Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: Merseyside



Most Similar Force (MSF) Group: Northumbria, West Yorkshire, South Yorkshire, Cleveland, West Midlands, Merseyside, Greater Manchester

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 new 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 and with the overall result for all forces (national).

Data relating to complaints made prior to 1 February 2020 will be reported separately and in line with the previous performance framework

Please note: data about complaints handled outside of Schedule 3 to the *PRA 2002* by Bedfordshire Police, Cambridgeshire Constabulary, Hertfordshire Constabularly and Northumbria Police is not included in this bulletin because of technical issues. This will have an effect on the MSF averages, which include these forces, and national figures. The IOPC is working with these forces to ensure reporting of these complaint cases is possible in the future.

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Schedule 3)

Notes

Acronyms used in this bulletin

Sele	ect an authority
Se	elect all
Av	on And Somerset
Be	edfordshire
Bri	itish Transport
Ca	ambridgeshire
Ch	neshire
Cit	ty of London
Cle	eveland
Cu	ımbria
De	erbyshire
De	evon And Cornwall
Dc	rset
Du	ırham
Dy	vfed-Powys
Es	sex
Gl	oucestershire
Gr	reater Manchester
Gv	vent
Ha	ampshire
He	ertfordshire
Hu	ımberside
Ke	ent
La	ncashire
Le	icestershire
Lir	ncolnshire
Me	erseyside
Me	etropolitan
Na	ational
Nc	orfolk
Nc	orth Wales
Nc	orth Yorkshire
Nc	orthamptonshire
Nc	orthumbria
Nc	ottinghamshire

Select	snapshot	date
Q3 FY	2020/21	
Q4 FY	2013/14	
Q4 FY	2014/15	
Q4 FY	2015/16	
Q4 FY	2016/17	
Q4 FY	2017/18	
Q4 FY	2018/19	
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2012/13

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yes

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Section A1.1: complaint cases and allegations logged – timeliness and per 1,000 employees

	To contact cu	ustomers	To log compla	int cases
Average number of working days	Initial handling performance	Customer perspective	Initial handling performance	Customer perspective
Force	9	9	3	3
MSF Average	10	10	5	5
National	7	7	6	6

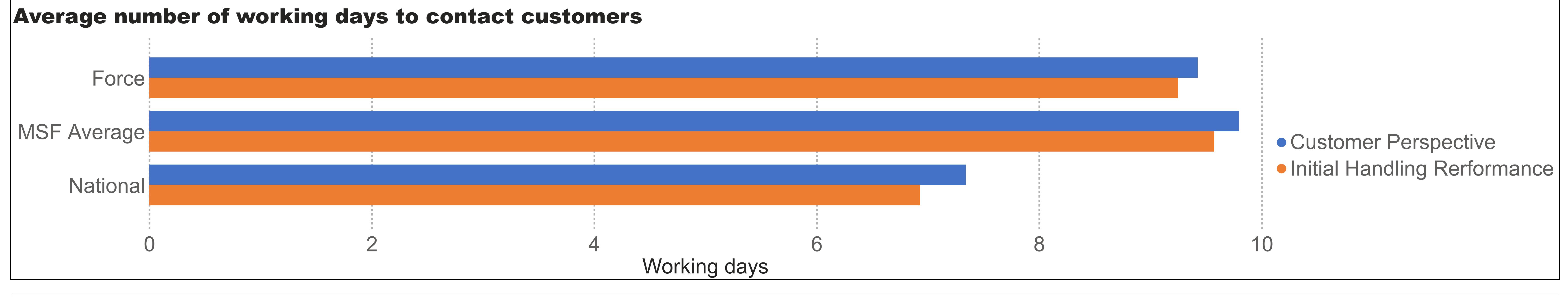
Please note: average times presented in the above table are rounded to the nearest whole number. In comparison, the charts below present the exact result.

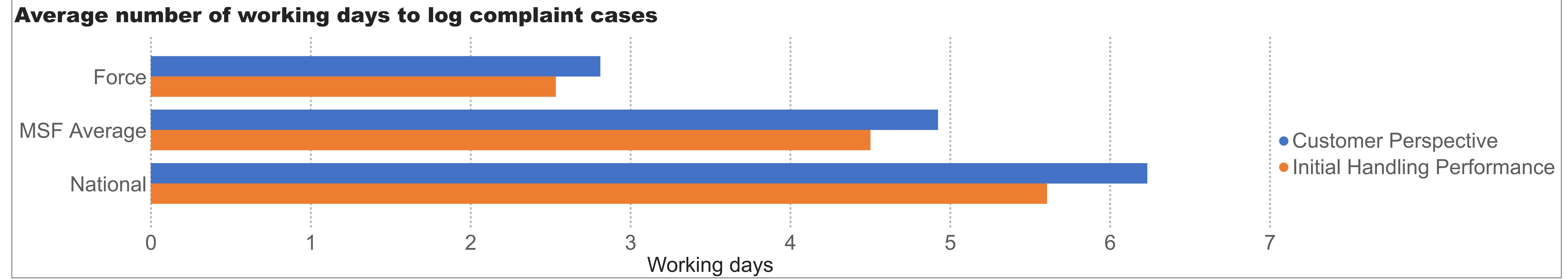
	Force	MSF Average	National
No. of allegations logged per 1,000 employees	404	499	467
No. of complaint cases logged per 1,000 employees	297	347	290

Notes

This section presents information relating to the force's contact with customers and their initial handling of the complaint cases. It shows how long, on average it takes from the customer's perspective from when they made the complaint, and the force's performance of the initial handling from when it received the complaint.

Complaint cases with 'invalid dates' have been removed from timeliness measures. Please refer to the performance framework counting rules and calculations on the <u>IOPC website</u> for explanations of customer perspective, initial handling and invalid dates.





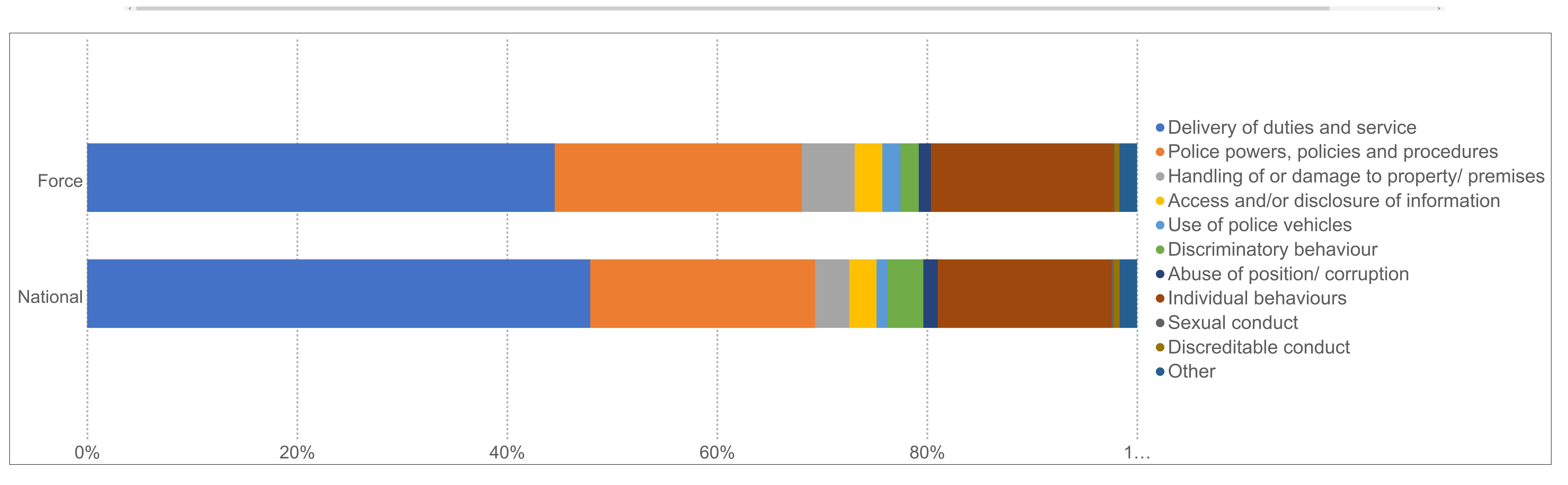
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Section A1.2: allegations logged - what has been complained about

		Delivery of duties and service	powers,		Access and/or disclosure of information	police	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
	Force	1,116	590	126	66	43	44	29	436	2	12	42	2,506
Number	MSF Average	1,423	701	120	98	35	140	47	498	11	24	30	3,125
	National	52,300	23,368	3,553	2,845	1,104	3,764	1,490	18,073	199	648	1,807	109,151
	Force	45%	24%	5%	3%	2%	2%	1%	17%	0%	0%	2%	
Percentage	MSF Average	45%	23%	4%	3%	1%	4%	1%	16%	0%	1%	1%	
	National	48%	21%	3%	3%	1%	3%	1%	17%	0%	1%	2%	



Notes

This section presents information that shows what people complain about. Allegation categories capture the root of the dissatisfaction expressed in a complaint. A complaint case will contain one or more allegations and one category is selected for each allegation logged.

Please refer to our Guidance on capturing data about police complaints for guidance on logging allegations and complaint category definitions.

