Most Similar Force (MSF) Group:

West Yorkshire, West Midlands, Merseyside, Greater Manchester

About this bulletin

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

It sets out performance against a number of measures and compares force results to their most similar for (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 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 because of technical issues. This will have an effect on the MSF averages, which include these forces, an national figures. The IOPC is working with these forces to ensure reporting of these complaint cases is po the future.

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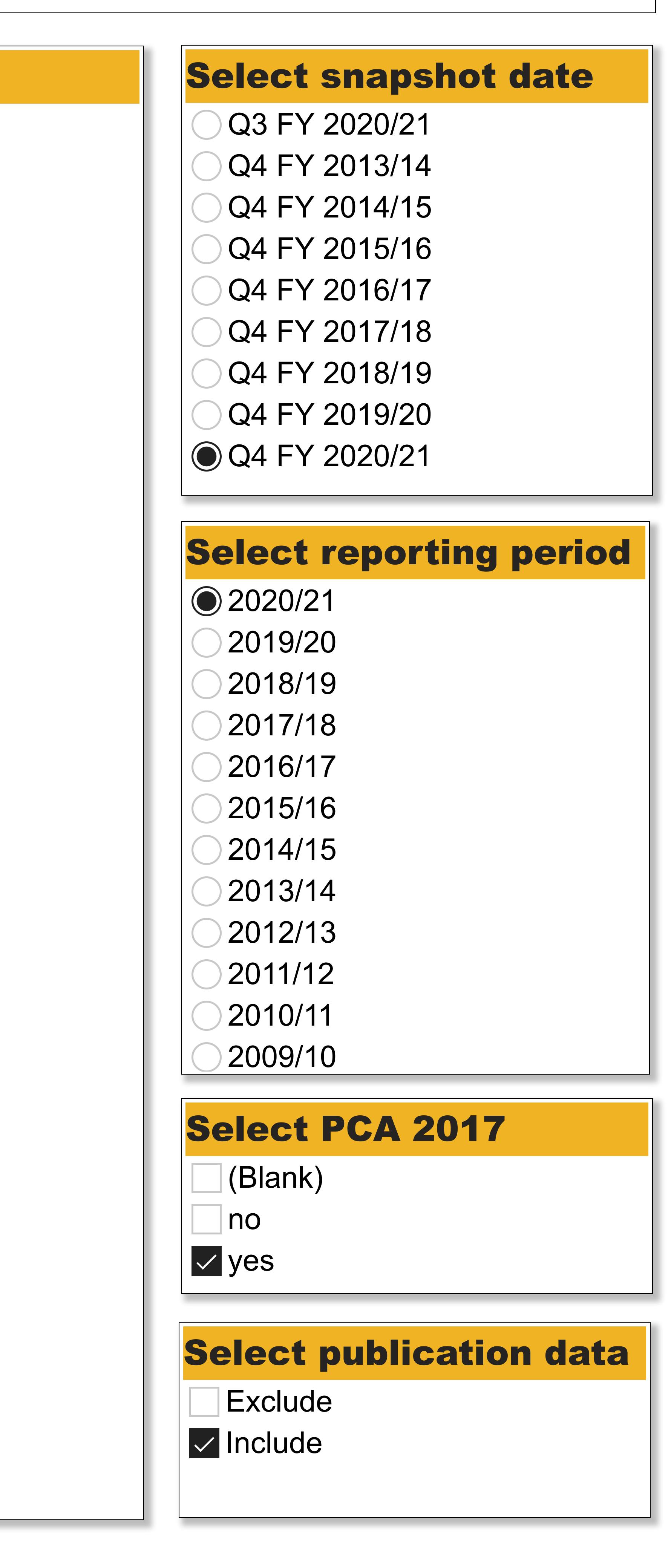
Reporting	Period:	01	April	2020 -

Appropriate Authority: West Midlands

31 March 2021 (Q4 2020/21)

	Select an authority
2), as January	Select all
January	Avon And Somerset
	Bedfordshire
orce	British Transport
	Cambridgeshire
e previous	Cheshire
ice,	City of London
s bulletin	Cleveland
and	Cumbria
ossible in	Derbyshire
	Devon And Cornwall
	Dorset
	Durham
	Dyfed-Powys
	Essex
their	Gloucestershire
vt of	Greater Manchester
xt of	Gwent
	Hampshire
	Hertfordshire
	Humberside
	Kent
	Lancashire
	Leicestershire
	Lincolnshire
	Merseyside
	Metropolitan
	National
r	Norfolk
	North Wales
	North Yorkshire
	Northamptonshire
	Northumbria
	Nottinghamshire





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

	To contact cu	ustomers	To log complaint cases			
Average number of working days		Customer perspective	Initial handling performance	Customer perspective		
Force	24	24	3	4		
MSF Average	11	11	4	4		
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.



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

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No. of allegations logged per 1,000 employees No. of complaint cases logged per 1,000 employ

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.

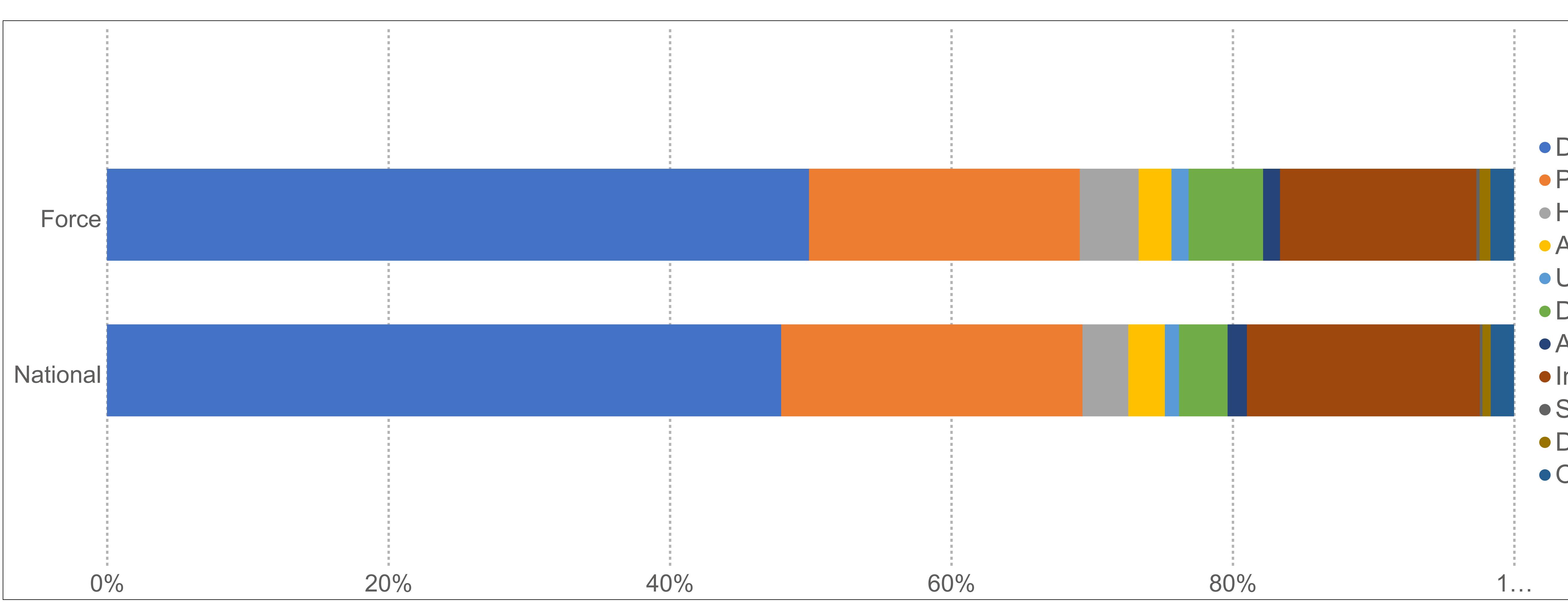
Complaint cases with 'invalid dates' have been removed from timeliness measures. Please refer to the performance framework counting rules and calculations on the **IOPC** website for explanations of customer perspective, initial handling and invalid dates.



	Force	MSF Average	National
	403	402	467
yees	375	296	290

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

		<section-header><section-header></section-header></section-header>	powers,		Access and/or disclosure of information	<section-header></section-header>	Discriminatory behaviour	<section-header><section-header></section-header></section-header>	Individual behaviours	<section-header></section-header>	<section-header></section-header>	Other	Total
	Force	2,199	848	184	103	54	233	53	615	10	34	74	4,407
Number	MSF Average	1,840	799	145	100	44	202	56	584	12	35	35	3,851
	National	52,300	23,368	3,553	2,845	1,104	3,764	1,490	18,073	199	648	1,807	109,151
	Force	50%	19%	4%	2%	1%	5%	1%	14%	0%	1%	2%	
Percentage	MSF Average	47%	21%	4%	3%	1%	5%	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 <u>Guidance on capturing data about police complaints</u> for guidance on logging allegations and complaint category definitions.

