Average	640	99	740
National	11,073	1,074	12,147

Average days to finalise	Outside of Schedule 3
Force	9
SPLY	10
MSF Average	12
National	22

Average days to finalise	Under Schedule 3 - not subject to investigation
Force	106
SPLY	151
MSF Average	85
National	103

Average days to finalise	Under Schedule 3 - by local investigation
Force	219
SPLY	244
MSF Average	254
National	225

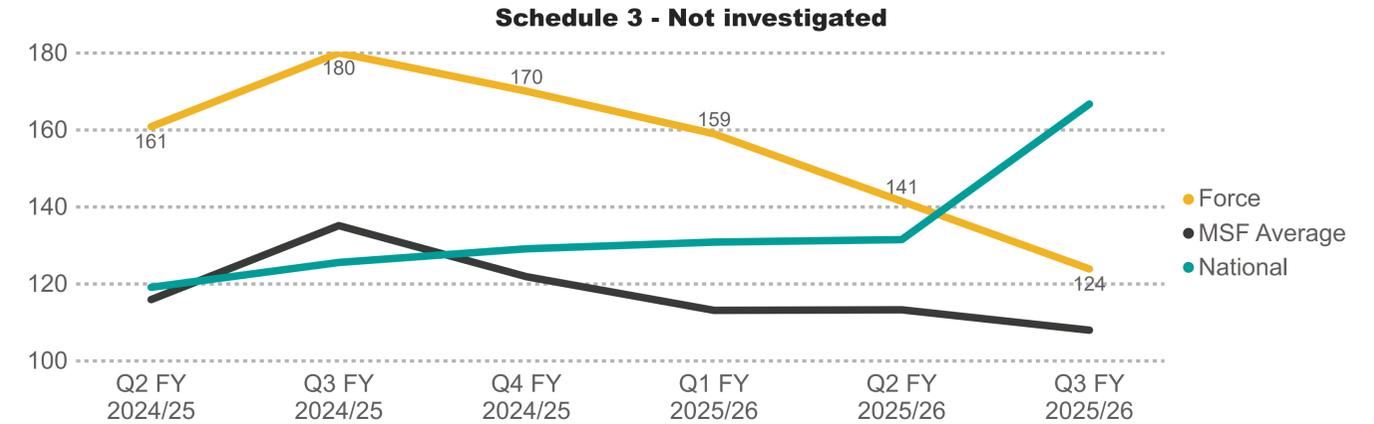


Complaint timeliness

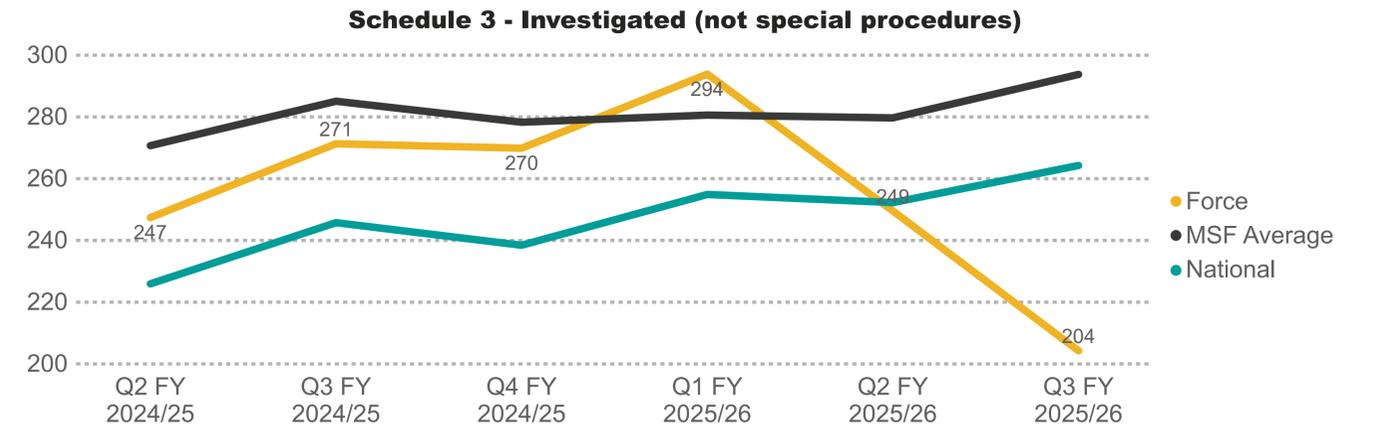
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

