Police Complaints Information Bulletin

Northamptonshire Police

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

IOPC Independent Office for Police Conduct

About this bulletin

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

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

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

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

Notes for this edition of the bulletin

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

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

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Acronyms used in this bulletin

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

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

Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cheshire Constabulary, Derbyshire Constabulary, Essex Police, Kent Police, Northamptonshire Police, Nottinghamshire Police, Staffordshire Police

Complaints and allegations logged

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

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

- **Force** - The police force and date range covered by the bulletin title
- **SPLY** - Data as above in the same period of the previous financial year
- **MSF Average** - Most Similar Force group* average for the period
- **National** - Total or average of all forces in this period

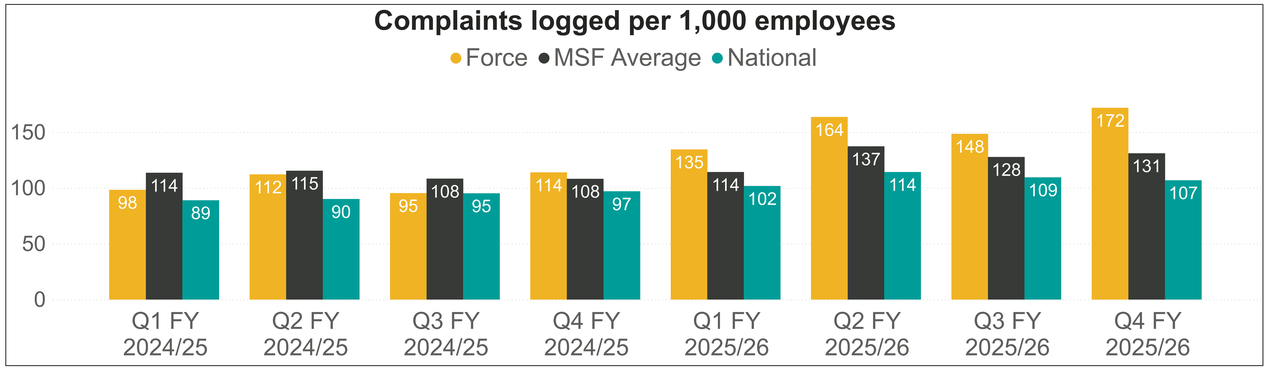
*Most Similar Force groups are specified by the Home Office and enable comparison between forces of similar size and demographics

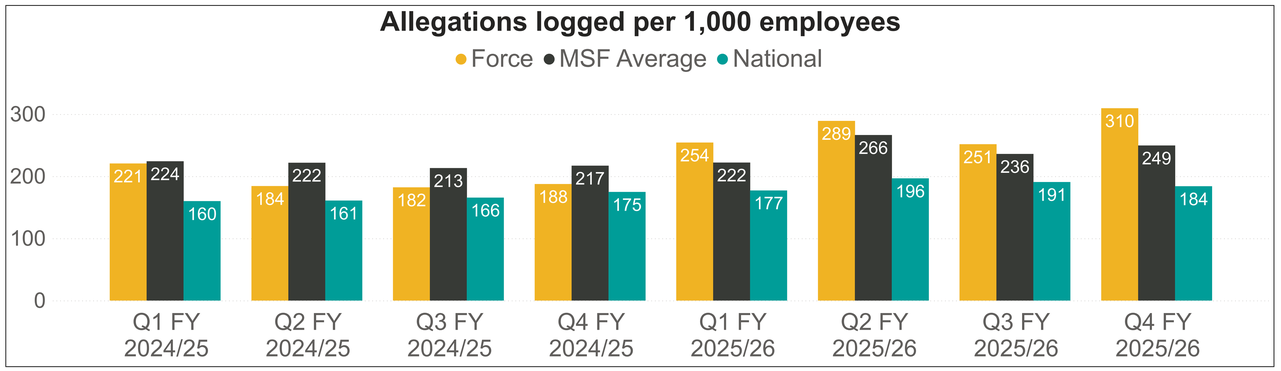
Measure	Complaints logged	Per 1,000 employees
Force	1,724	618
SPLY	1,157	420
MSF Average	2,454	510
National	108,988	432

Measure	Allegations Logged	Per 1,000 employees
Force	3,079	1,104
SPLY	2,135	774
MSF Average	4,759	974
National	188,600	748

Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures.