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 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

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

Category ▲	- Subc
Delivery of duties and service	Tota Polic Dec Gen Infor
□ Police powers, policies and procedures	Stop Sea Pow Dete Bail, Use Evid Out
 Handling of or damage to property/ Discriminatory behaviour 	oremise Tota Age Disa Gen Mari Preg Race Relig
Individual behaviours	Sex Sex Othe Tota Unp Lack Ove Impo Impo Impo

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

Appropriate Authority: West Midlands

category	
al ac action fallouving a costa at	
ce action following contact	
neral level of service	
rmation	
os, and stop and search	
rches of premises and seizure of property	
/er to arrest and detain	
ention in police custody , identification and interview procedures	
of force	
dential procedures	
of court disposals	
er policies and procedures	
es	
ability Ador roppid product	
nder reassignment riage and civil partnership	
gnancy and maternity	
e v	
gion or belief	
ual orientation	
er	
orofessional attitude and disrespect	
k of fairness and impartiality erbearing or harassing behaviours	
olite language / tone	
olite and intolerant actions	
er neglect or failure in duty	

Ford	;e	MSF Av	erage	Nat
No.	%	No.	%	No.
2,199	50 %	1,840	47 %	52,300
1,255	50 %	952	47 /0 52 %	23,155
358	16 %	952 215	JZ 70 12 %	7,524
378	17 %	213 520	27 %	16,612
208	9%	153	21 /o 9 %	-
200	9 70	133	9 70	5,006 3
848	19 %	799	21 %	23,368
68	8 %	66	9 %	2,275
137	16 %	116	14 %	3,168
130	15 %	106	13 %	3,407
98	12 %	95	12 %	3,176
4	0 %	12	2 %	702
213	25 %	264	32 %	6,752
76	9 %	43	5 %	1,212
11	1 %	11	2 %	311
111	13 %	87	11 %	2,362
			/ 0	3
184	4 %	145	4 %	3,553
233	5 %	202	5 %	3,764
8	3 %	4	2 %	58
28	12 %	30	14 %	487
		1	0 %	35
1	0 %	1	0 %	4
				5
140	60 %	125	60 %	2,375
13	6 %	6	3 %	91
18	8 %	17	8 %	340
7	3 %	8	5 %	92
18	8 %	14	8 %	277
615	14 %	584	16 %	18,073
132	21 %	155	27 %	4,687
80	13 %	67	11 %	2,954
95	15 %	108	19 %	3,419
268	44 %	188	32 %	4,645
40	7 %	66	11 %	2,367
				1



ional	%
48	%
	%
14	%
32	%
10	%
0	%
21	%
10	%
14	%
15	%
	%
	%
	%
	%
_	70 %
_	/0 %
	/0 %
	%
-	%
	%
	%
	%
0	%
0	%
63	%
2	%
9	%
2	%
7	%
17	%
26	%
	%
	%
	%
	%
	/0
	0/
U	%

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.

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

	Allegation category											
	<section-header></section-header>	powers,	or damage to property/	<section-header></section-header>		behaviour		behaviours			Other	Total
Arrest	127	288	38	5		37	7	66	3	3	2	576
Call Handling	272	2	3	4		10		99				390
Child protection / CSA / CSE	57	23	7	10		6	5	23		3	2	136
Coronavirus – other	96	49	3	1	2	8		44		1	3	207
Coronavirus – police powers on infectiou	3											3
Coronavirus – police powers on restricti	94	36		1		3		27				161
Covert policing		2						1			1	4
Custody	19	133	25	5		10		17	4	1		214
Death	14	1	1	3			1	6			2	28
Domestic / gender abuse	209	69	13	16	1	20	4	60	1	12	2	407
Drugs / alcohol	37	24	9	5	1	6	1	15		5		103
Firearms	11	8	6					4		1		30
Fraud	42	3	3	1			2	3				54
Hate Crime	31	3		1		14	2	8		1		60
Investigation	1,296	205	72	40	2	109	28	172	3	6	3	1,936
Mental health	126	97	13	14		42	5	53	1	5	6	362
Missing persons	17	4	2	1		1		4				29
Neighbourhood policing	217	39	3	6	1	19	5	76		3		369
None	160	59	28	21	6	16	10	80		5	48	433
Police dogs or horses	3	7	2			1		2				15
Premises search	23	71	45	2		2	1	9		3		156
Public order incident	41	25		3		10		20				99
Restraint equipment	3	61	5			11		2				82
Roads/traffic	165	94	18	1	44	28	1	66			4	421
Serious injury	8	6	3			1	1	2				21
Social media	39	6		6		3		11		5	1	71
Stop and/or search	11	74	3	1	2	26		20	1			138
Taser		16	2			1		5				24

Notes

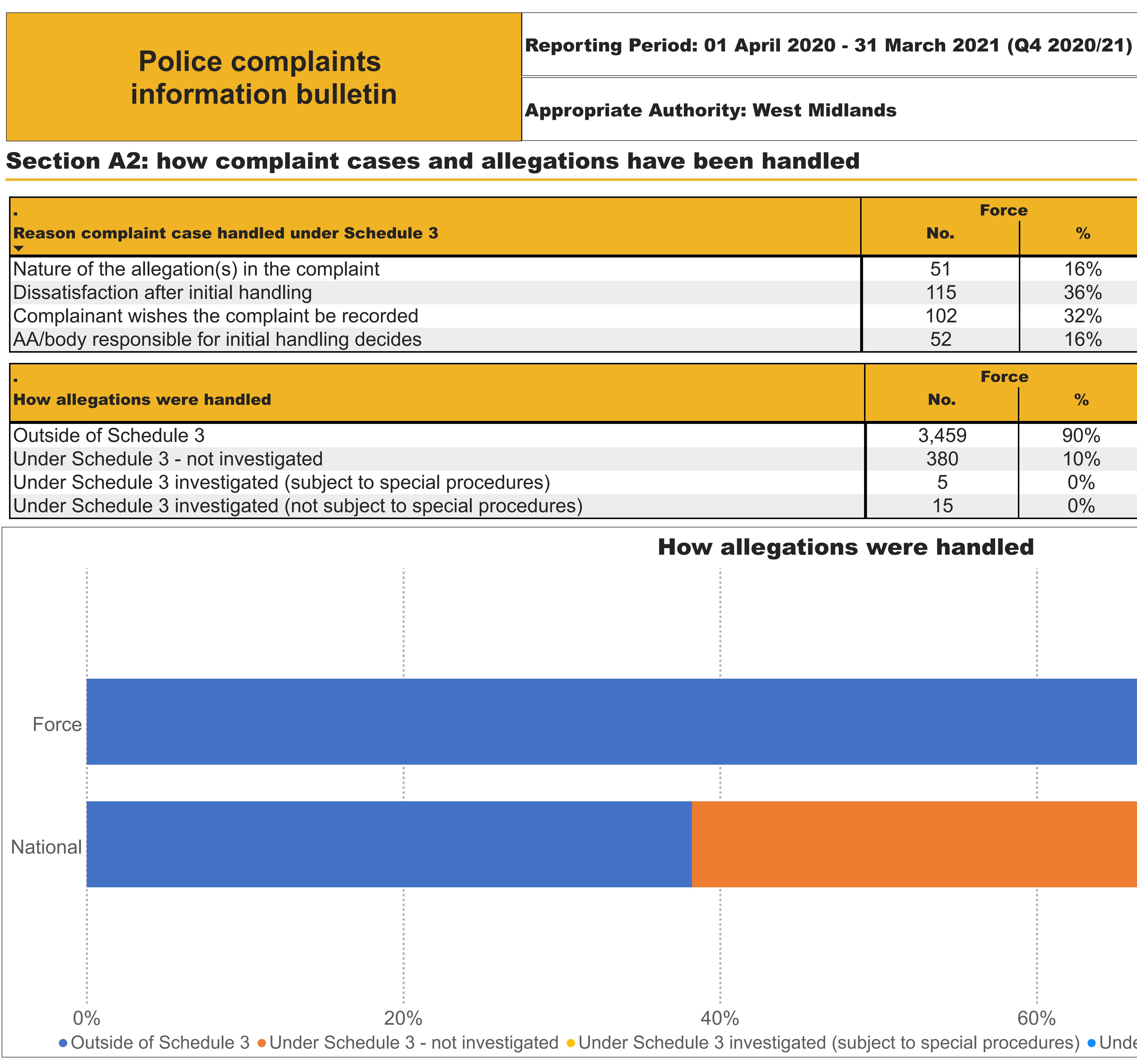
This section presents information that shows what people are complaining about using a combination of allegation categories and factors. Categories capture the root of the dissatisfaction expressed in a complaint. The combination of categories and factors provides a richer picture of what people are 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.