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

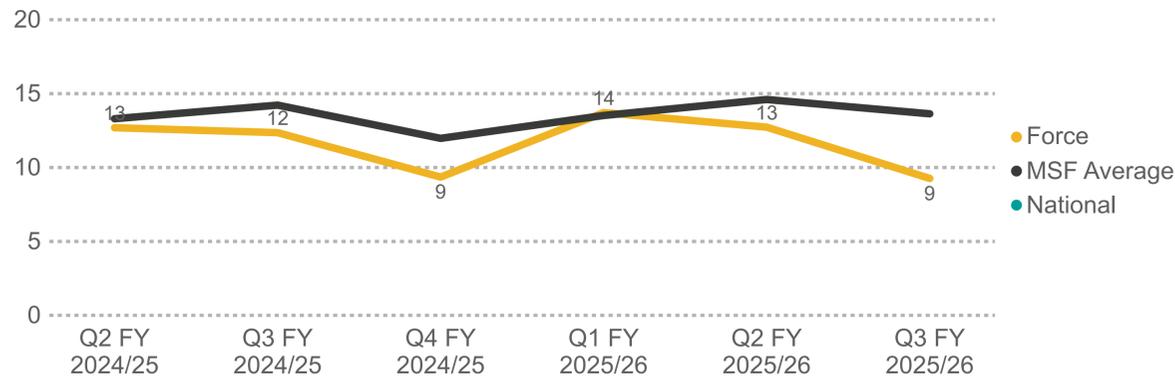
Under Schedule 3 Force MSF National YTD SPLY	Under Schedule 3 - not investigated		Under Schedule 3 investigated (not subject to special procedures)		Under Schedule 3 investigated (subject to special procedures)	
	Complaints Finalised	Average days to finalise	Complaints Finalised	Average days to finalise	Complaints Finalised	Average days to finalise
Force	2,994	139	498	250	131	324
SPLY	2,416	173	725	269	206	303
MSF Average	1,549	111	207	284	44	380
National	23,280	144	3,732	257	452	329



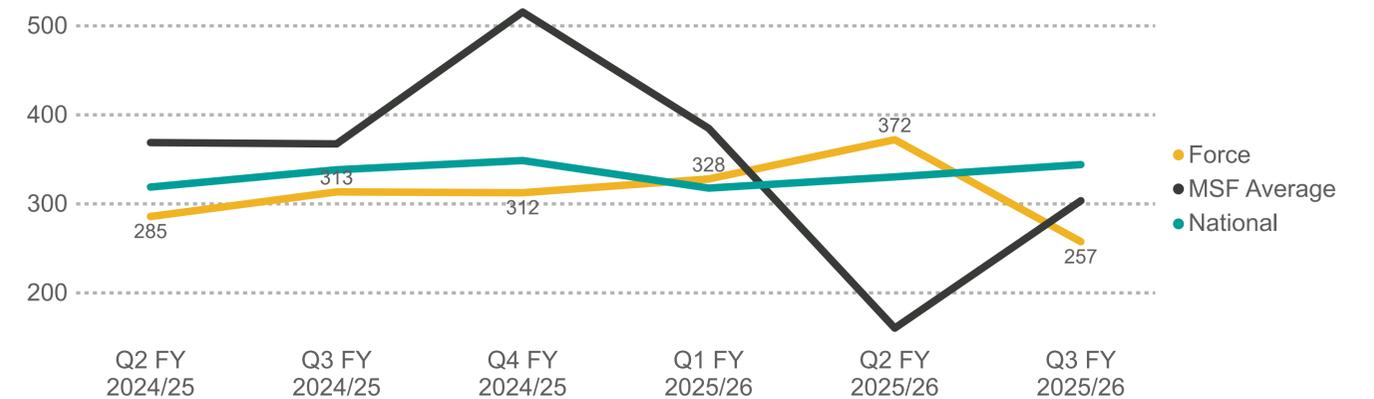
Outside of Schedule 3	Complaints finalised	Average days to finalise
Force	6,921	12
SPLY	6,258	12
MSF Average	4,125	14
National	52,639	23



Outside Schedule 3



Schedule 3 - Investigated (special procedures)



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%.

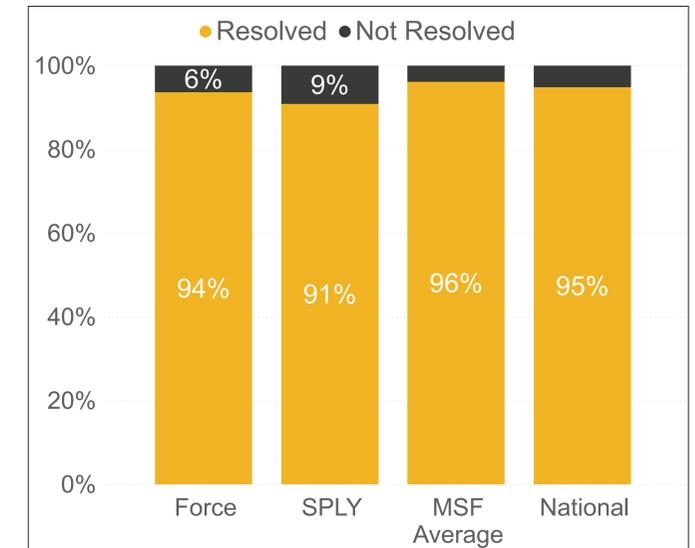
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

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)