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Section A1.3: allegations logged – what has been complained about – top five allegation categories and their subcategories

		Fore	ce	MSF Av	rerage	Nati	onal
Category	Subcategory	No.	%	No.	%	No.	%
Delivery of duties and service	Total	1,116	45 %	1,423	45 %	52,300	48 %
	Police action following contact	457	41 %	678	45 %	23,155	44 %
	Decisions	121	11 %	193	15 %	7,524	14 %
	General level of service	394	35 %	442	32 %	16,612	32 %
	Information	144	13 %	110	8 %	5,006	10 %
						3	0 %
□ Police powers, policies and procedures	Total	590	24 %	701	23 %	23,368	21 %
	Stops, and stop and search	85	14 %	45	7 %	2,275	10 %
	Searches of premises and seizure of property	76	13 %	119	18 %	3,168	14 %
	Power to arrest and detain	53	9 %	102	14 %	3,407	15 %
	Detention in police custody	68	12 %	96	15 %	3,176	14 %
	Bail, identification and interview procedures	13	2 %	15	2 %	702	3 %
	Use of force	149	25 %	213	29 %	6,752	29 %
	Evidential procedures	35	6 %	38	5 %	1,212	5 %
	Out of court disposals	22	4 %	8	1 %	311	1 %
	Other policies and procedures	89	15 %	65	9 %	2,362	10 %
						3	0 %
□ Handling of or damage to property/	Total	126	5 %	120	4 %	3,553	3 %
premises	Handling of or damage to property/ premises	126	100 %	120	100 %	3,541	100 %
						11	0 %
	Delivery of duties and service					1	0 %
□ Access and/or disclosure of information	Total	66	3 %	98	3 %	2,845	3 %
	Use of police systems	6	9 %	10	10 %	233	8 %
	Disclosure of information	43	65 %	64	63 %	1,898	67 %
	Handling of information	17	26 %	19	21 %	601	21 %
	Accessing and handling of information from other sources			6	7 %	113	4 %
Individual behaviours	Total	436	17 %	498	16 %	18,073	17 %
	Unprofessional attitude and disrespect	126	29 %	139	28 %	4,687	26 %
	Lack of fairness and impartiality	42	10 %	64	13 %	2,954	16 %
	Overbearing or harassing behaviours	117	27 %	89	18 %	3,419	19 %
	Impolite language / tone	129	30 %	149	29 %	4,645	26 %
	Impolite and intolerant actions	22	5 %	57	12 %	2,367	13 %
	Other neglect or failure in duty					1	0 %

Notes

This section presents the five most commonly recorded categories for allegations that have been logged.

A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged.

Total % is of the total number of allegations logged.

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Section A1.4: allegations logged – what has been complained about (category) and the situational context of complaints (factors)

	Allegation category											
	Delivery of duties and service		or damage	Access and/or disclosure of information		behaviour		behaviours			Other	Total
Arrest	48	127	21	3		3	8	26		2		238
Call Handling	113	3		2				30			1	149
Child protection / CSA / CSE	23	4		2				5	1			35
Coronavirus – other	60	29	1	1	2	2		32		2	3	132
Coronavirus – police powers on infectiou	2	7						2				11
Coronavirus – police powers on restricti	48	34	1			2		13			1	99
Covert policing	2	4	1					1			1	9
Custody	24	87	3			2		15				131
Death	11		1			1		1				14
Domestic / gender abuse	36	12	2	5		1		12			1	69
Drugs / alcohol	24	11	4					3				42
Firearms	4	2	3					3				12
Fraud	6							2			1	9
Hate Crime	23					3						26
Investigation	377	39	37	17	1	3	11	69		1	3	558
Mental health	25	15		3				14		1	1	59
Missing persons	6	1		1				1				9
Neighbourhood policing	187	35	14	3	12	2	1	62		1	1	318
None	153	48	37	24	3	7	3	66	1	1	27	370
Police dogs or horses	1							3				4
Premises search	20	50	10			2		19		1		102
Public order incident	16	12	1					8				37
Restraint equipment	2	11	1					1				15
Roads/traffic	86	48	8	3	27	4		57			3	236
Social media	23	3		5		1		4		1		37
Stop and/or search	34	86	6			9		41		2	1	179

Notes

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

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 <u>Guidance on capturing data about police complaints</u> for definitions of categories and factors.

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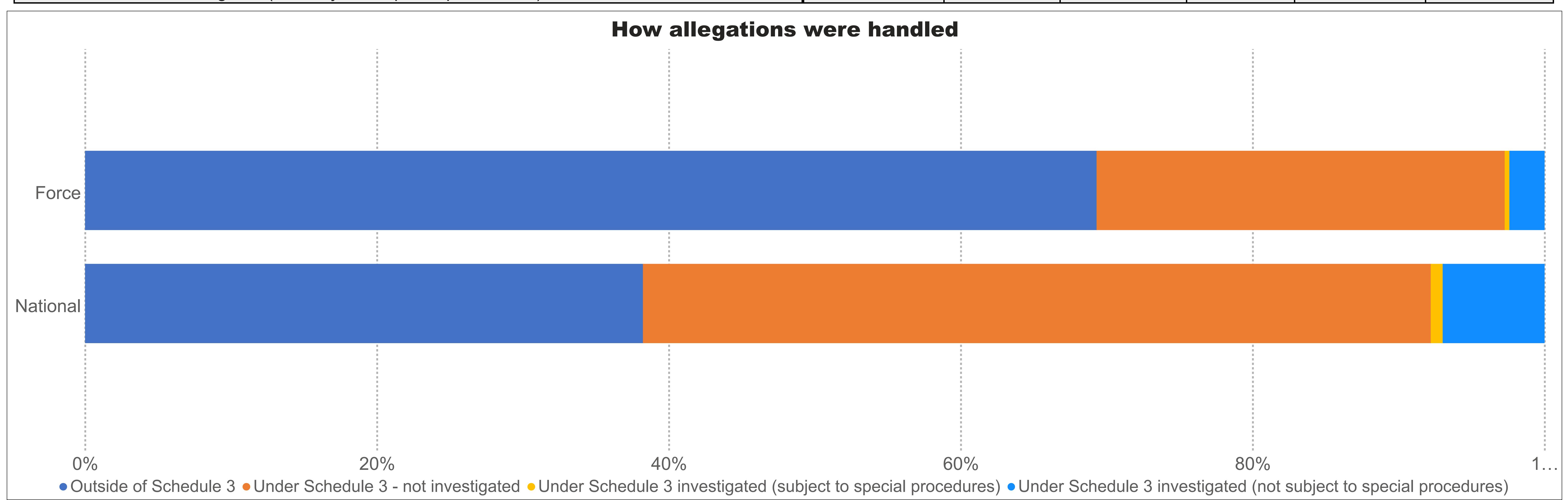
Appropriate Authority: Merseyside



Section A2: how complaint cases and allegations have been handled

	Force		MSF Av	erage	National	
Reason complaint case handled under Schedule 3	No.	%	No.	%	No.	%
Nature of the allegation(s) in the complaint	13	4%	280	30%	5,811	16%
Dissatisfaction after initial handling	135	44%	102	11%	2,889	8%
Complainant wishes the complaint be recorded	89	29%	365	39%	12,440	34%
AA/body responsible for initial handling decides	68	22%	180	19%	15,225	42%

	Ford	e	MSF Av	erage	National		
How allegations were handled	No.	%	No.	%	No.	%	
Outside of Schedule 3	1,495	69%	1,435	52%	32,012	38%	
Under Schedule 3 - not investigated	603	28%	1,059	46%	45,205	54%	
Under Schedule 3 investigated (subject to special procedures)	7	0%	13	1%	688	1%	
Under Schedule 3 investigated (not subject to special procedures)	52	2%	197	10%	5,845	7%	



Notes

This section presents the number of complaint cases handled under Schedule 3 of the PRA 2002 and the reasons why. A breakdown of how allegations were handled, including whether they were investigated under Schedule 3 or otherwise than by investigation (not investigated) is also given.

Please note that figures presented in the second table may be under-representing the number of allegations finalised under Schedule 3 and investigated (not suject to special procedures), instead grouping some of these allegations as finalised under Schedule 3 and not investigated. This is because police forces were not able to consistently and accurately collect this data on their systems until the implementation of an upgrade from November 2020.