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

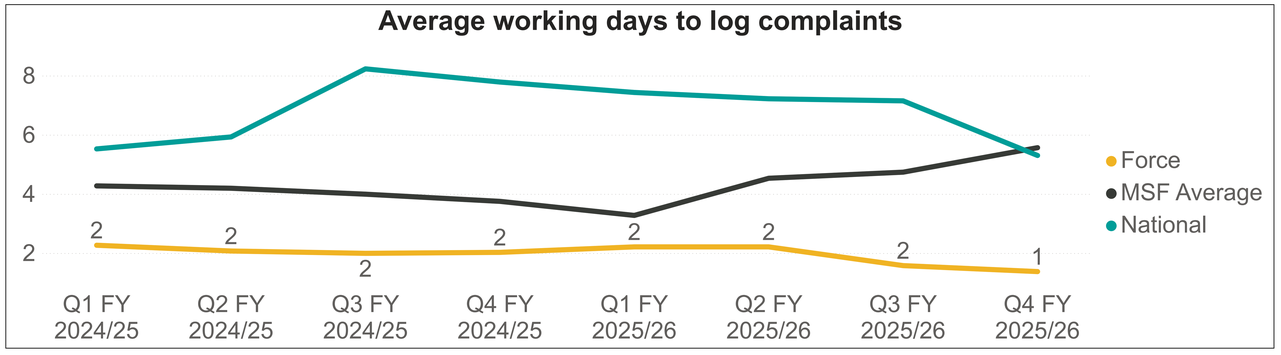


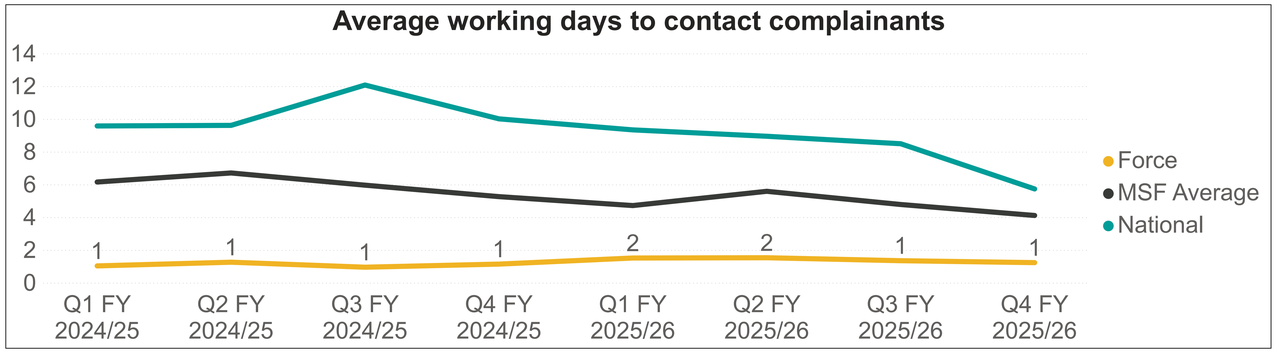


The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

Data labels in the above charts are those of the force

Measure	Average working days to contact complainants	Average working days to log complaints
Force	1	2
SPLY	1	2
MSF Average	5	5
National	8	7