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





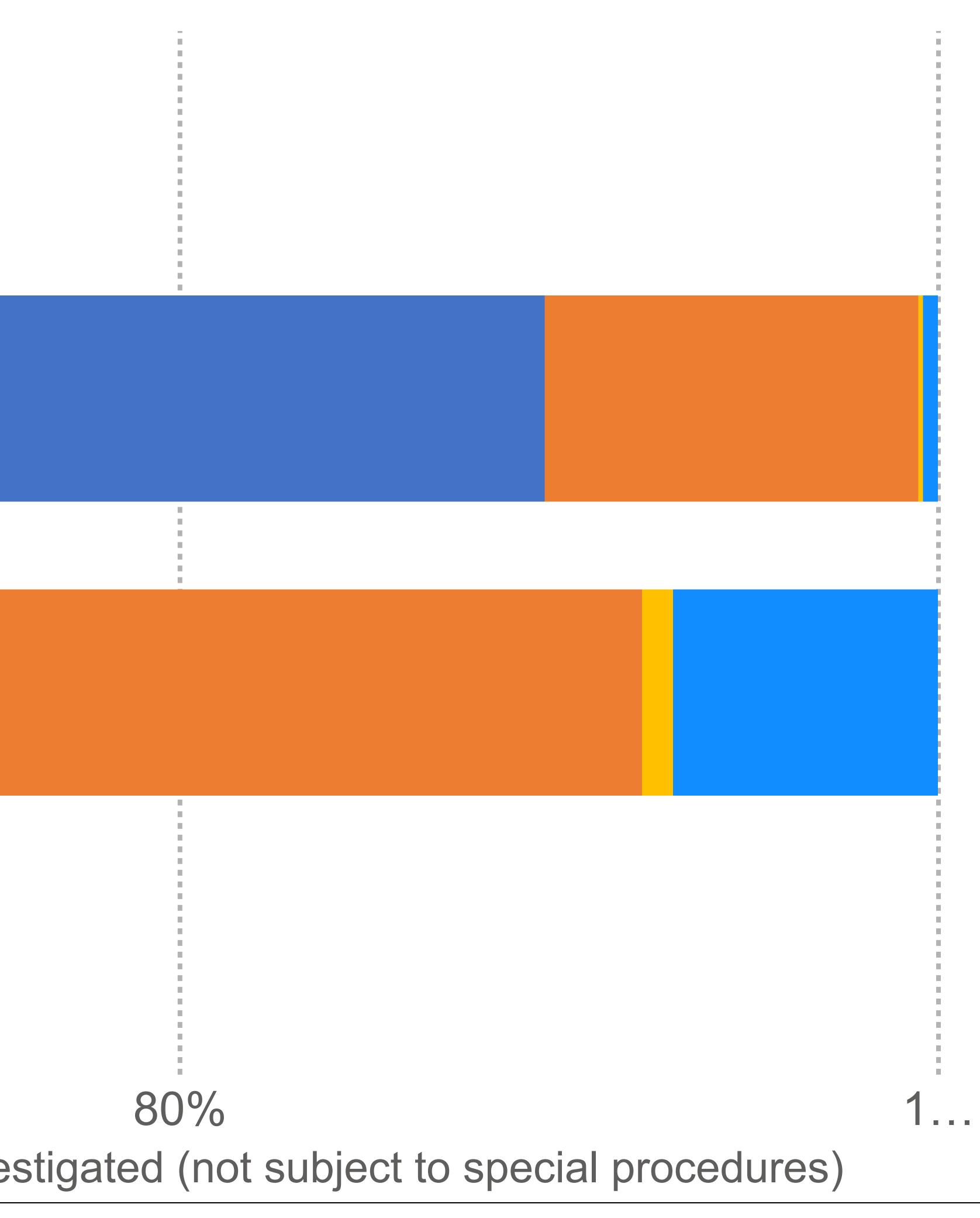
Notes

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.

Force		MSF Av	erage	National			
	No.	%	No.	%	No.	%	
	51	16%	294	29%	5,811	16%	
	115	36%	132	13%	2,889	8%	
	102	32%	391	39%	12,440	34%	
	52	16%	188	19%	15,225	42%	
	Forc	e	MSF Av	erage	Nati	onal	
	No.	%	No.	%	No.	%	
	3,459	90%	1,749	55%	32,012	38%	
	380	10%	1,238	43%	45,205	54%	
	5	0%	7	0%	688	1%	
	15	0%	56	2%	5,845	7%	
		60%		80%			

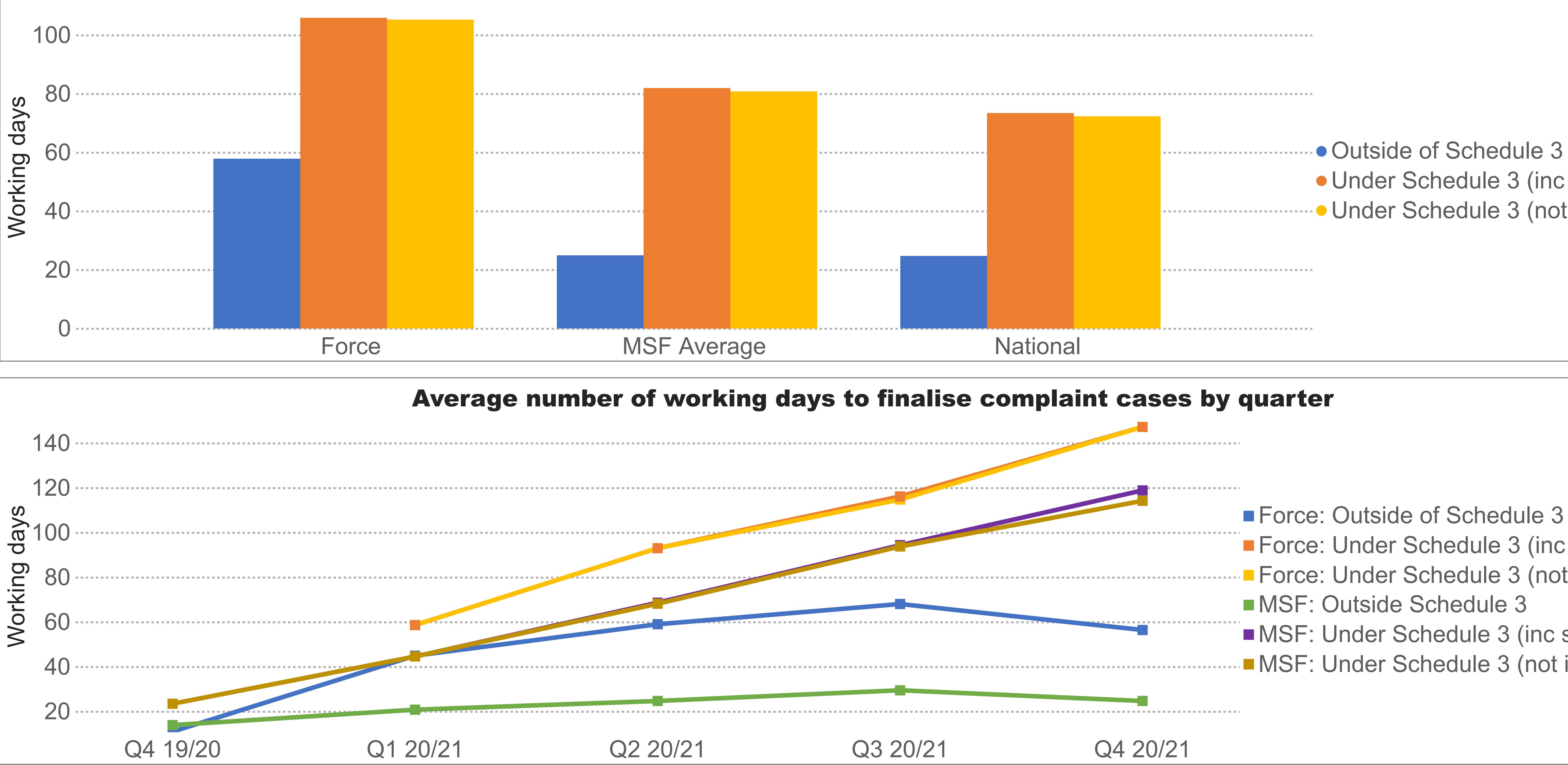




Section A3.1: complaint cases finalised - timeliness

Average number of working days to finalise complaint cases

Schedule 3 Under Schedule 3 (inc suspension) Under Schedule 3 (not inc suspension)



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

Appropriate Authority: West Midlands

Ο	Force	MSF Average	National				
	58	25	25				
	106	82	73				
	105	81	72				

Average number of working days to finalise complaint cases

	l

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 **IOPC** website for an explanation of invalid dates.

- MSF: Under Schedule 3 (inc suspe MSF: Under Schedule 3 (not inc susper
- Force: Outside of Schedule 3
- Force: Under Schedule 3 (inc susper Force: Under Schedule 3 (not inc :

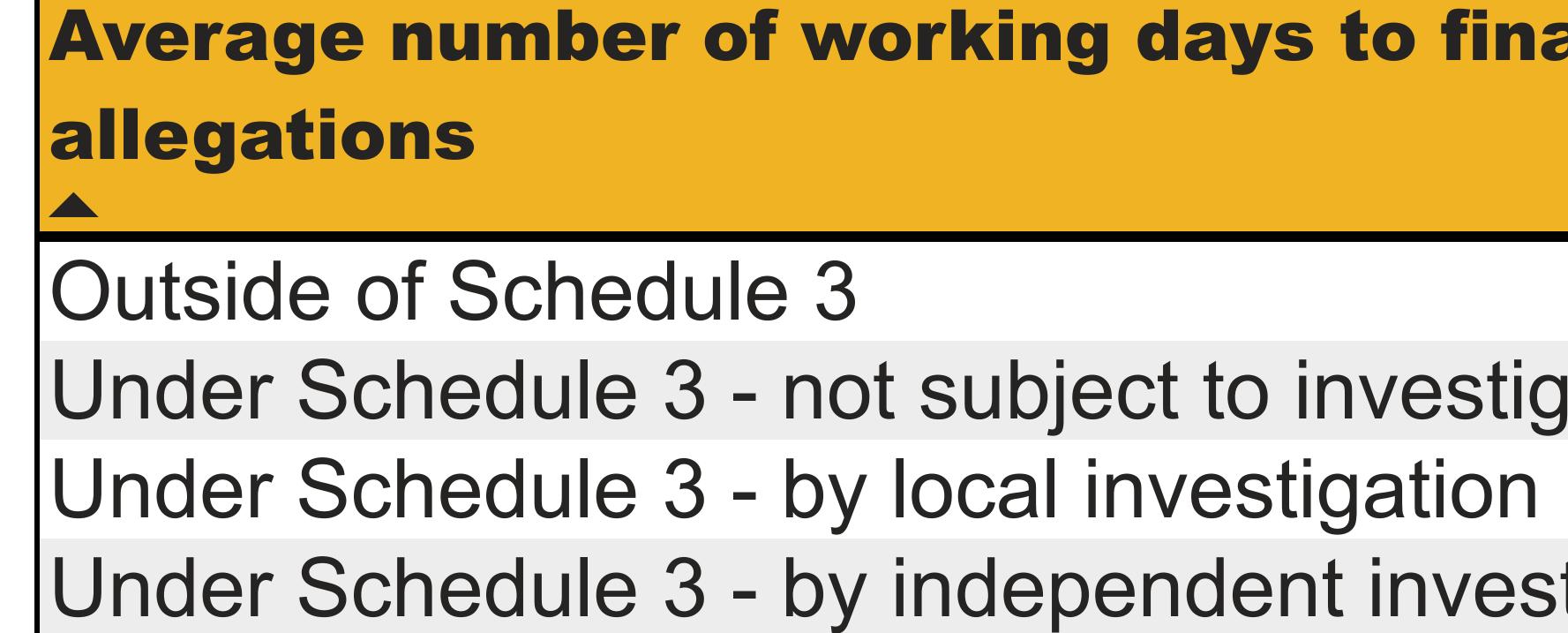
 Under Schedule 3 (inc suspension) Under Schedule 3 (not inc suspension)