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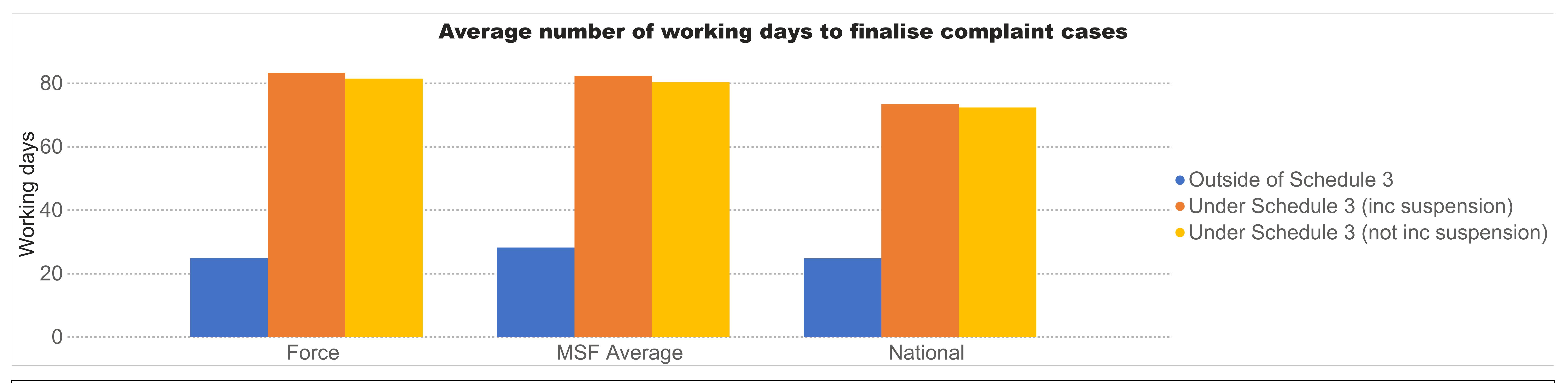
Section A3.1: complaint cases finalised - timeliness

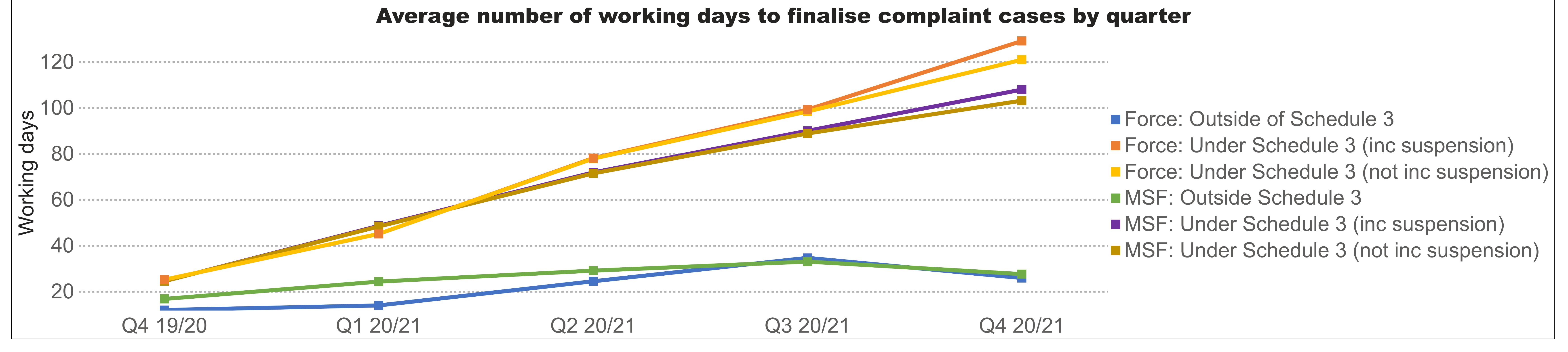
Average number of working days to finalise complaint cases	Force	MSF Average	National
Outside of Schedule 3	25	28	25
Under Schedule 3 (inc suspension)	83	82	73
Under Schedule 3 (not inc suspension)	81	80	72

Notes

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 outside of Schedule 3 and those that are being handled under Schedule 3 from the date the complaint was made.

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





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Section A3.2: allegations finalised - how they have been handled and timeliness

	For	Force		/erage	National		
How allegations were handled	No.	%	No.	%	No.	%	
Outside of Schedule 3	1,495	69%	1,435	52%	32,012	38%	
Under Schedule 3 - not subject to investigation	603	28%	1,059	46%	45,205	54%	
Under Schedule 3 - by local investigation	59	3%	210	11%	6,496	8%	
Under Schedule 3 - by independent investigation					37	0%	

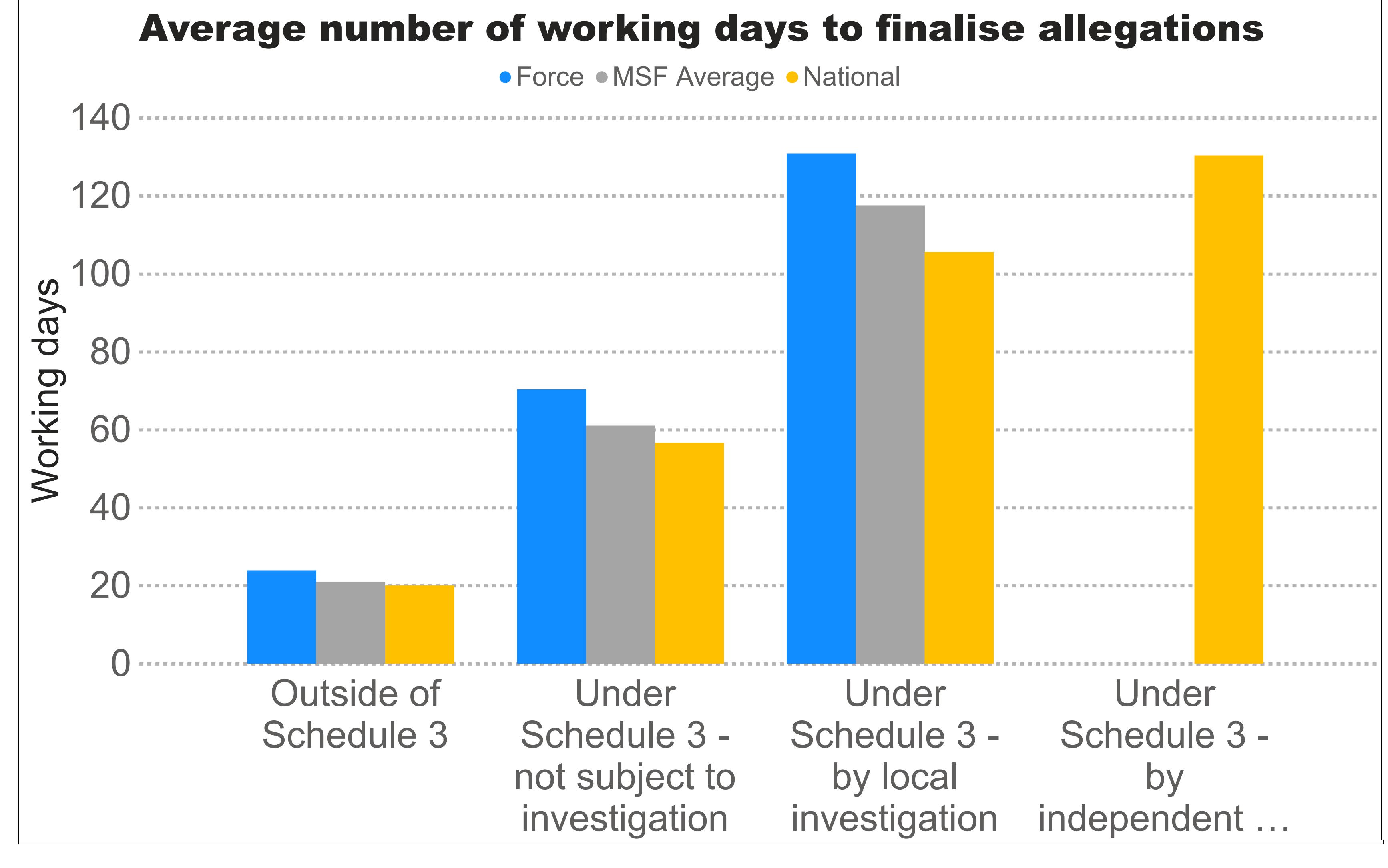
Average number of working days to finalise allegations	Force	MSF Average	National
Outside of Schedule 3	24	21	20
Under Schedule 3 - not subject to investigation	70	61	57
Under Schedule 3 - by local investigation	131	117	106
Under Schedule 3 - by independent investigation			130