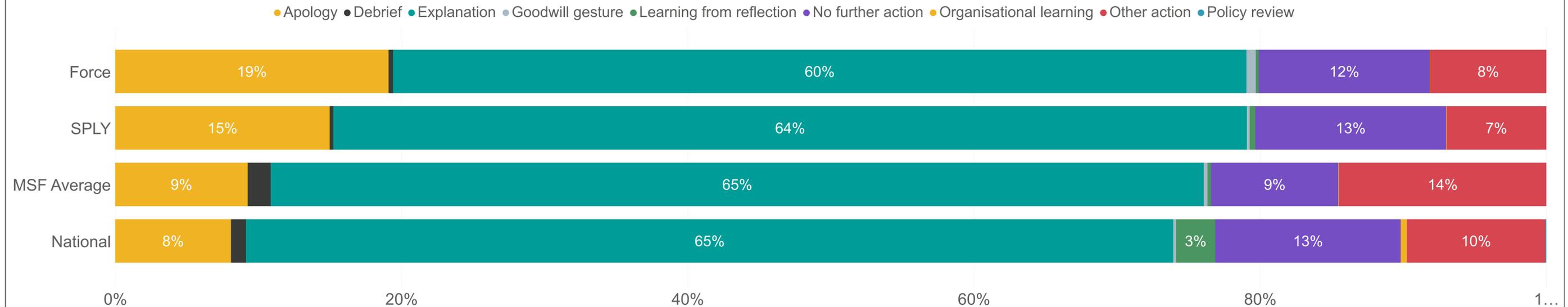
Outside Schedule 3 result	Force	SPLY	MSF Average	National
Resolved	6,438	5,751	4,446	58,993
Not Resolved	433	573	175	3,204
Total	6,871	6,324	4,621	62,197

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

Measure Actions on allegations outside of Schedule 3	Force		SPLY		MSF Average		National	
	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	4,086	60%	4,010	64%	3,006	65%	40,094	65%
Apology	1,309	19%	942	15%	427	9%	5,009	8%
No further action	820	12%	837	13%	411	9%	8,024	13%
Other action	555	8%	438	7%	667	14%	5,993	10%
Goodwill gesture	45	1%	13	0%	12	0%	124	0%
Debrief	21	0%	16	0%	74	2%	656	1%
Learning from reflection	13	0%	24	0%	11	0%	1,691	3%
Organisational learning	2	0%	2	0%	2	0%	260	0%
Policy review					0	0%	39	0%
Total	6,851	100%	6,282	100%	4,610	100%	61,890	100%



Outside Schedule 3 allegation actions



Findings on Schedule 3 allegations

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

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

When an allegation is handled under Schedule 3 (not investigated or investigated not subject to special procedures), it will typically result in a finding of:

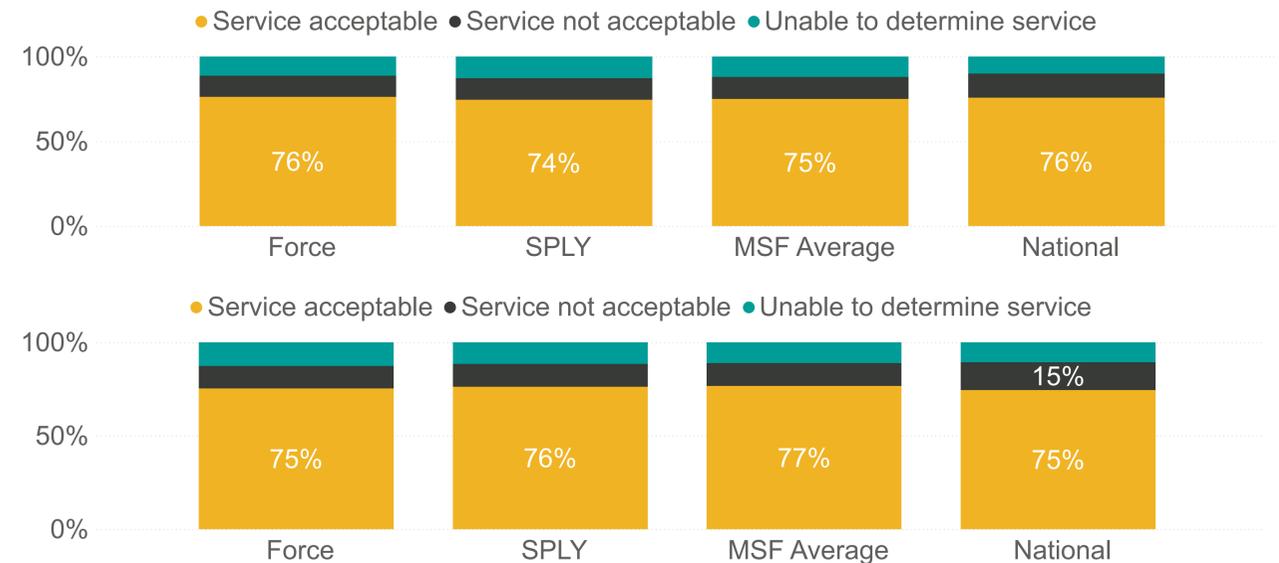
Not investigated	Force	SPLY	MSF Average	National
Service acceptable	6,481	5,979	3,206	41,834
Service not acceptable	1,072	1,040	564	7,727
Unable to determine service	942	1,009	503	5,525