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

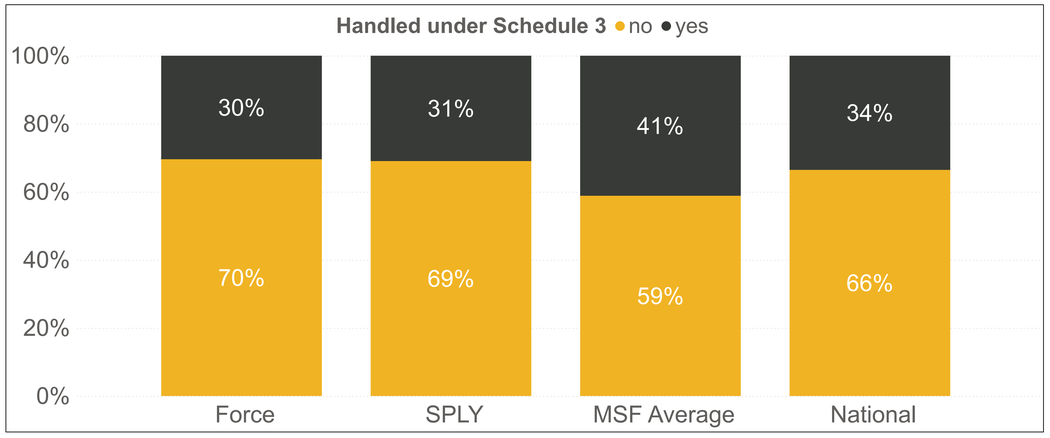
For information on allegations and complaints timeliness, see pages 6 and 7

Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cheshire Constabulary, Derbyshire Constabulary, Essex Police, Kent Police, Northamptonshire Police, Nottinghamshire Police, Staffordshire Police

How complaints are being handled and what has been complained about

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

Measure type	Force		SPLY		MSF Average		National	
Reason complaint recorded under Schedule 3	Complaints	%	Complaints	%	Complaints	%	Complaints	%
AA/body responsible for initial handling decides	128	24%	97	27%	290	29%	13,438	37%
Complainant wishes the complaint be recorded	89	17%	67	19%	136	13%	6,263	17%
Dissatisfaction after initial handling	174	33%	111	31%	201	20%	6,430	18%
Nature of the allegation(s) in the complaint	133	25%	83	23%	383	38%	10,354	28%
Total	**524**	**100%**	**358**	**100%**	**1,010**	**100%**	**36,485**	**100%**

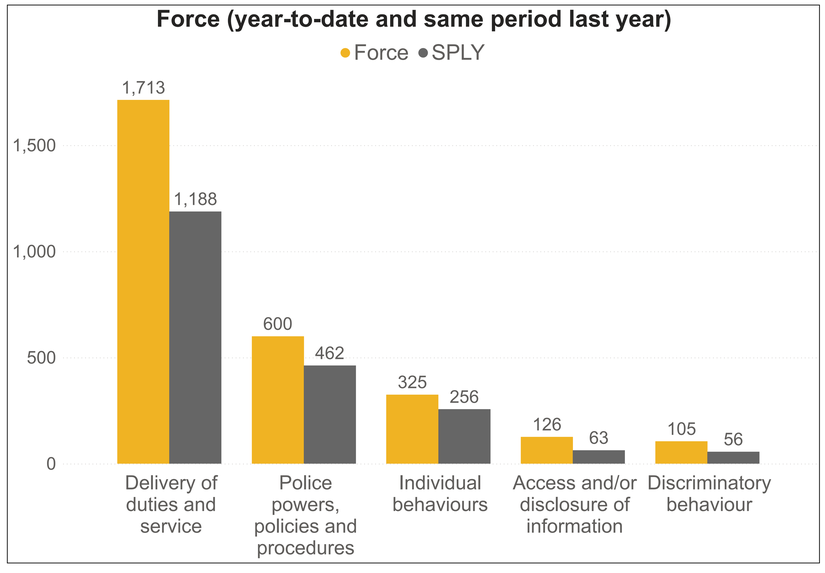


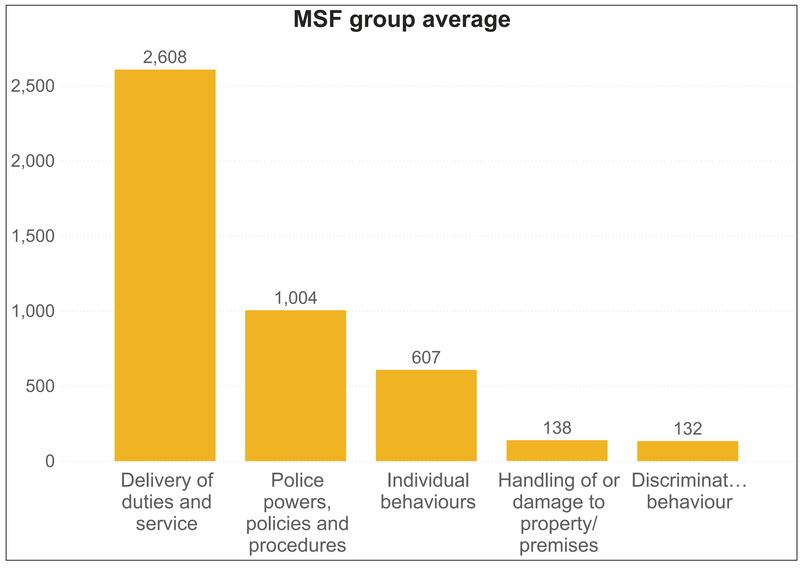
Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist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