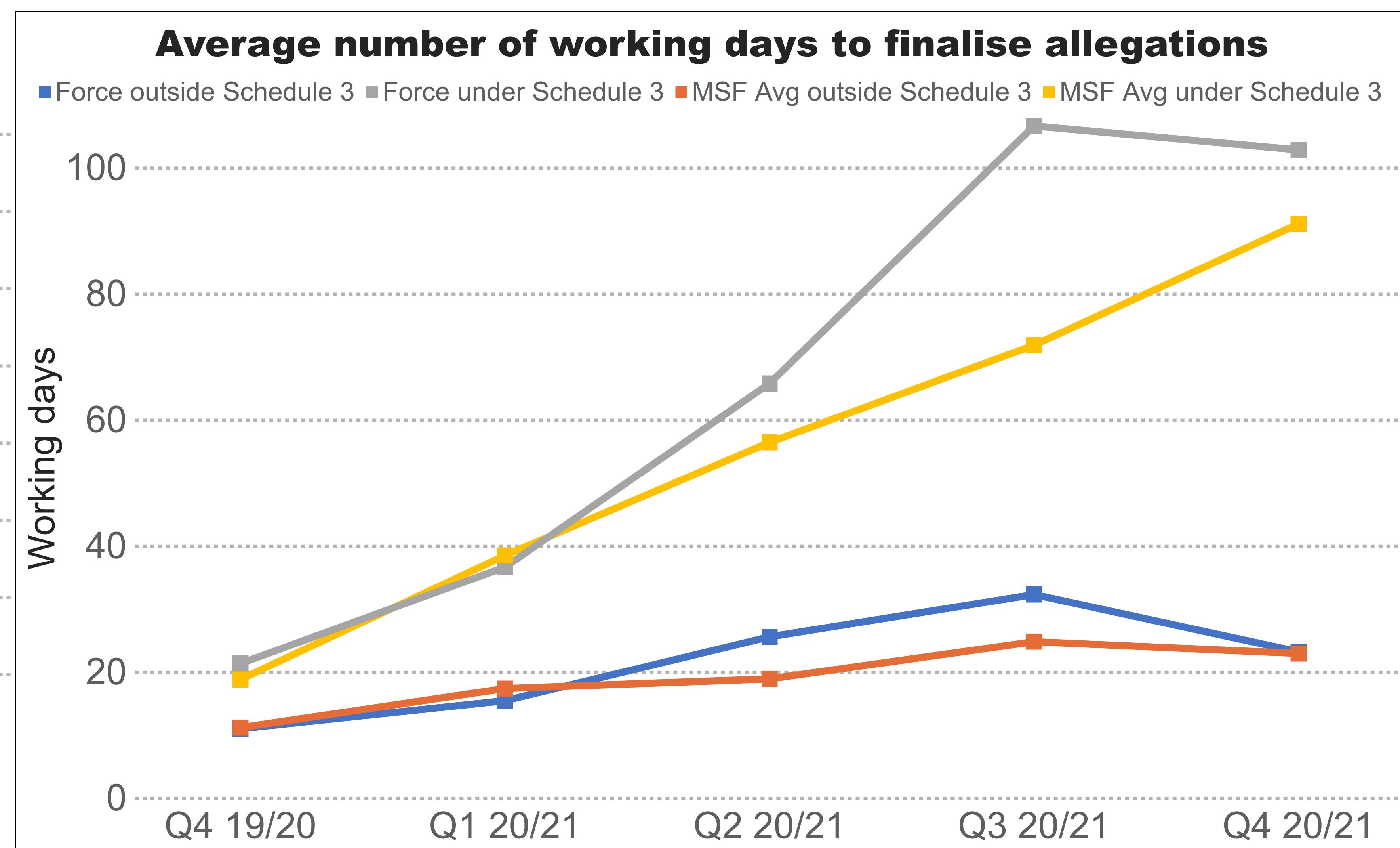
Notes

This section shows the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled outside Schedule 3 and those that were handled under Schedule 3, which were either investigated or handled other than by investigation. Timeliness is calculated from the date the allegation was received by the force.

At present, allegations finalised by directed investigations are being included under 'local investigation'. The IOPC is working with force IT suppliers to ensue that reporting on this is possible in the future.

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





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Section A4.1: allegation decisions - by how they were handled

How allegations were handled ▲	Force %	Force No.	National %	National No.	
Outside of Schedule 3	69 %	1,495	38 %	32,011	
Under Schedule 3 - not investigated	28 %	603	54 %	45,201	
Under Schedule 3 investigated (subject to special procedures)	0 %	7	1 %	688	
Under Schedule 3 investigated (not subject to special procedures)	2 %	52	7 %	5,845	
Total	100 %	2,157	100 %	83,745	

How allegations were handled			Under Schedule 3 investigated (subject to special procedures)													
Allegation decision				Nat. No.				Nat. No.		Force		Nat. No.				Nat. No.
	%	No.	%		%	No.	%		%	No.	%		%	No.	%	
No further action					3 %	18	14 %	6,252			1 %	10	6 %	3	10 %	572
Regulation 41 applies							0 %	55			0 %	2	4 %	2	0 %	27
Service provided - unable to determine					7 %	44	4 %	1,906			1 %	4	2 %	1	3 %	147
Service provided - not acceptable					8 %	46	11 %	5,153			1 %	10	13 %	7	10 %	561
Service provided - acceptable			0 %	8	80 %	481	66 %	29,644			14 %	99	75 %	39	73 %	4,279
Not Resolved	2 %	23	6 %	1,955												
Resolved	98 %	1,472	94 %	30,048												
No Case to Answer									57 %	4	59 %	403				
Case to Answer									43 %	3	20 %	136				
Withdrawal					2 %	14	5 %	2,191			3 %	24			4 %	259
Total	69 %	1,495	38 %	32,011	28 %	603	54 %	45,201	0 %	7	1 %	688	2 %	52	7 %	5,845

Notes

This section presents information about the decisions being given on allegations. An allegation decision is logged for each allegation finalised.

The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside or under Schedule 3; and secondly, the means of handling where it has been dealt with under Schedule 3.

Please note that figures presented may be under-representing the number of allegations finalised under Schedule 3 and investigated (not suject to special procedures), instead grouping some of these allegations as finalised under Schedule 3 and not investigated. This is because police forces were not able to consistantly and accurately collect this data on their systems until the implementation of an upgrade from November 2020.

Please refer to our <u>Guidance on capturing data about police complaints</u> for details of allegation decisions.

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Section A4.2: allegation decisions – by what was complained about (category)

					Alle	gation cate	gory					
Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	or damage	Access and/or disclosure of information	Use of police vehicles	behaviour		behaviours			Other	Total
No further action	9	4	1			2	1	3		1		21
Regulation 41 applies			1							1		2
Service provided - unable to determine	12	5	4	1	3	1	1	16		1	1	45
Service provided - not acceptable	27	13	1	1	1			10				53
Service provided - acceptable	173	173	20	15	4	21	4	101		5	4	520
Not Resolved	11	6	3			1		2				23
Resolved	769	254	94	35	36	8	1	229	2	2	42	1,472
No Case to Answer						2		2				4
Case to Answer						1		1		1		3
Withdrawal	2	7				2		3				14

Notes

This section presents information about allegations finalised grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

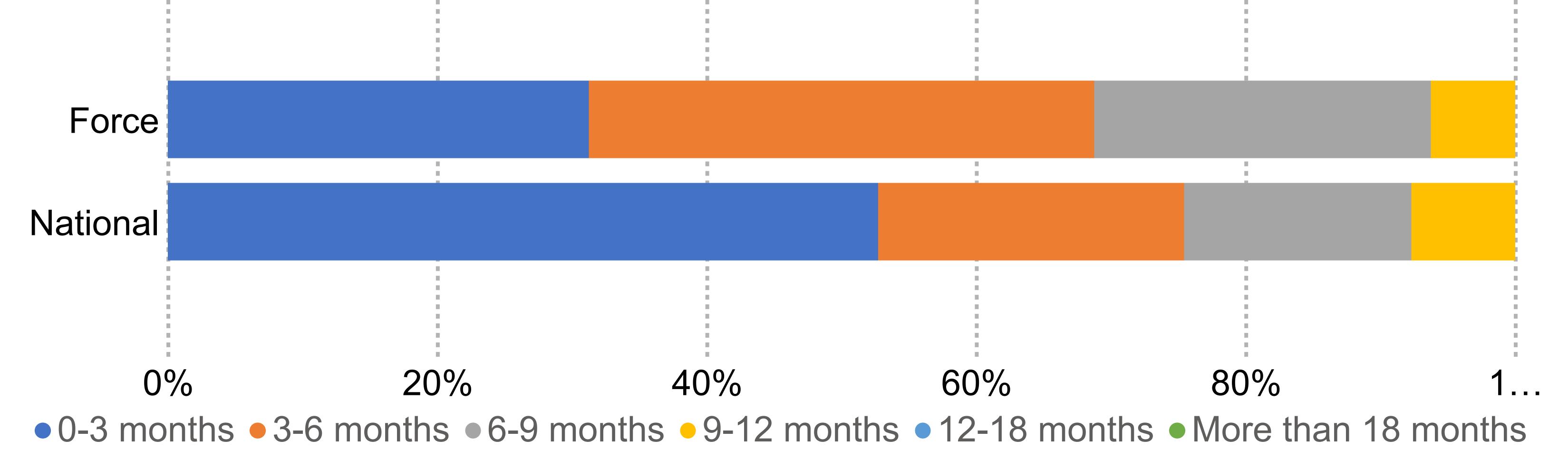
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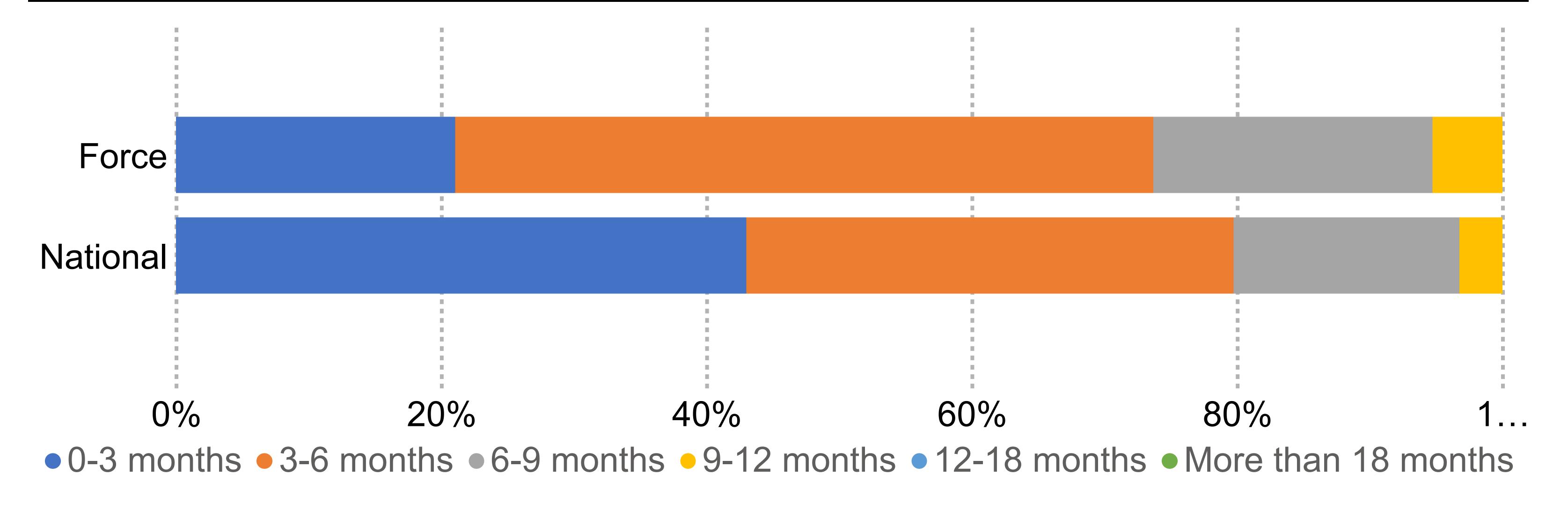