The service provided was acceptable

The service provided was not acceptable

Unable to determine whether service provided was acceptable

Investigated (not subject to special procedures)	Force	SPLY	MSF Average	National
Service acceptable	1,102	2,007	447	7,659
Service not acceptable	176	322	73	1,531
Unable to determine service	183	300	64	1,083



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

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

Investigated - subject to special procedures	Force	SPLY	MSF Average	National
Case to Answer	28	85	14	229
No case to answer	175	399	61	601
Not able to determine if the service provided was acceptable	5	11	2	23
The service provided was acceptable	48	127	29	196
The service provided was not acceptable	4	17	3	53

In addition, an allegation can be withdrawn, finalised following criminal proceedings or subject to no further action. No further action here means that the allegation could not be progressed, for example due to being unable to engage with the complainant. This is different from the force deciding to take no further action after looking into an allegation

All Schedule 3	Force	SPLY	MSF Average	National
Withdrawal	240	220	96	1,947
Regulation 41 applies		6	30	347
No further action	539	639	275	4,615

Actions on Schedule 3 allegations

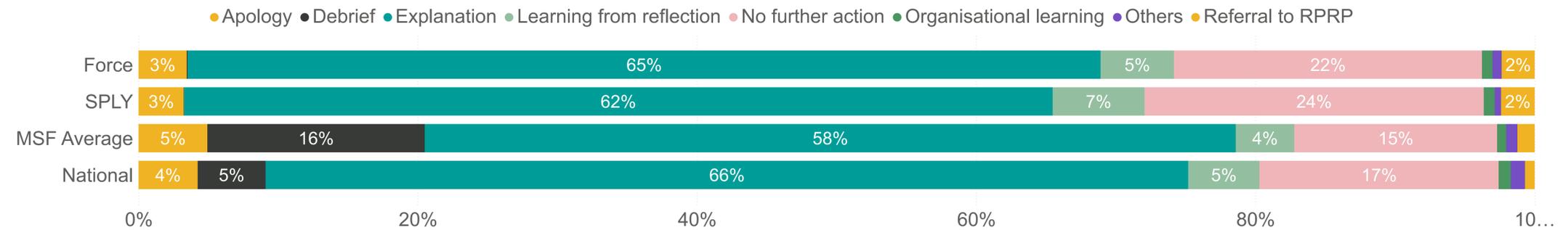
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding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

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

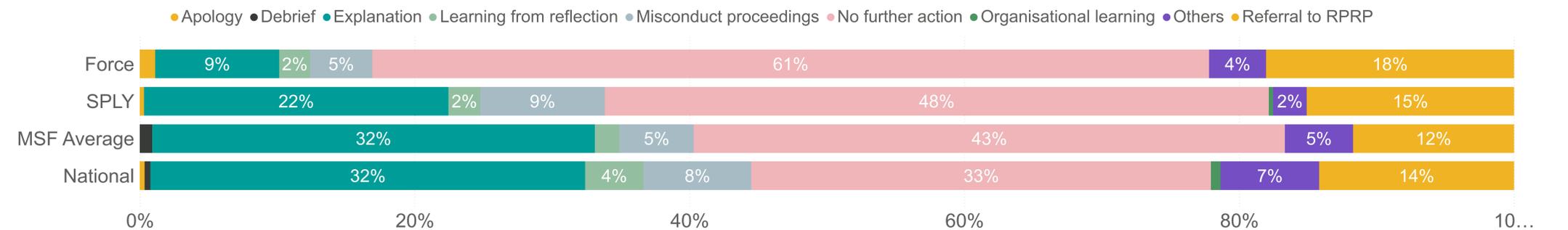
Measure Actions on Schedule 3 allegations	Force		SPLY		MSF Average		National	
	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	6,917	63%	6,858	57%	3,114	58%	47,661	65%
No further action	2,646	24%	3,533	29%	876	16%	13,233	18%
Learning from reflection	560	5%	770	6%	224	4%	3,925	5%
Apology	336	3%	310	3%	235	4%	2,837	4%
Referral to RPRP	328	3%	419	3%	90	2%	927	1%
Others	89	1%	67	1%	51	1%	865	1%
Organisational learning	75	1%	97	1%	33	1%	646	1%
Misconduct proceedings	12	0%	59	0%	6	0%	91	0%
Debrief	7	0%	1	0%	728	14%	3,037	4%
Total	10,970	100%	12,114	100%	5,357	100%	73,222	100%