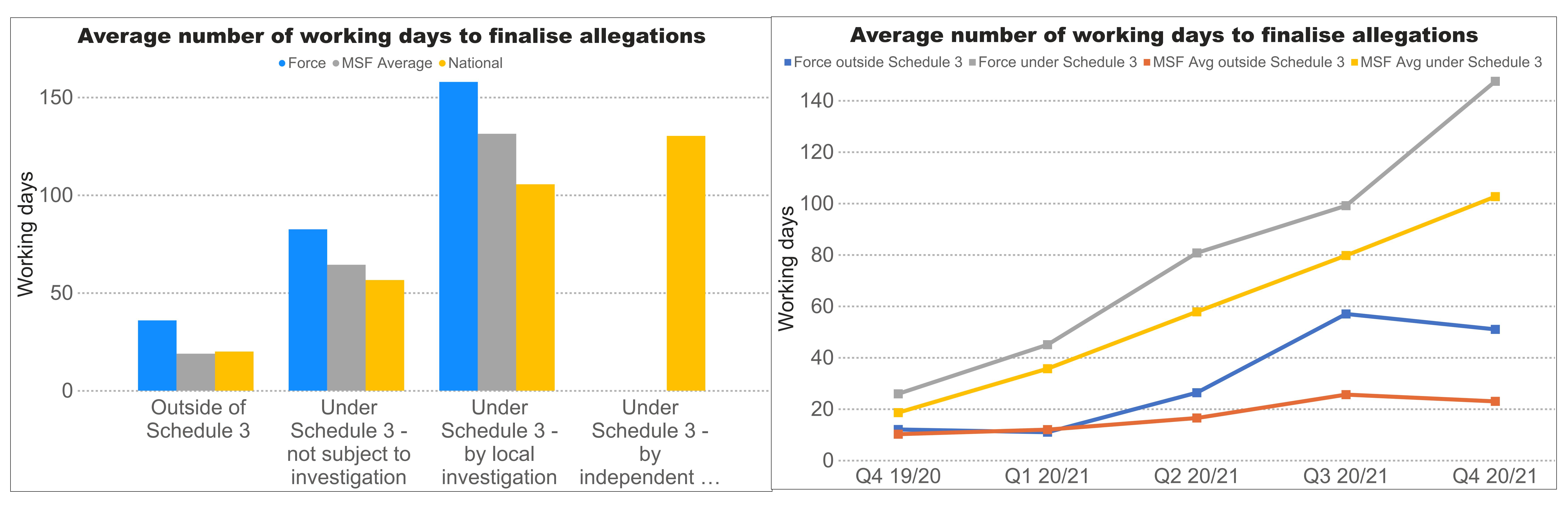
Section A3.2: allegations finalised - how they have been handled and timeliness

How allegations were handled

Outside of Schedule 3 Under Schedule 3 - not subject to investig Under Schedule 3 - by local investigation Under Schedule 3 - by independent inves







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

Appropriate Authority: West Midlands

	For	Force		<i>verage</i>	National			
	No.	%	No.	%	No.	%		
	3,459	90%	1,749	55%	32,012	38%		
tigation	380	10%	1,238	43%	45,205	54%		
n	20	1%	62	2%	6,496	8%		
estigation					37	0%		

nalise	Force	MSF Average	National
	36	19	20
igation	82	64	57
	158	131	106
stigation			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 **IOPC** website for an explanation of invalid dates.



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

How allegations were handled Outside of Schedule 3 Under Schedule 3 - not investigated

Under Schedule 3 investigated (subject to special procedures) Under Schedule 3 investigated (not subject to special procedures)

Total

How allegations were handled	Out	Outside of Schedule 3						Under Schedule 3 investigated (subject to special procedures)								
Allegation decision	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.
No further action					30 %	115	14 %	6,252			1 %	10	33 %	5	10 %	572
Regulation 41 applies							0 %	55			0 %	2			0 %	27
Service provided - unable to determine					1 %	2	4 %	1,906			1 %	4			3 %	147
Service provided - not acceptable					4 %	15	11 %	5,153			1 %	10	33 %	5	10 %	561
Service provided - acceptable			0 %	8	62 %	235	66 %	29,644			14 %	99	33 %	5	73 %	4,279
Not Resolved	8 %	260	6 %	1,955												
Resolved	92 %	3,199	94 %	30,048												
No Case to Answer									20 %	1	59 %	403				
Case to Answer									80 %	4	20 %	136				
Withdrawal					3 %	13	5 %	2,191			3 %	24			4 %	259
Total	90 %	3,459	38 %	32,011	10 %	380	54 %	45,201	0 %	5	1 %	688	0 %	15	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 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.

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

Force %	Force No.	National %	National No.
90 %	3,459	38 %	32,011
10 %	380	54 %	45,201
0 %	5	1 %	688
0 %	15	7 %	5,845
100 %	3,859	100 %	83,745



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

	Allegation category											
Allegation decisions	<section-header></section-header>	Police powers, policies and procedures	or damage	<section-header><section-header></section-header></section-header>		behaviour		behaviours			Other	<section-header></section-header>
No further action	42	26	3	8	2	8	6	18	1	3	3	120
Service provided - unable to determine	1							1				2
Service provided - not acceptable	11	4		1	1		1	2				20
Service provided - acceptable	105	61	7	7	1	15	6	34	2		2	240
Not Resolved	110	46	14	4	4	26	3	44	1	2	6	260
Resolved	1,707	567	131	73	41	143	20	447	3	17	50	3,199
No Case to Answer								1				1
Case to Answer		1			1	1		1				4
Withdrawal	4	1		2	1	1				4		13

Notes

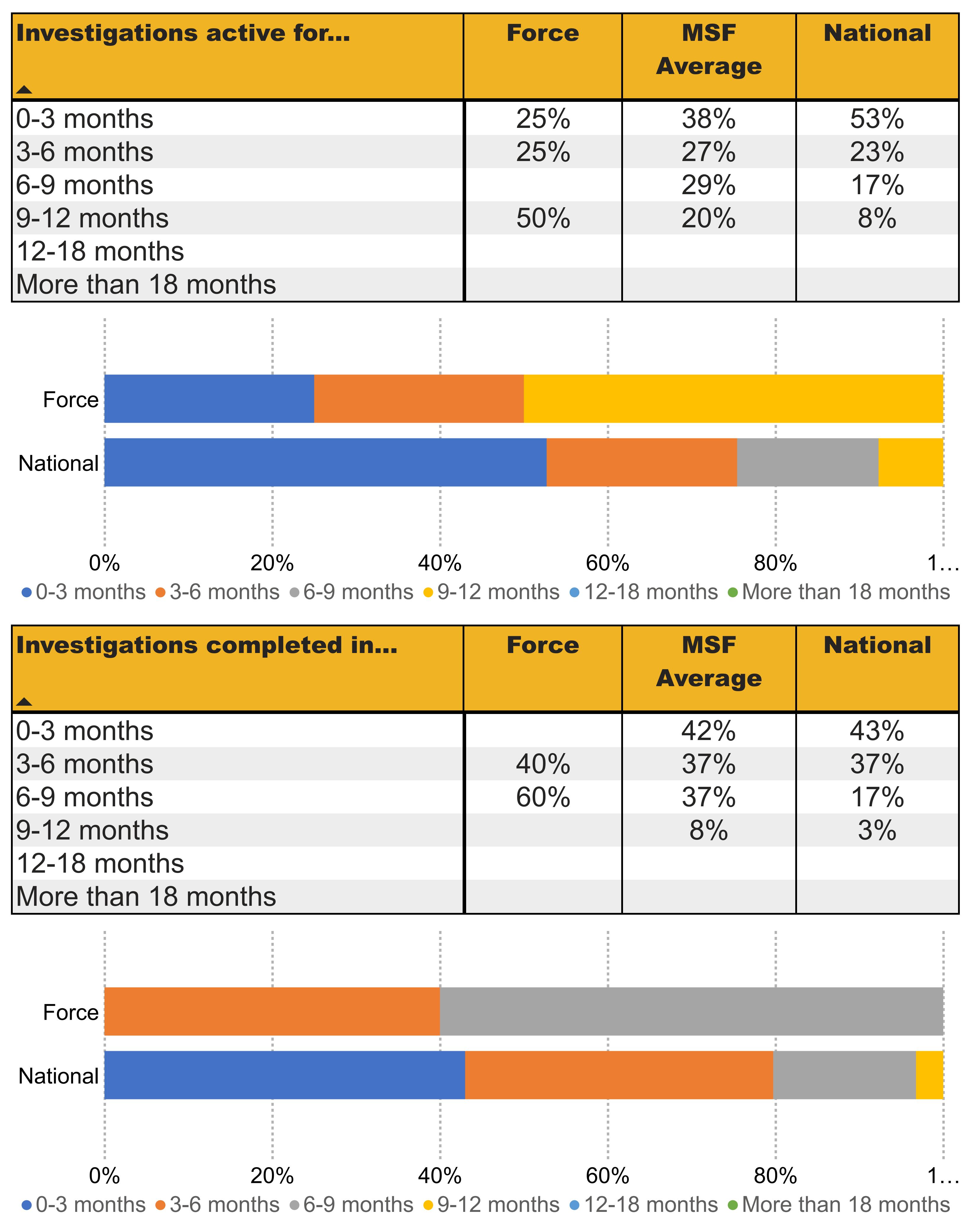
This section presents information about allegations finalised grouped by the allegation and the category selected on each allegation. Each allegation has a single category selected.