Section B1: investigations (all investigation types) - timeliness

Investigations active for	Force	MSF Average	National
0-3 months	31%	45%	53%
3-6 months	38%	26%	23%
6-9 months	25%	27%	17%
9-12 months	6%	17%	8%
12-18 months			
More than 18 months			



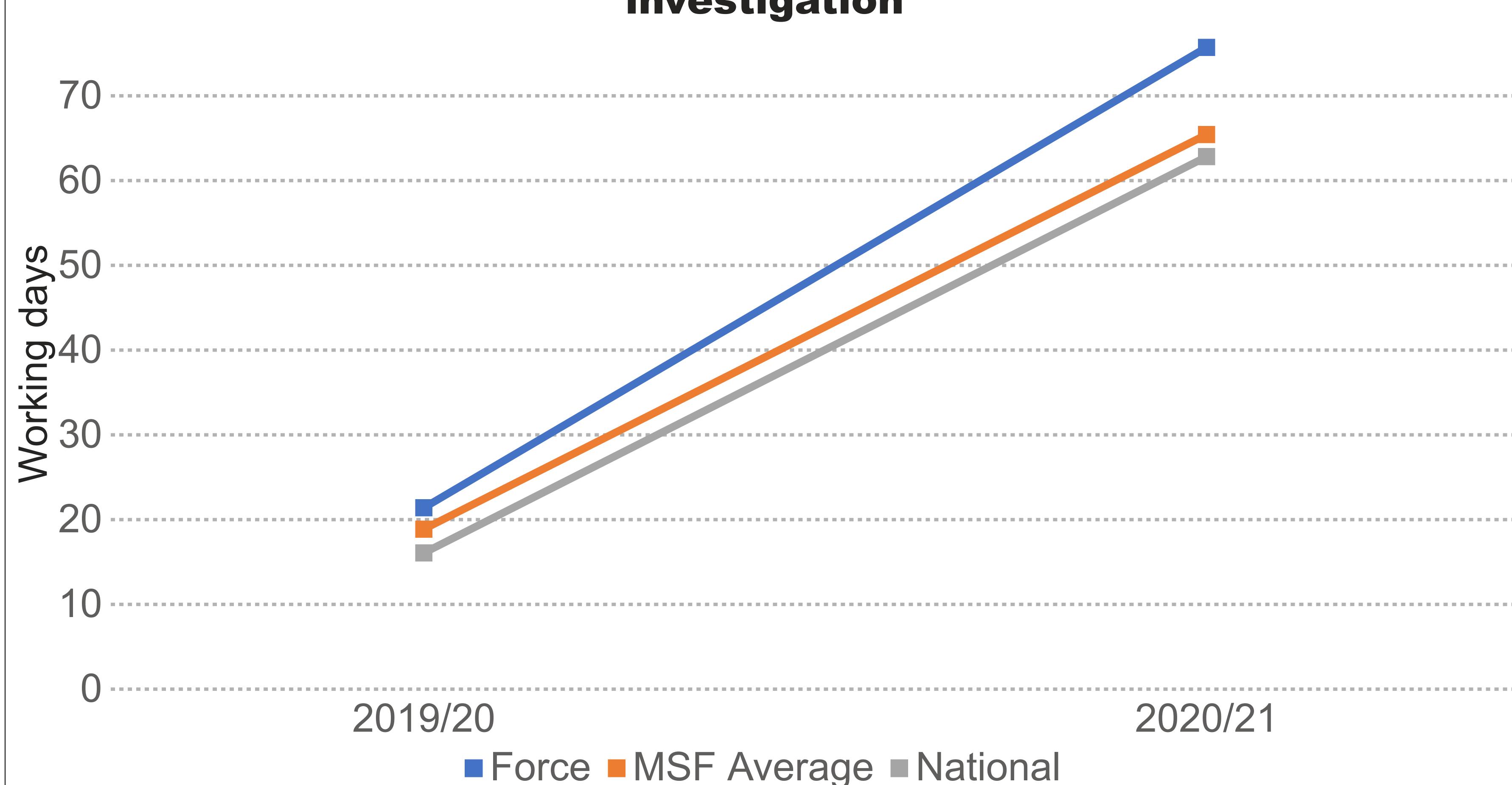
Investigations completed in	Force	MSF Average	National
Λ	210/	<i>1</i> 5 0/	120/
0-3 months	21%	45%	43%
3-6 months	53%	36%	37%
6-9 months	21%	27%	17%
9-12 months	5%	6%	3%
12-18 months			
More than 18 months			



Allegations finalised by investigation (all types) - timeliness

	Year allegation finalised				
Average number of working days	2019/20	2020/21			
Force	21	76			
MSF Average	19	65			
National	16	63			

Average number of working days to finalise allegations by investigation



Notes

This section presents information about complaints handled under Schedule 3 that are investigated. It covers complaint cases investigated by both the force and the IOPC.

The data shows how long investigations have been open (active) at the end of the period being reported. Also, the time it takes for allegations that have been investigated to be finalised.

Allegations with 'invalid dates' have been removed from finalised timeliness. Please refer to the performance framework counting rules and calculations on the <u>IOPC website</u> for an explanation of invalid dates.

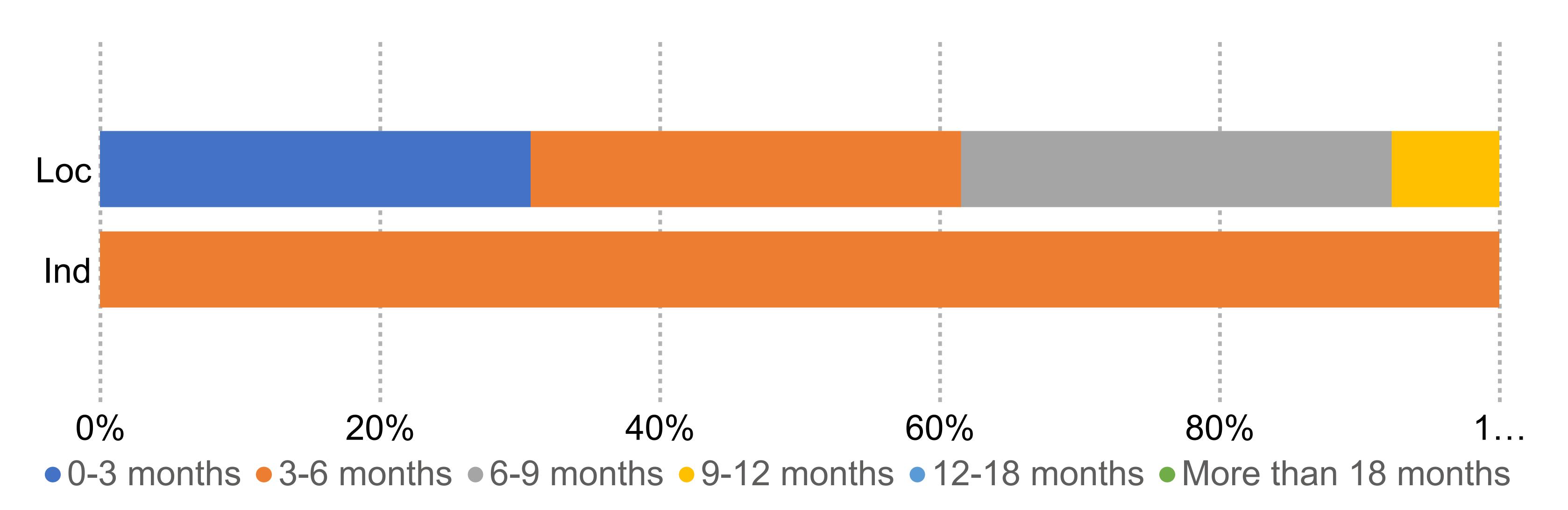
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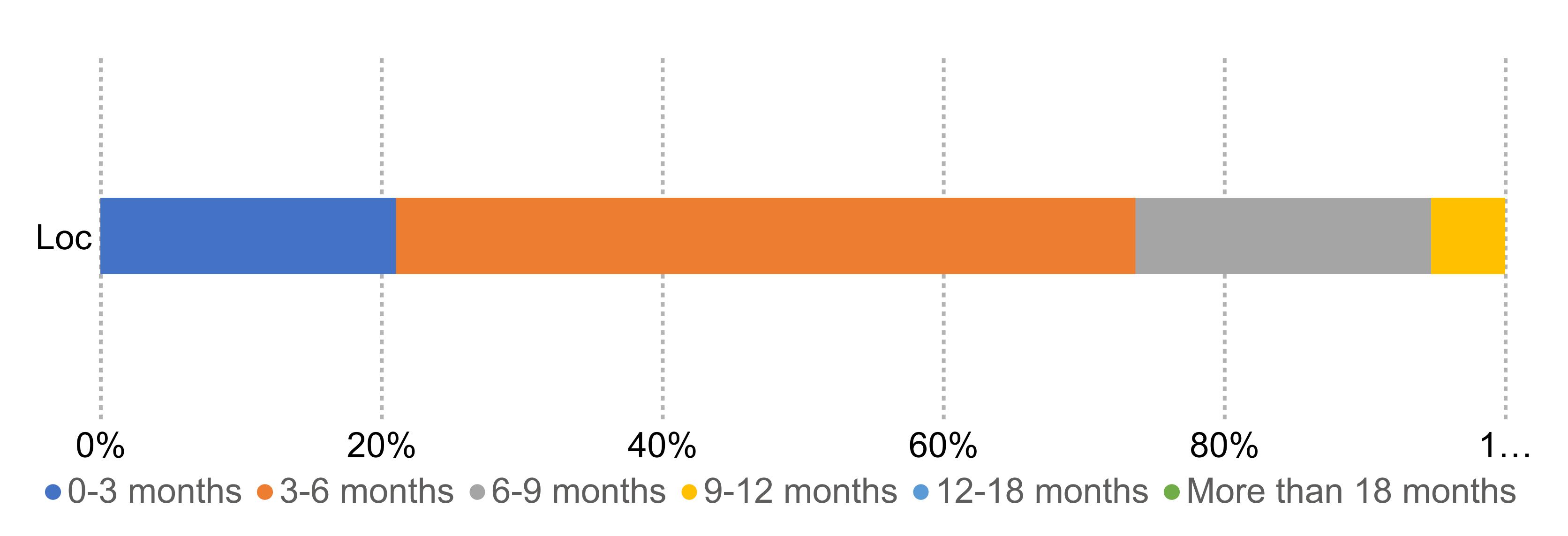