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

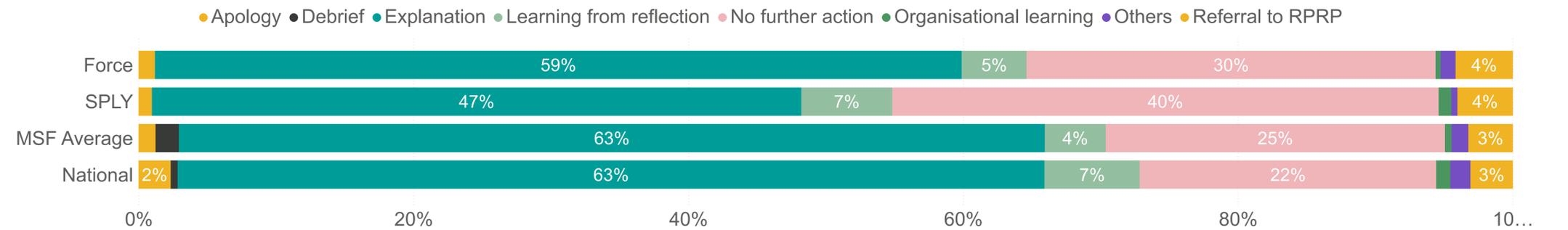
Not investigated



Investigated (subject to special procedures)



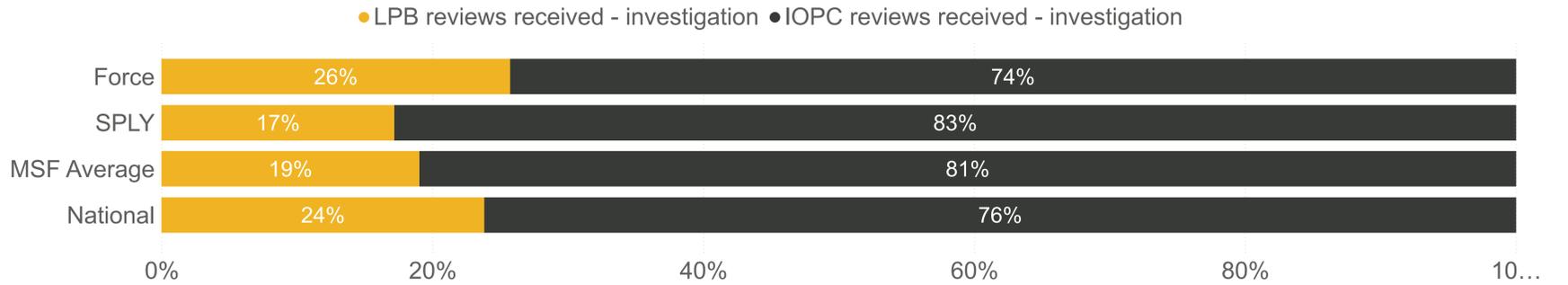
Investigated (not subject to special procedures)



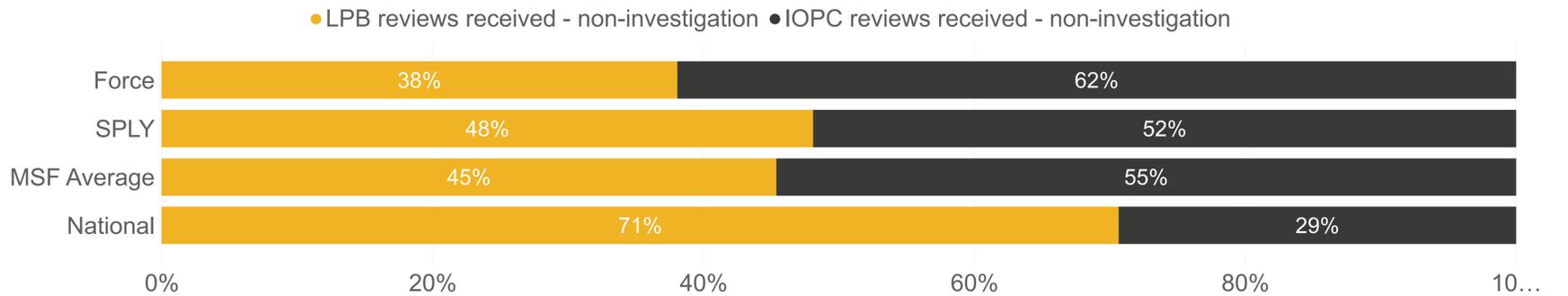
Reviews received

This section presents data on the number of reviews received about this force by the IOPC and by the local policing body. The charts enable you to see the proportion of each review type being received by the two bodies. The IOPC handle the majority of reviews where the complaint was handled by investigation. For information on when the IOPC should be the review body, please see our Statutory Guidance

LPB reviews	Investigation	Non-investigation
Force	53	297
SPLY	38	269
MSF Average	14	168
National	220	3,562