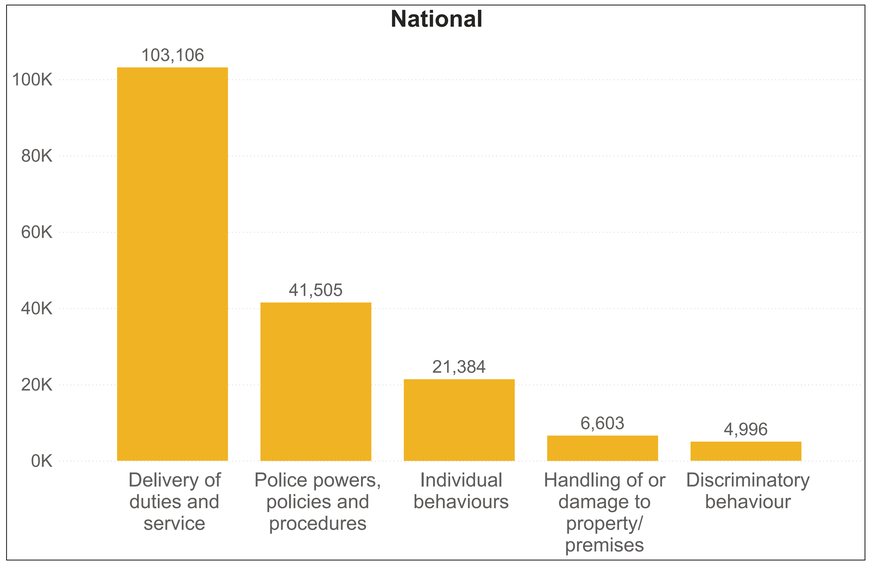
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	1,713	600	99	126	39	105	57	325	4	7	4	**3,079**
SPLY	1,188	462	53	63	18	56	30	256	2	5	2	**2,135**
MSF Average	2,608	1,004	138	112	49	132	54	607	10	28	19	**4,759**
National	103,106	41,505	6,603	4,098	2,025	4,996	1,507	21,384	336	1,167	1,871	**188,598**

Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	56%	19%	3%	4%	1%	3%	2%	11%	0%	0%	0%	**100%**
SPLY	56%	22%	2%	3%	1%	3%	1%	12%	0%	0%	0%	**100%**
MSF Average	55%	21%	3%	2%	1%	3%	1%	13%	0%	1%	0%	**100%**
National	55%	22%	4%	2%	1%	3%	1%	11%	0%	1%	1%	**100%**

Top five most applied allegation categories







Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cheshire Constabulary, Derbyshire Constabulary, Essex Police, Kent Police, Northamptonshire Police, Nottinghamshire Police, Staffordshire Police

Allegation subcategories

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

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

Delivery of duties and service	Force		SPLY		MSF Average		National	
Sub-category	Logged	%	Logged	%	Logged	%	Logged	%
General level of service	850	50%	591	50%	549	21%	31,306	30%
Police action following contact	454	27%	211	18%	1,150	44%	43,168	42%
Decisions	340	20%	311	26%	514	20%	16,853	16%
Information	69	4%	75	6%	395	15%	11,776	11%
Total	**1,713**	**100%**	**1,188**	**100%**	**2,608**	**100%**	**103,103**	**100%**