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



	Discreditable	Other	Total
conduct	conduct		
1	3	3	120
			2
			20
2		2	240

Section B1: investigations (all investigation types) - timeliness

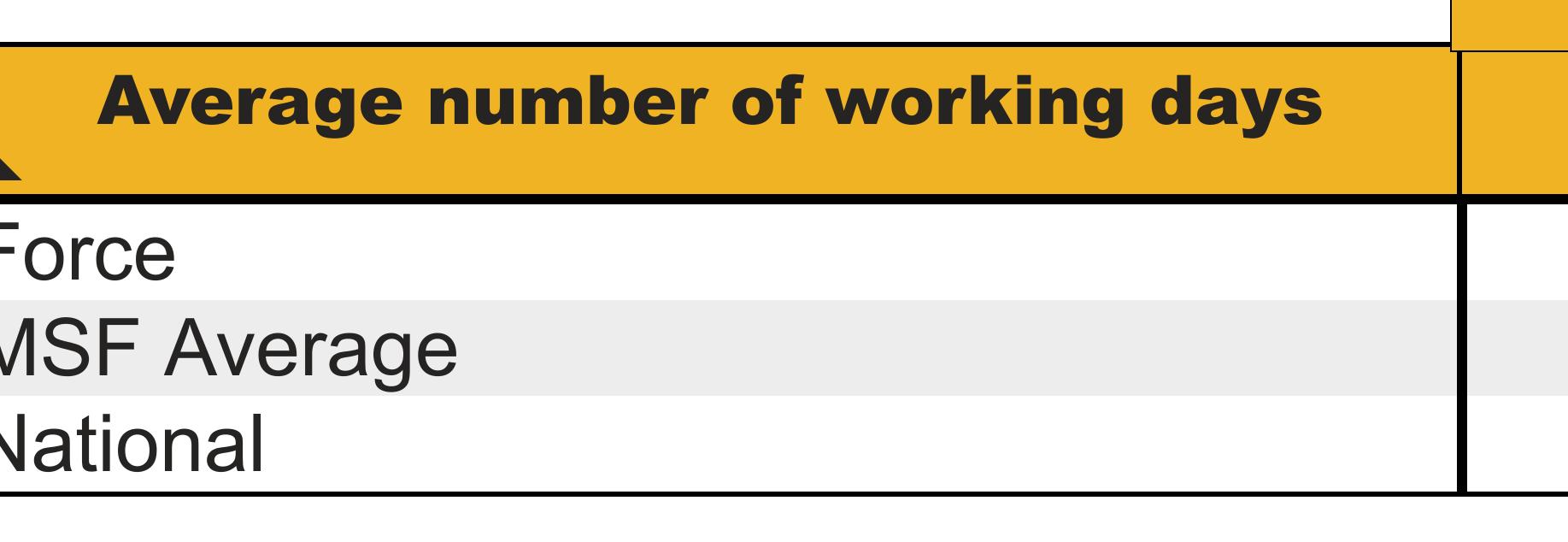


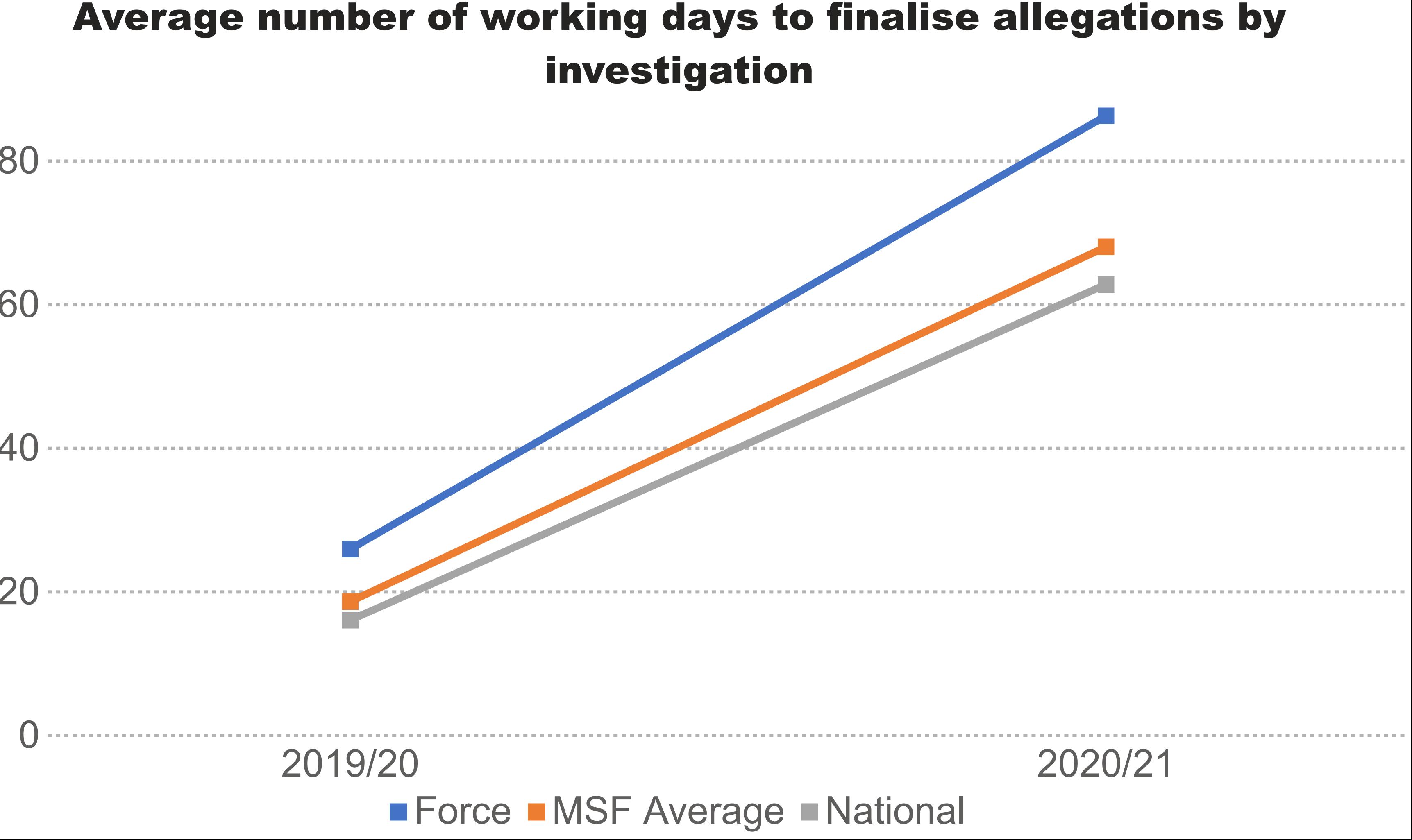
Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: West Midlands

Force	MSF Average	National
25%	38%	53%
25%	27%	23%
	29%	17%
50%	20%	8%
60% onths • 12-	6 80% 18 months • More	
Force	MSF Average	National

Ilegations finalised by investigation (all types) - timeliness





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.