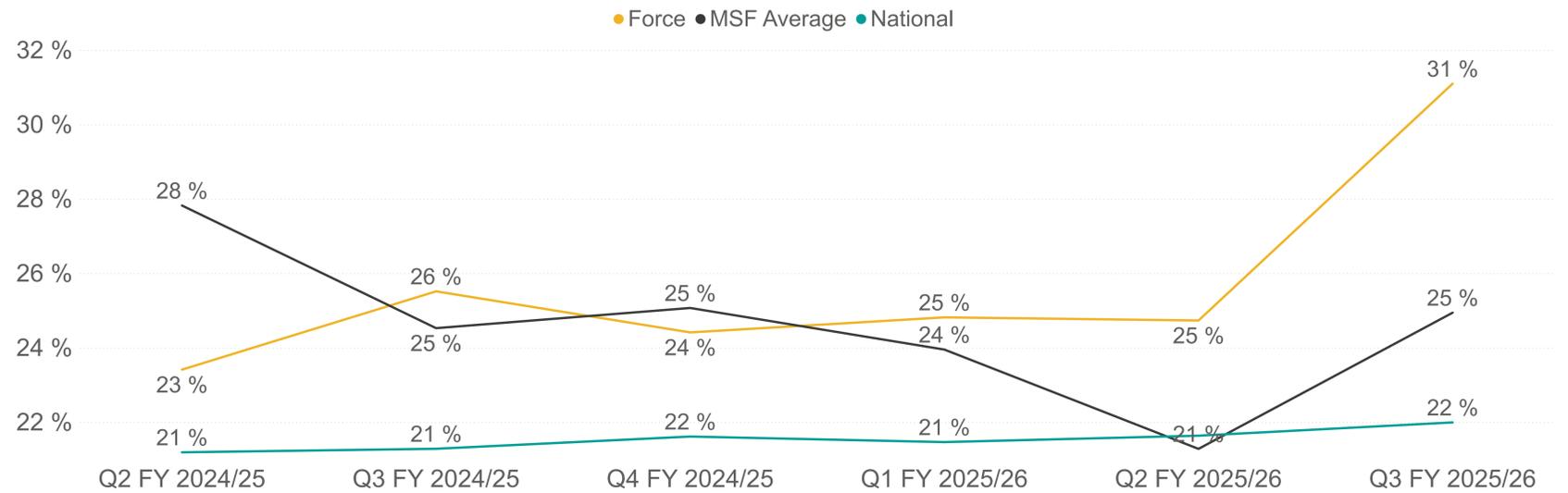
IOPC Reviews	Investigation	Non-investigation
Force	153	483
SPLY	183	290
MSF Average	59	202
National	703	1478



Complaints are not finalised until after any reviews are completed. However, this measure helps to provide an indication of how often reviews are made in comparison to the number of complaints completed.

Measure	Reviews Received	Complaint cases finalised under Schedule 3
Force	986	3,622
SPLY	780	3,347
MSF Average	441	1,800
National	5,963	27,462

Reviews received as a proportion of Schedule 3 cases



Reviews outcomes and timeliness

LPB Reviews

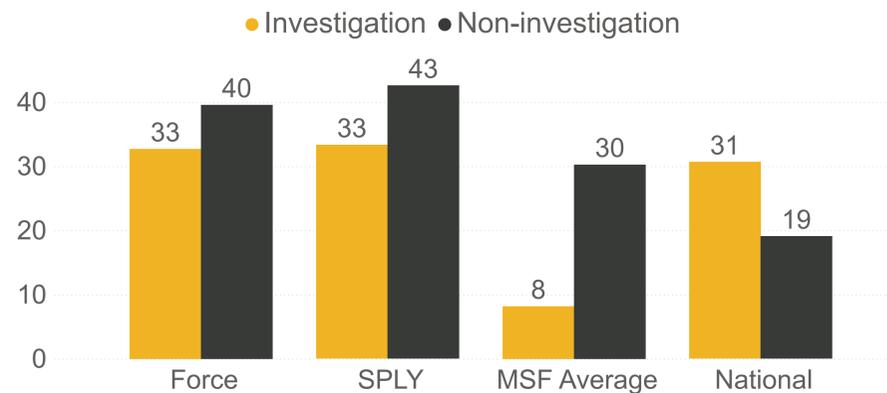
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

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

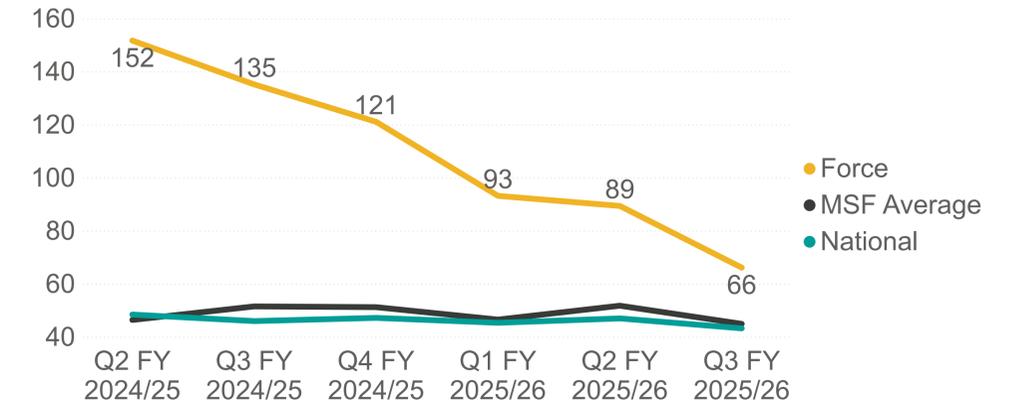
Review type	Complete with outcome	Upheld
Investigation		
Force	52	17
SPLY	18	6
MSF Average	13	4
National	225	69
Non-investigation		
Force	278	110
SPLY	310	132
MSF Average	159	51
National	3149	601