Section B2: investigations (by type of investigation) - timeliness

Investigations active for	Loc	Ind	AII
0-3 months	31 %		27 %
3-6 months	31 %	100 %	40 %
6-9 months	31 %		27 %
9-12 months	8 %		7 %
12-18 months			
More than 18 months			

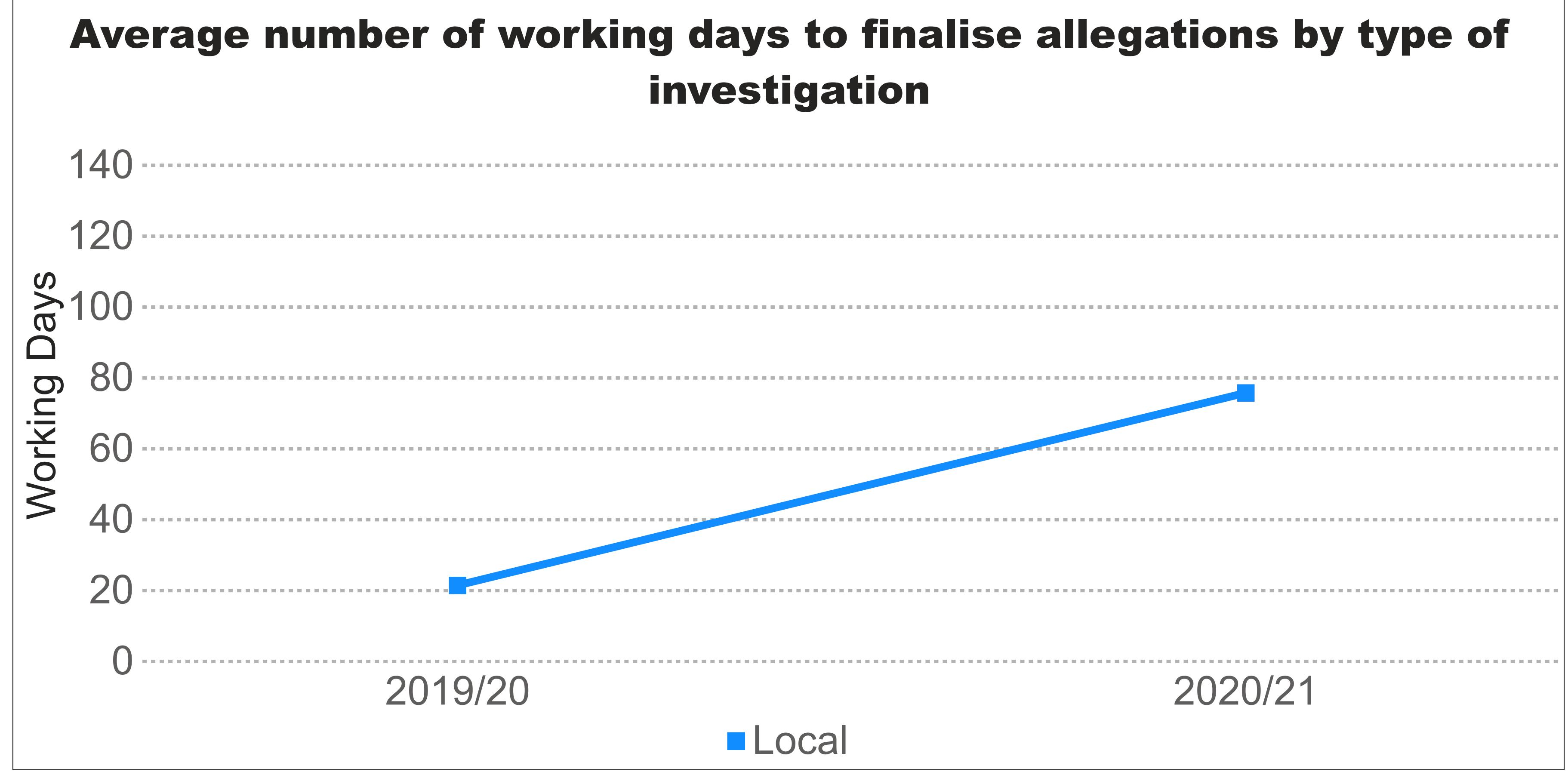


Investigations completed in	Loc	AII
0-3 months	21 %	21 %
3-6 months	53 %	53 %
6-9 months	21 %	21 %
9-12 months	5 %	5 %
12-18 months		
More than 18 months		



Allegations finalised by investigation - timeliness

	Year allegation finalised				
Average number of working days	2019/20	2020/21			
Local	21	76			
Independent					
AII	21	76			



Notes

This section presents information about complaint cases handled under Schedule 3 that are investigated, by the type of investigation. It covers complaint cases investigated by both the force and the IOPC.

The data shows how long investigations have been open (active) at the end of the period being reported. Also, the time it takes for allegations that have been investigated to be finalised by the type of investigation. At present, allegations finalised by directed invetigations are being included under 'local investigation'. The IOPC is working with force IT suppliers to ensure that reporting on this is possible in the future.

Allegations with 'invalid dates' have been removed from finalised timeliness. Please refer to the performance framework counting rules and calculations on the <u>IOPC website</u> for an explanation of invalid dates.

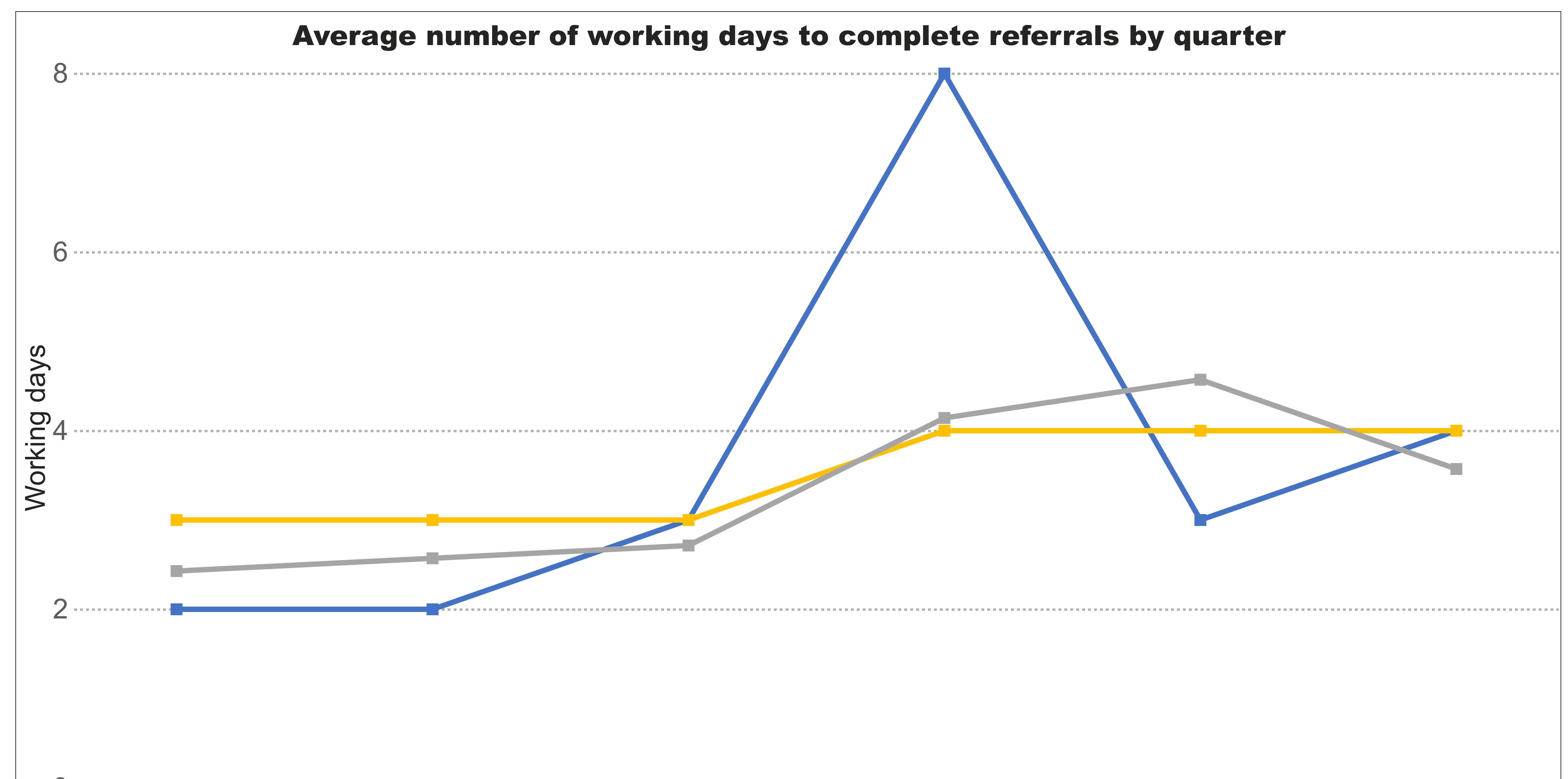
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Section C: referrals