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

Individual behaviours	Force		SPLY		MSF Average		National	
Sub-category	Logged	%	Logged	%	Logged	%	Logged	%
Unprofessional attitude and disrespect	101	31%	91	36%	163	27%	6,001	28%
Impolite language / tone	80	25%	55	21%	146	24%	5,690	27%
Overbearing or harassing behaviours	53	16%	38	15%	104	17%	3,342	16%
Impolite and intolerant actions	51	16%	37	14%	78	13%	3,216	15%
Lack of fairness and impartiality	40	12%	35	14%	117	19%	3,135	15%
Total	**325**	**100%**	**256**	**100%**	**607**	**100%**	**21,384**	**100%**

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

Police powers, policies and procedures	Force		SPLY		MSF Average		National	
Sub-category	Logged	%	Logged	%	Logged	%	Logged	%
Power to arrest and detain	122	20%	87	19%	171	17%	7,174	17%
Use of force	115	19%	83	18%	219	22%	9,354	23%
Evidential procedures	82	14%	81	18%	103	10%	3,715	9%
Other policies and procedures	65	11%	63	14%	96	10%	5,037	12%
Searches of premises and seizure of property	63	11%	30	6%	137	14%	5,528	13%
Bail, identification and interview procedures	59	10%	23	5%	79	8%	2,573	6%
Detention in police custody	54	9%	60	13%	148	15%	5,441	13%
Stops, and stop and search	21	4%	20	4%	32	3%	1,981	5%
Out of court disposals	18	3%	15	3%	19	2%	700	2%
Total	**599**	**100%**	**462**	**100%**	**1,004**	**100%**	**41,503**	**100%**

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

Discriminatory behaviour	Force		SPLY		MSF Average		National	
Sub-category	Logged	%	Logged	%	Logged	%	Logged	%
Race	43	41%	25	45%	60	46%	2,379	48%
Disability	37	35%	12	21%	31	24%	1,107	22%
Sex	12	11%	6	11%	22	17%	723	14%
Other	8	8%	8	14%	9	7%	376	8%
Sexual orientation	2	2%	3	5%	3	2%	133	3%
Age	1	1%	1	2%	2	2%	63	1%
Gender reassignment	1	1%			2	1%	55	1%
Religion or belief	1	1%	1	2%	3	2%	157	3%
None					0	0%		
Marriage and civil partnership					0	0%		
Pregnancy and maternity					0	0%	3	0%
Total	**105**	**100%**	**56**	**100%**	**132**	**100%**	**4,996**	**100%**

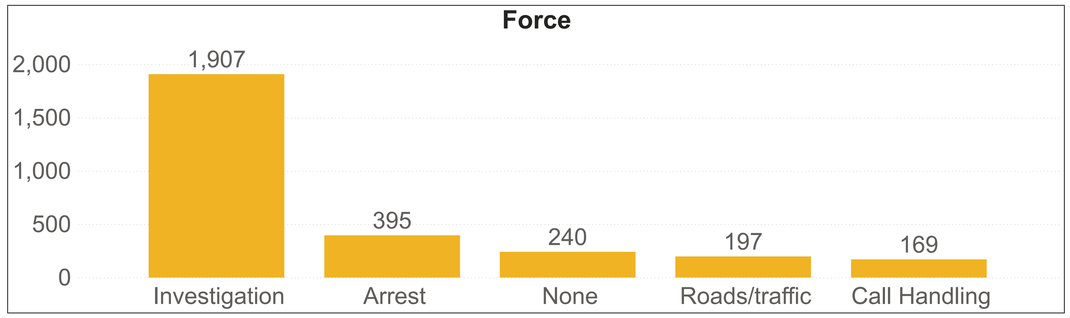
Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cheshire Constabulary, Derbyshire Constabulary, Essex Police, Kent Police, Northamptonshire Police, Nottinghamshire Police, Staffordshire Police