Review type	Average duration
Investigation	
Force	81
SPLY	134
MSF Average	39
National	57
Non-investigation	
Force	82
SPLY	148
MSF Average	47
National	44

% LPB reviews upheld



Average durations



IOPC Reviews

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

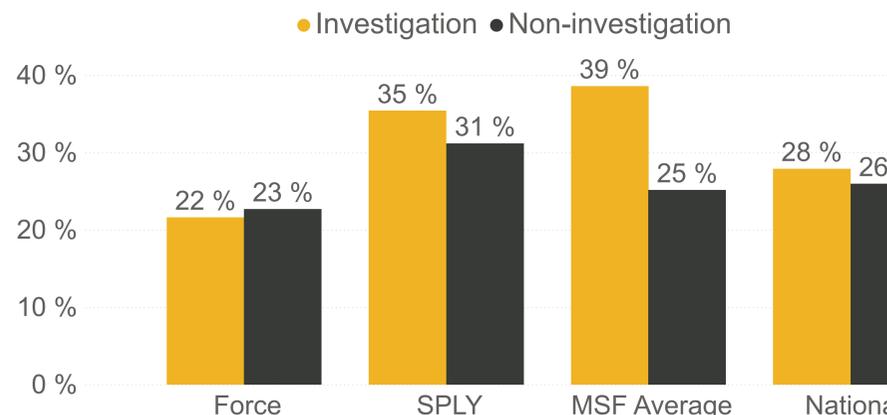
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

There has been a significant backlog in the number of reviews handled by the IOPC which means the average durations are typically longer than those on reviews where the relevant review body is the local policing body

IOPC review	Investigation	Upheld	Non-investigation	Upheld
Force	199	43	476	110
SPLY	178	63	154	48
MSF Average	71	20	207	53
National	871	243	1,576	418

Measure	Average duration
Force	120
SPLY	140
MSF Average	115
National	125

% IOPC reviews upheld



Average durations



Referrals to the IOPC

The force should refer certain matters to the IOPC for the IOPC to decide how they should be handled. The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints.

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

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

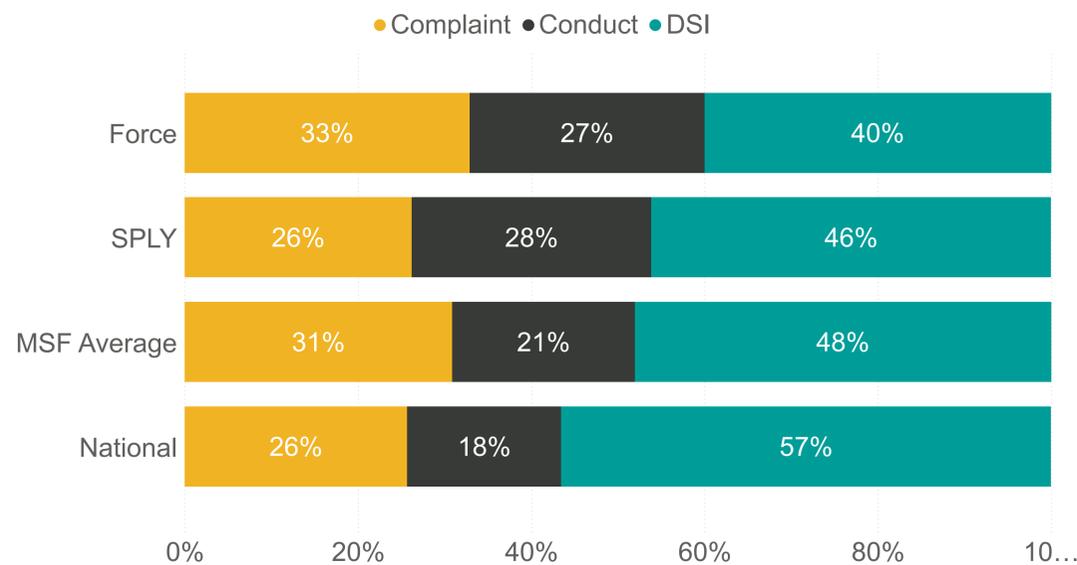
A referral may be made invalid if the matter does not fall within the IOPC's remit