	Force	Force %	MSF Average	MSF Average %	National	National %
Number referrals received	84		165		4,542	
Number referrals completed	85		167		4,546	
Decision: Independent Investigation	16	19%	26	15%	577	13%
Decision: Directed Investigation	0	0%	1	1%	47	1%
Decision: Local Investigation	51	60%	95	55%	2,712	60%
Decision: Return to Force	16	19%	43	28%	1,153	25%
Decision: Invalid	0	0%	2	1%	28	1%



■ Force ■ MSF Average ■ National

Notes

Q4 20/21

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.

Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC's remit to assess and will be determined invalid.

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.

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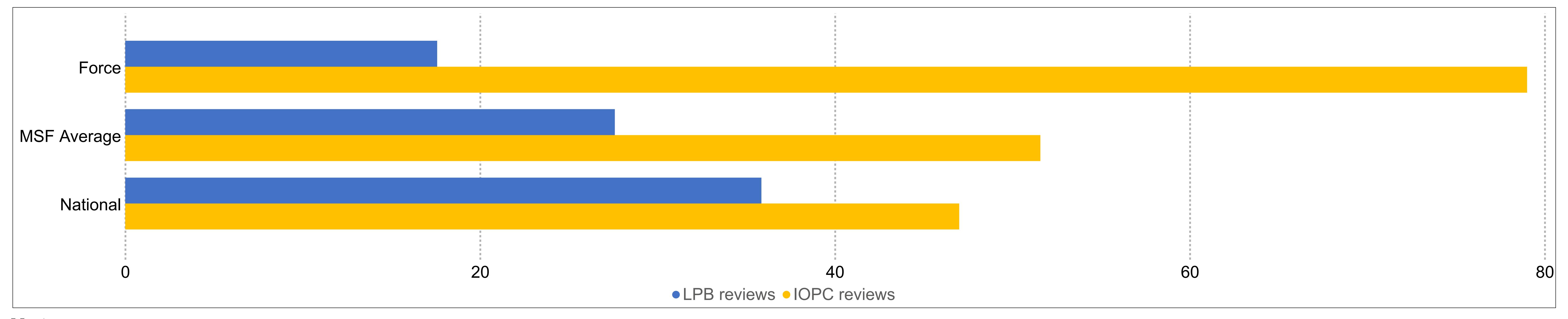


Section D1: reviews received

	Complaint cases finalised under Schedule 3	Reviews received	Reviews received as proportion of complaint cases finalised under Schedule 3		Number LPB reviews received - non-investigation		Number IOPC reviews received - non-investigation
Force	261	52	20%	8	36	6	2
MSF Average	593	145	24%	15	95	16	19
National	23,243	5,371	23%	1,156	3,246	478	491

Section D2: reviews timeliness

	Force	MSF Average	National
Average number of working days to complete Local Policing Body reviews	18	28	36
Average number of working days to complete IOPC reviews	79	52	47



Notes

Where a complaint has been recorded under Schedule 3 to the *Police Reform Act 2002*, the complainant has a right to apply for a review. A person can apply for review if they are unhappy with the way their complaint was handled, or with the outcome. This applies whether the complaint has been investigated by the appropriate authority or handled otherwise than by investigation (non-investigation). The application for a review will be considered either by the local policing body or the IOPC; the relevant review body depends on the circumstances of the complaint.

This section presents information about applications for review handled by both local policing bodies and the IOPC.

Information about the right of review and who is the relevant review body is available in <u>chapter 18 of the IOPC's Statutory Guidance on the police complaints system (February 2020).</u>

Reviews with 'invalid dates' have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an

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

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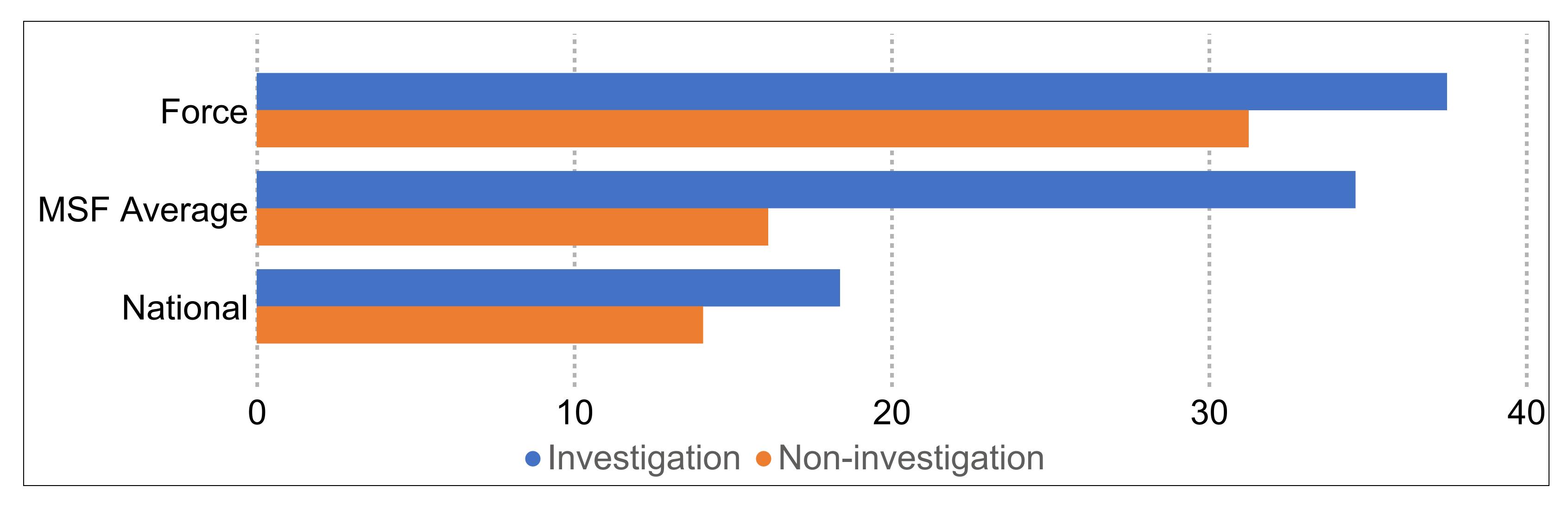
Section D3: decisions on reviews

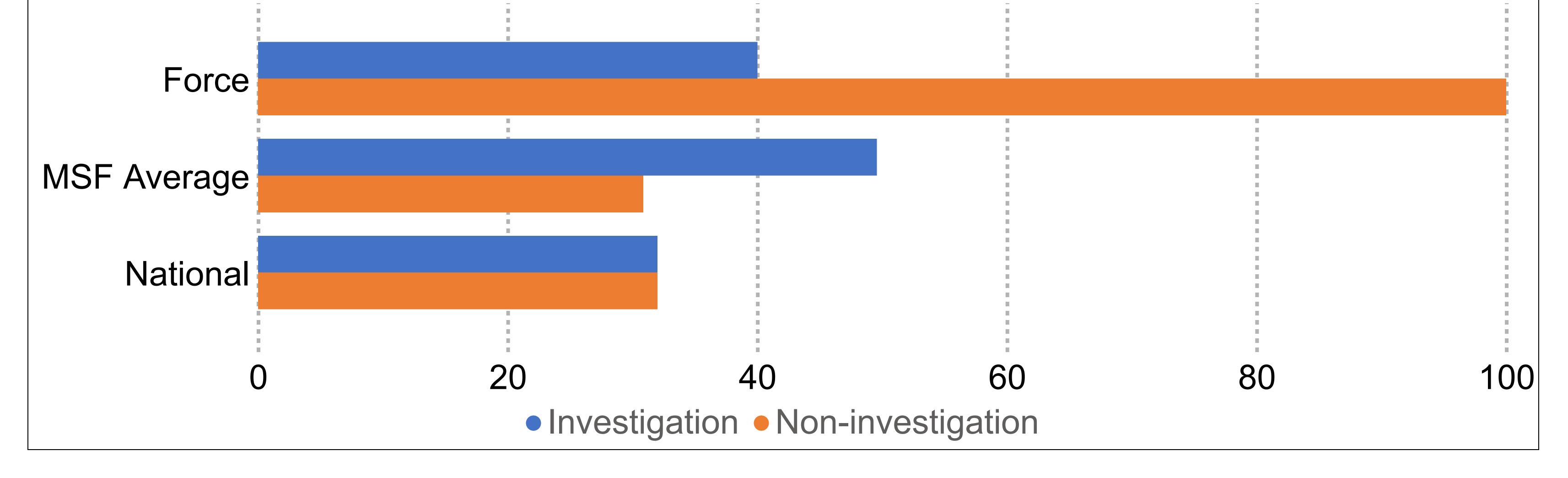
% LPB reviews found complaint case outcome not reasonable and proportionate

	Force	MSF Average	National
Investigation	38	35	18
Non-investigation	31	16	14

% IOPC reviews found complaint case outcome not reasonable and proportionate

	Force	MSF Average	National
Investigation	40	50	32
Non-investigation	100	31	32





% LPB reviews resulting in...