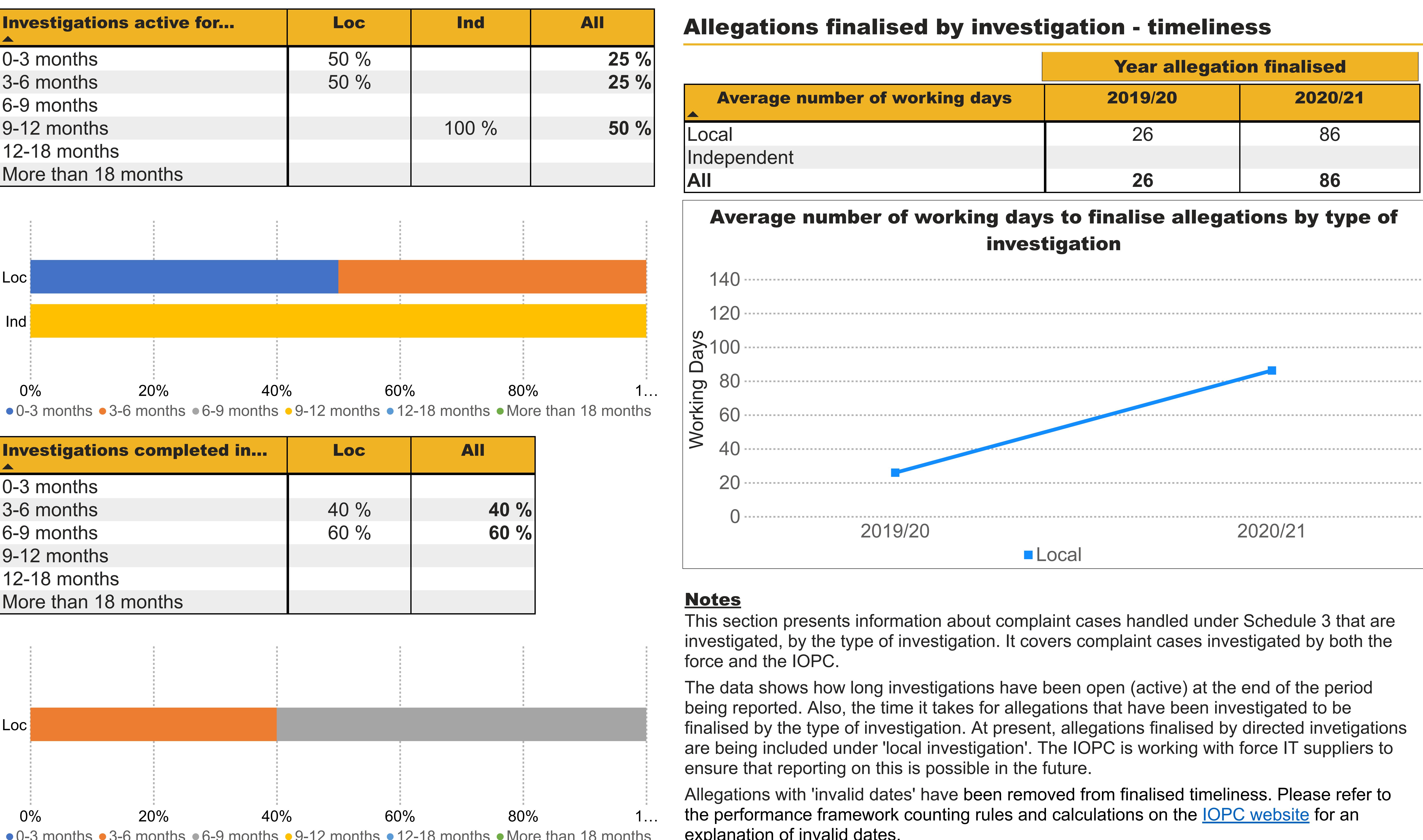
Allegations with 'invalid dates' have been removed from finalised timeliness. Please refer to the performance framework counting rules and calculations on the **IOPC** website for an explanation of invalid dates.



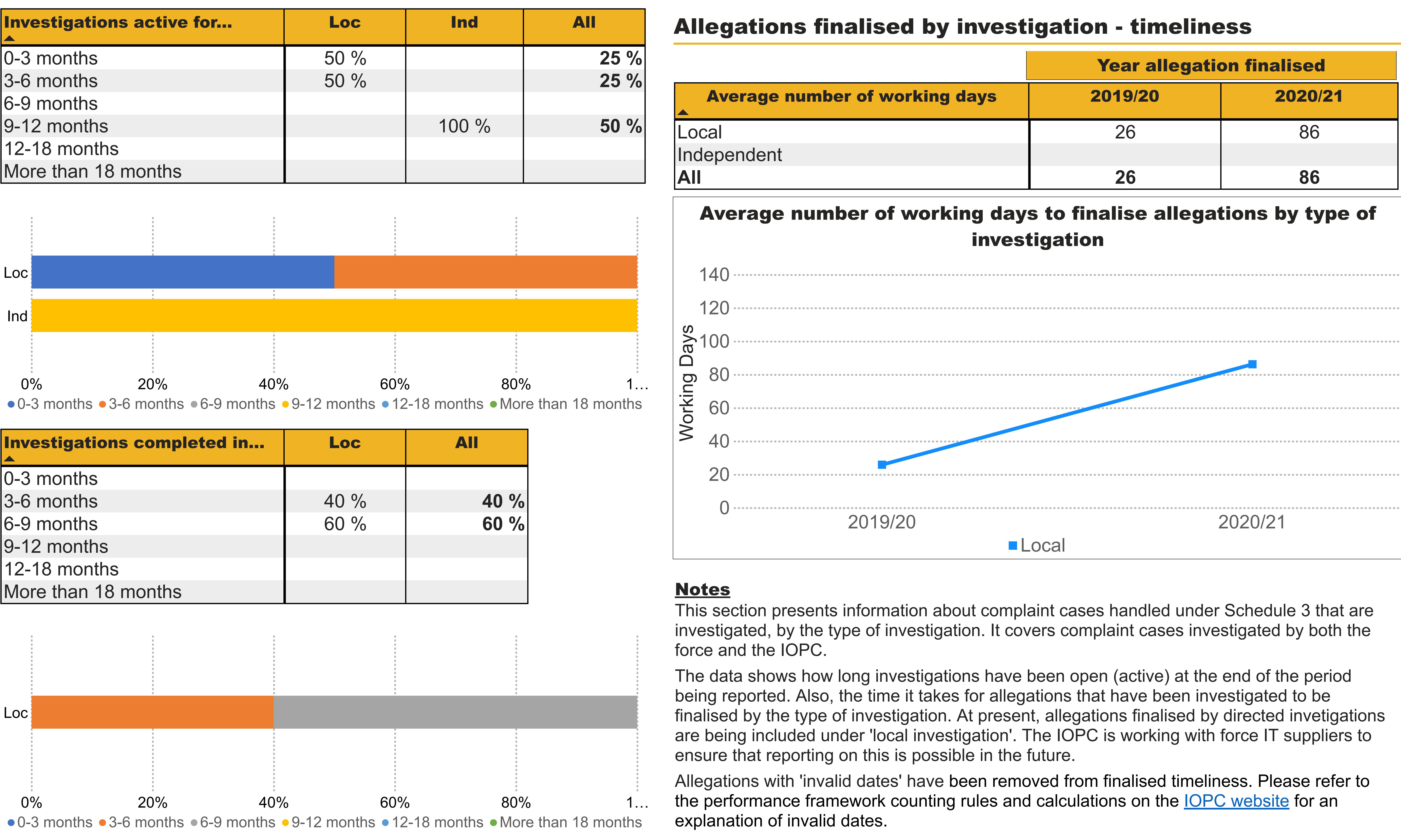
Year allegation finalised					
2019/20	2020/21				
26	86				
19	68				
16	63				

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

Investigations active for	Lc
0-3 months	50
3-6 months	50
6-9 months	
9-12 months	
12-18 months	
More than 18 months	



Investigations completed in	Lc
0-3 months	
3-6 months	40
6-9 months	60
9-12 months	
12-18 months	
More than 18 months	

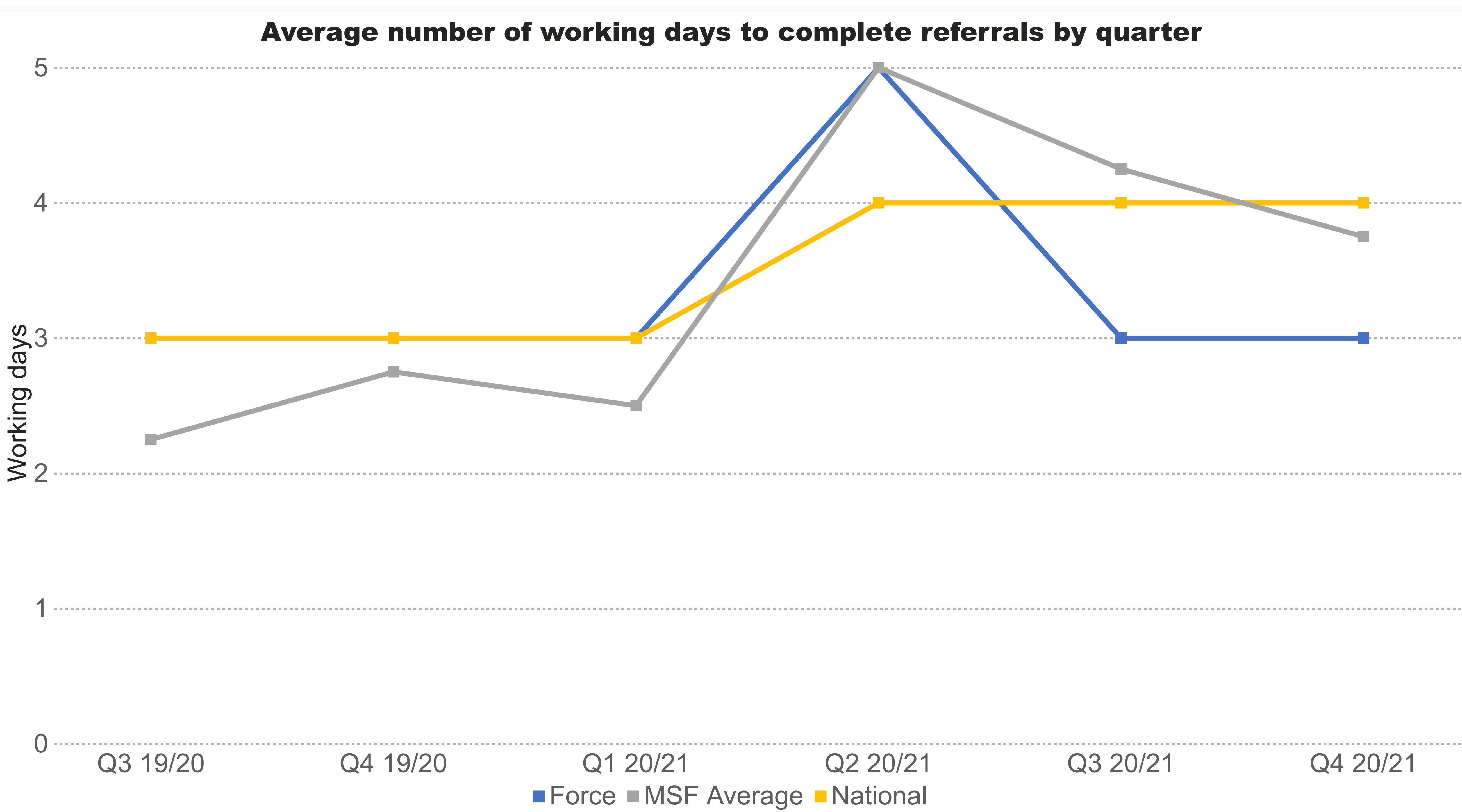


Average number of working days	
cal	
lependent	
Average number of working day	
inves	tig
140	