The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

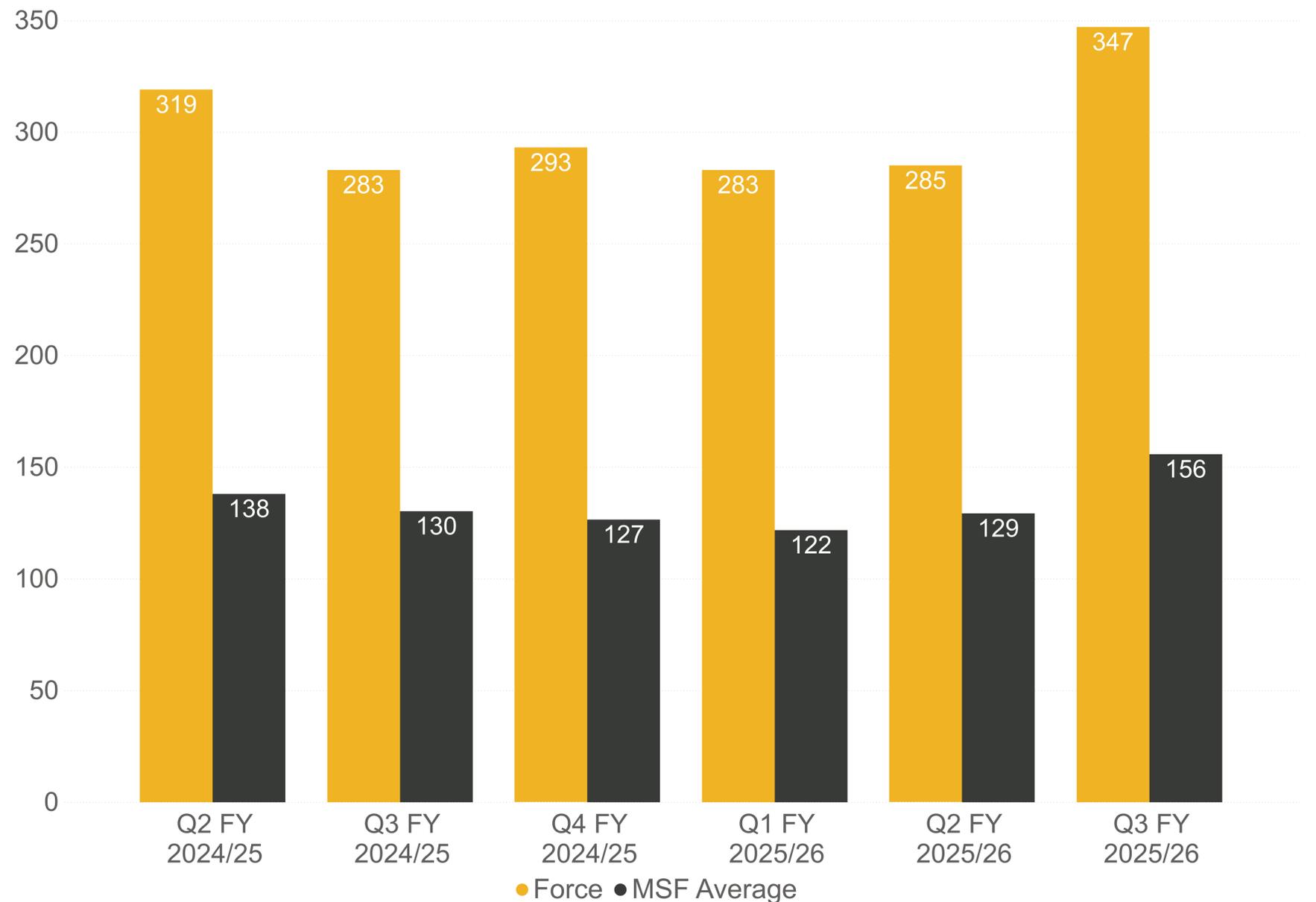
Year to date

	Force	SPLY	MSF Average	National
Number Referrals Received	915	904	407	5,244
Number referrals completed	913	909	409	5,262
Decision: Directed Investigation	7	11	2	18
Decision: Independent Investigation	66	39	32	328
Decision: Invalid	6	19	4	74
Decision: Local Investigation	544	558	220	2,638
Decision: Return to Force	289	282	151	2,202

Referral type	Force	SPLY	MSF Average	National
Complaint	301	237	126	1,347
Conduct	248	250	86	933
DSI	366	417	196	2,964
Total	915	904	407	5,244



Force and MSF Group referrals received



Notes**Data sources**

- Data in this bulletin is taken from XML data submissions made by forces to the IOPC every quarter except for IOPC performance data which is taken from the IOPC case management system.
- Police force employee numbers are taken from the latest [police workforce England and Wales statistics](#) published by the Home Office.
- The most similar force (MSF) groups used for the calculation of the MSF averages in this bulletin are those determined by HMICFRS. Please note that the British Transport Police, Report Fraud and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).

Performance Framework counting rules and calculation

- The counting rules and calculations used to produce the data shown in this bulletin can be found on the [IOPC website](#).
- Average times are presented in working days and do not include weekends or bank holidays.
- Some percentages may add up to more or less than 100% due to rounding.
- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

Data constraints

- The data is sourced from live case management systems and provides a snapshot of information as it was at that time. Therefore, there may be variances between the information in this bulletin and information reported at a later date.

Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the [IOPC website](#).
- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC's [Guidance on capturing data about police complaints](#).
- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC's [Statutory Guidance on the police complaints system \(February 2020\)](#).