	Force	MSF Average	National
Recommendation made			

% IOPC reviews resulting in...

	Force	MSF Average	National		
Recommendation made	0	7	0		
Direction	50	27	23		
Extra work commissioned	0	0	1		

Notes

This section presents information about the decisions made on reviews by local policing bodies and the IOPC. It includes the proportion of reviews where the relevant review body found the outcome of the complaint was not reasonable and proportionate and those that resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police.

The percentage of reviews the relevant review body determines to be not reasonable and proportionate excludes any reviews that were deemed invalid. Invalid reviews may, for example, include applications that were made outside of the 28 day period to submit an application.

Where the IOPC does not have enough information to decide on a review of a police force investigation, they are able to request that the force undertakes further work to gather additional evidential material. This is known as commissioning further work. The proportion of reviews completed where additional work was commissioned are shown in this section.

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Section E1.1: allegation actions - on complaint cases handled outside of Schedule 3

	Force		MSF Av	rerage	Nat	ional
Actions following outside of Schedule 3 complaint cases	No.	%	No.	%	No.	%
Learning from Reflection	13	1%	14	1%	205	1%
No further action	222	16%	465	29%	8793	31%
Explanation	961	68%	541	49%	11617	41%
Debrief	20	1%	38	3%	470	2%
Apology	95	7%	74	7%	2000	7%
Goodwill gesture	10	1%	5	0%	144	1%
Policy review	6	0%	3	0%	54	0%
Individual learning	23	2%	29	2%	722	3%
Organisational learning	18	1%	9	1%	235	1%

Notes

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 on finalised complaint cases 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 <u>Guidance on capturing data about police complaints</u> for details of actions available.

Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

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Section E1.2: allegation actions - on complaint cases handled under Schedule 3

	Force		MSF A	verage	National	
Actions following Schedule 3 complaint cases	No.	%	No.	%	No.	%
Organisational learning	2	1%	6	1%	456	2%
Individual learning	29	11%	20	4%	1218	5%
Policy review			4	1%	48	0%
Goodwill gesture			1	0%	21	0%
Apology	1	0%	25	3%	890	4%
Debrief			20	2%	183	1%
Explanation	4	2%	222	32%	5602	24%
Misconduct proceedings					18	0%
Unsatisfactory Performance Procedure (UPP)					6	0%
No further action	219	84%	319	59%	13279	57%
Other action	7	3%	8	1%	341	1%
Other actions following a case to answer decision			1	0%	7	0%
Referral to RPRP	1	0%	8	1%	815	4%

Notes

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 on finalised complaint cases 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.

Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

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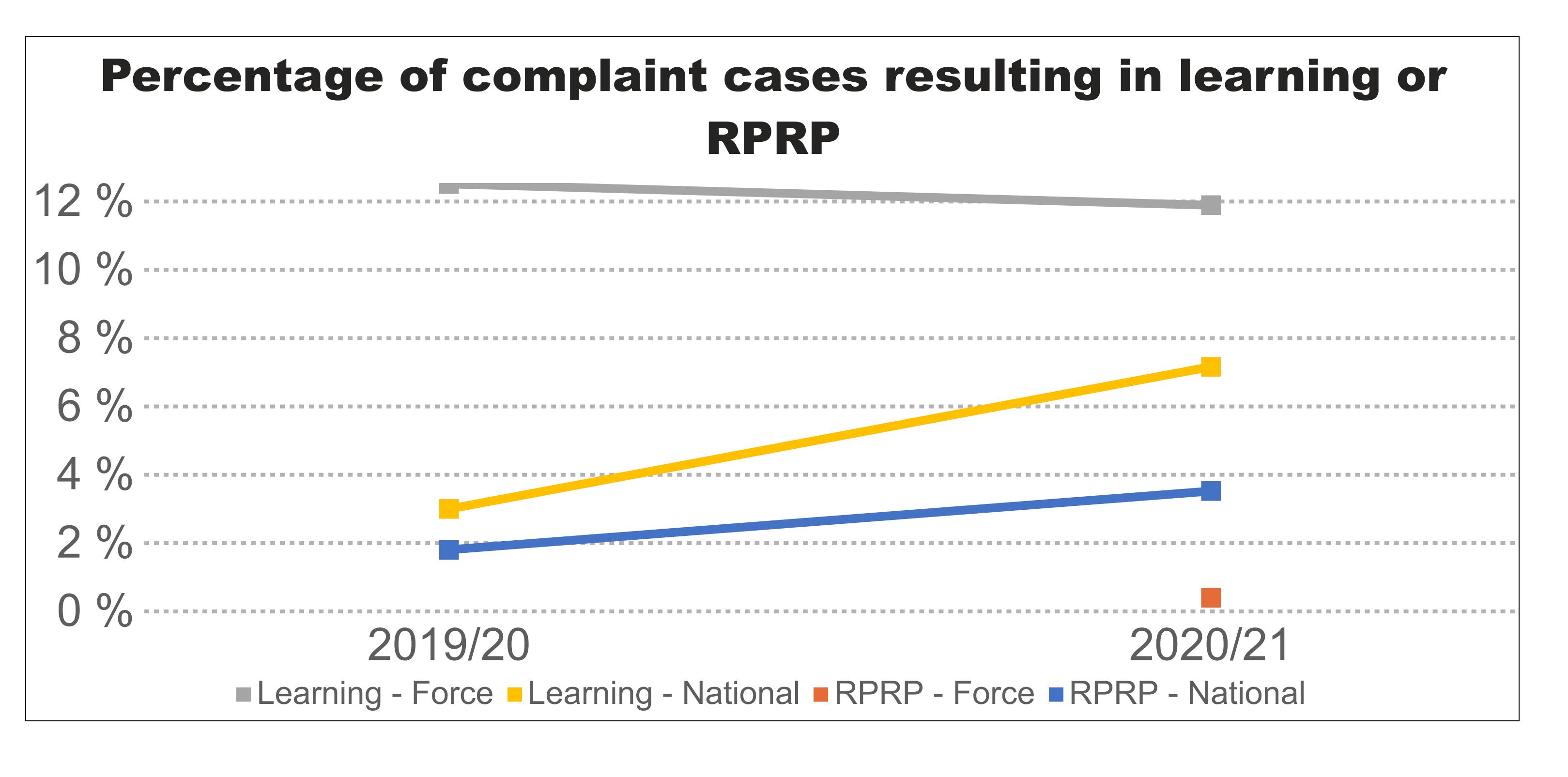


Section E2: focus on RPRP, UPP, misconduct and criminal outcomes (for complaint cases handled under Schedule 3)

RPRP and learning

Number of complaint cases resulting in below actions	2019/20	2020/21
Learning		
Force	1	31
National	10	1661
□ RPRP		
Force		1
National	6	815

Percentage of complaint cases resulting in below actions	2019/20	2020/21
Learning		
Force	13%	12%
National	3%	7%
□ RPRP		
Force		0%
National	2%	4%



RPRP, UPP, misconduct and criminal

	Force		MSF Average		National	
Percentage of complaint cases resulting in below actions	No.	%	No.	%	No.	%
UPP					6	0%
Misconduct hearing					3	0%
Misconduct meeting					15	0%
RPRP	1	0%	8	1%	815	4%

Notes

This section focusses on what happened as a result of the complaint case (action) in relation to RPRP, UPP, and a case to answer for misconduct.

Actions are captured at allegation level and multiple actions can be selected, where appropriate, on a single allegation. The figures shown in this section are based on allegations on finalised complaint cases 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%. More than one UPP, RPRP, misconduct meeting and misconduct hearing can result from a single allegation, therefore the numbers shown do not represent the number of these processes which occurred in the period.

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Notes

Data sources

- Complaint cases data is taken from XML data submissions made by forces to the IOPC every quarter.
- IOPC performance data 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 the Home Office. Please note that the British Transport Police 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).

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Acronyms used in this bulletin

Force – year to date force numbers

IOPC – Independent Office for Police Conduct

Inc. – including

Ind – independent investigation

Loc – local investigation

LPB – local policing body

MSF – most similar force

Nat. – National

No. – number

PRA – the Police Reform Act 2002

RPRP – reflective practice review process

UPP – unsatisfactory performance procedure