Section C: referrals

Number referrals received Number referrals completed Decision: Independent Investigation **Decision: Directed Investigation** Decision: Local Investigation Decision: Return to Force Decision: Invalid



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Appropriate Authority: West Midlands

Force	Force %	MSF Average	MSF Average %	National	National %
202		201		4,542	
205		203		4,546	
56	27%	37	19%	577	13%
2	1%	1	0%	47	1%
100	49%	121	59%	2,712	60%
45	22%	42	21%	1,153	25%
1	0%	2	1%	28	1%



Notes

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.

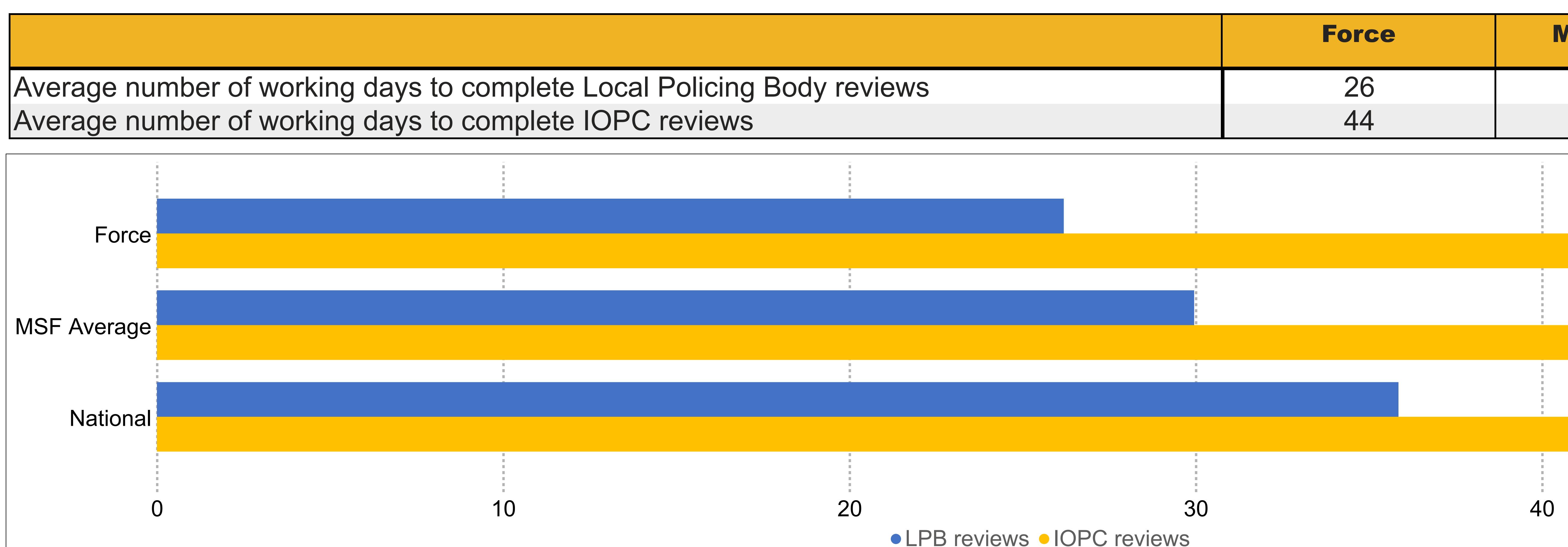
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC's remit to assess and will be determined invalid.

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.

Section D1: reviews received

	Complaint cases finalised under Schedule 3	<section-header></section-header>	Reviews received as proportion of complaint cases finalised under Schedule 3		Number LPB reviews received - non-investigation		 Number IOPC reviews received - non-investigation
Force	209	37	18%	11	24	0	2
MSF Average	589	151	24%	7	107	15	22
National	23,243	5,371	23%	1,156	3,246	478	491

Section D2: reviews timeliness



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 chapter 18 of the IOPC's Statutory Guidance on the police complaints system (February 2020). 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.

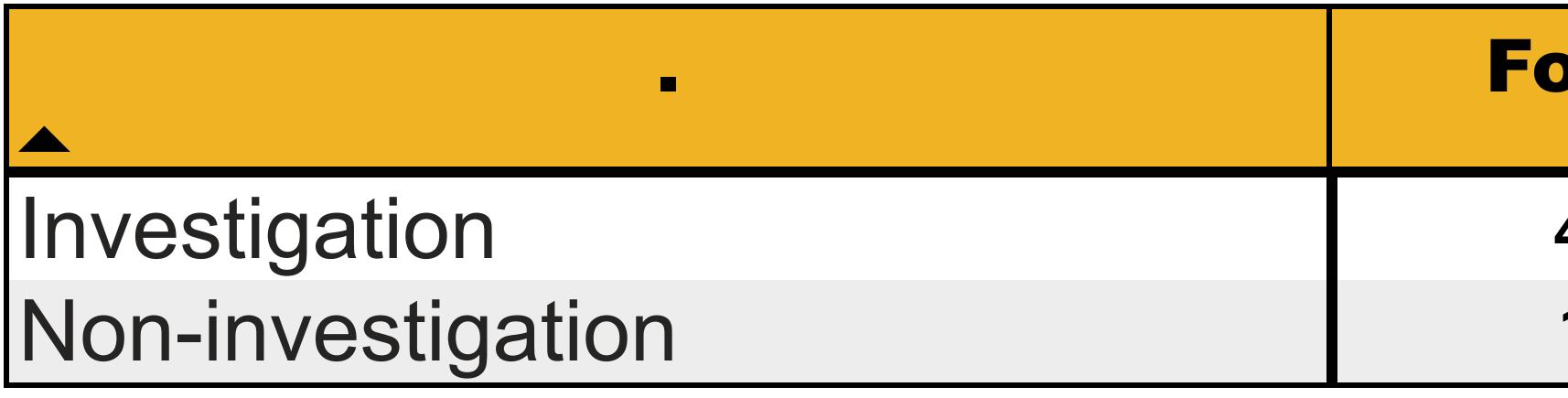
Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

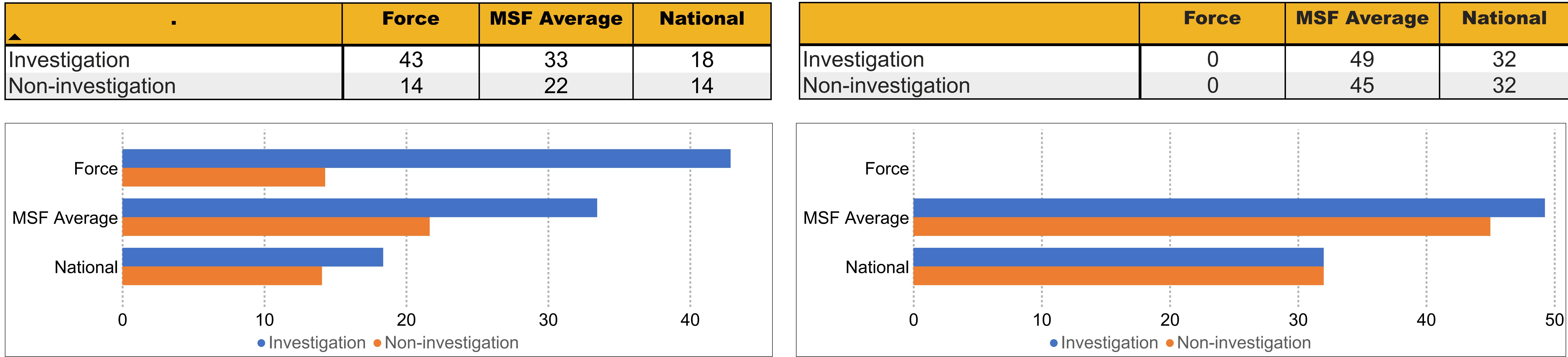


ISF Average	National
30	36
54	47
	50

Section D3: decisions on reviews

% IOPC reviews found complaint case outcome not reasonable and proportionate % LPB reviews found complaint case outcome not reasonable and proportionate





% LPB reviews resulting in...

	Force	MSF Average	National		Force	MSF Average	National
Recommendation made				Recommendation made	0	13	0
				Direction	0	30	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.

Appropriate Authority: West Midlands

Drce	MSF Average	National	
43	33	18	
14	22	14	

% IOPC reviews resulting in...



ce	MSF Average	National
	49	32
	45	32

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

Actions following outside of Schedule 3 complaint cases

Learning from Reflection No further action Explanation Debrief Apology Goodwill gesture Policy review Individual learning Organisational learning

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.

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

Force		MSF Av	erage	National	
No.	%	No.	%	No.	%
9	0%	18	1%	205	1%
1802	61%	572	28%	8793	31%
739	25%	628	46%	11617	41%
75	3%	54	3%	470	2%
72	2%	90	7%	2000	7%
3	0%	5	0%	144	1%
1	0%	3	0%	54	0%
71	2%	36	2%	722	3%
14	0%	13	1%	235	1%



Actions following Schedule 3 complaint cases

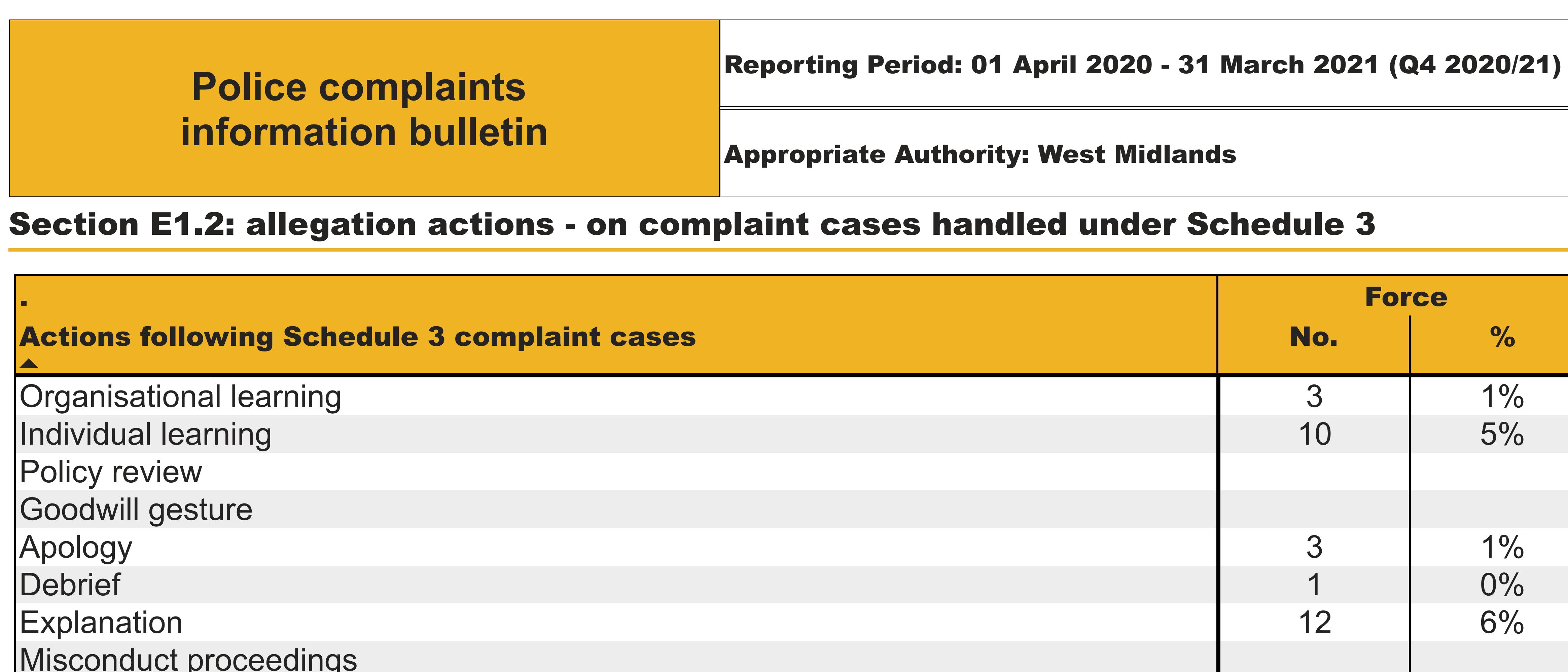
Organisational learning Individual learning Policy review Goodwill gesture Apology Debrief Explanation Misconduct proceedings Unsatisfactory Performance Procedure (UPP) No further action Other action Other actions following a case to answer decision Referral to RPRP

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.



Force		MSF Av	erage	Nat	tional
No.	%	No.	%	No.	%
3	1%	7	1%	456	2%
10	5%	35	8%	1218	5%
		3	0%	48	0%
		1	0%	21	0%
3	1%	32	3%	890	4%
1	0%	26	2%	183	1%
12	6%	213	20%	5602	24%
				18	0%
				6	0%
177	85%	291	67%	13279	57%
1	0%	12	2%	341	1%
		1	0%	7	0%
5	2%	4	1%	815	4%



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

RPRP and learning

Number of co	mplaint cases resulting i
below actions	
Learning	
Force	
National	
Force	
National	

Percentage of complaint cases resultir				
below actions				
— Learning				
Force				
National				
Force				
National				

	Perce	entage	of con	nplaint	case
					RPRP
7	%				
6	%				
3	%				
1	%				
0	%				
		20	19/20		
		Learning -	- Force L	earning - Na	ational F

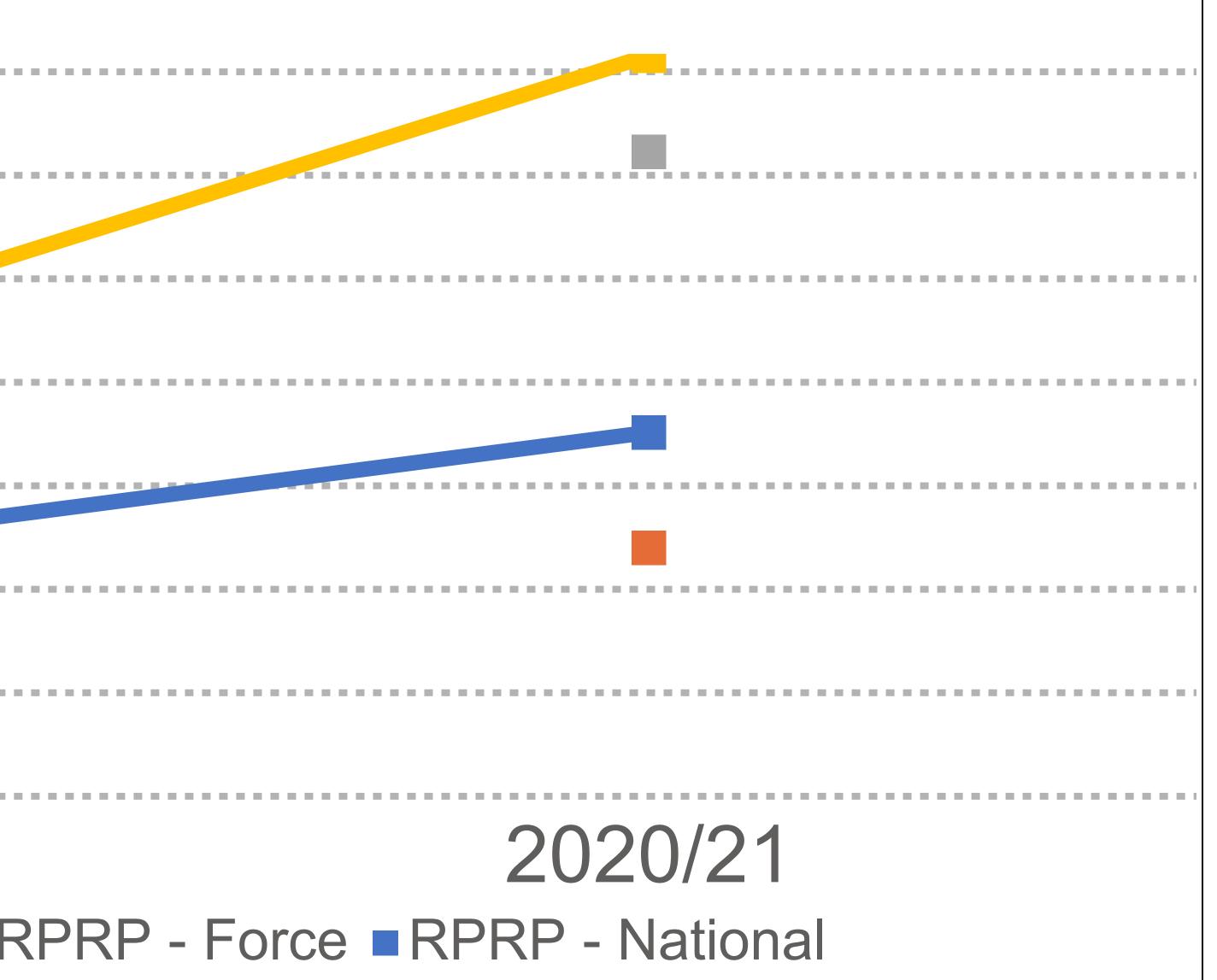
Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: West Midlands

n	2019/20	2020/21
		13
	10	1661
		5
	6	815

ng in	2019/20	2020/21		
		6%		
	3%	7%		
		2%		
	2%	4%		

es resulting in learning or



	Force		MSF Average		National	
Percentage of complaint cases	No.	%	No.	%	No.	%
resulting in below actions						
UPP					6	0%
Misconduct hearing					3	0%
Misconduct meeting					15	0%
RPRP	5	2%	4	1%	815	4%

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.

RPRP, UPP, misconduct and criminal

Notes



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 <u>IOPC website</u>. - 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 <u>IOPC website</u>.

- 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 <u>capturing data about police complaints.</u>

- 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 <u>complaints system (February 2020)</u>.



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