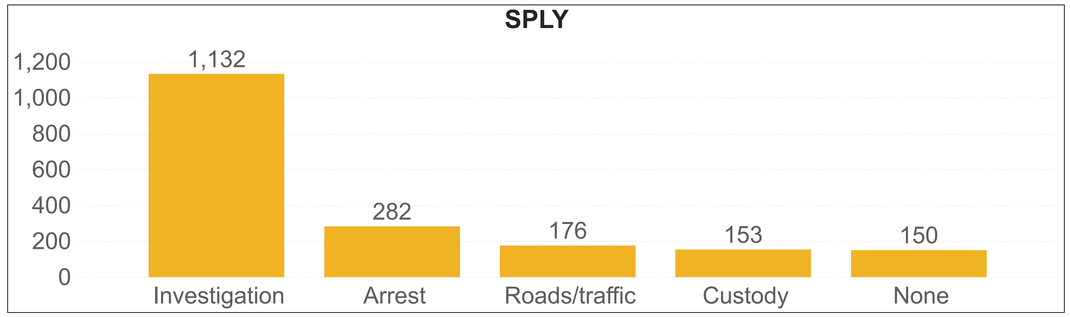
Factors applied to allegations logged

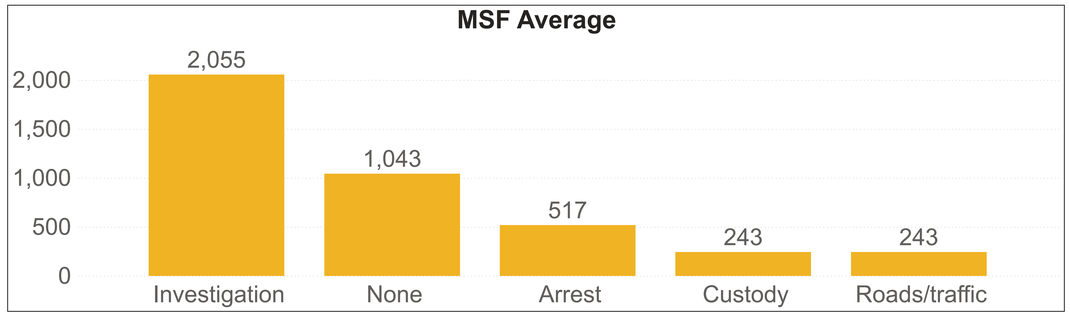
This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

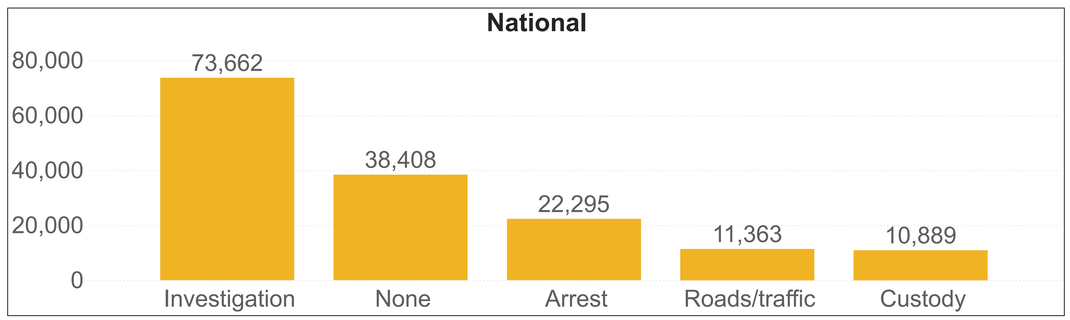
Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category and the percentages here will add up to over 100%. Please refer to our guidance on capturing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

Measure type	Force		SPLY		MSF Average		National	
Factor	Logged	%	Logged	%	Logged	%	Logged	%
Investigation	1,907	62%	1,132	53%	2,055	43%	73,662	39%
Arrest	395	13%	282	13%	517	11%	22,295	12%
None	240	8%	150	7%	1,043	22%	38,408	20%
Roads/traffic	197	6%	176	8%	243	5%	11,363	6%
Call Handling	169	5%	122	6%	198	4%	8,178	4%
Custody	142	5%	153	7%	243	5%	10,889	6%
VAWG - dissatisfaction handling	137	4%	20	1%	165	3%	8,335	4%
Domestic / gender abuse	128	4%	40	2%	168	4%	10,451	6%
Neighbourhood policing	108	4%	98	5%	143	3%	8,198	4%
Mental health	93	3%	53	2%	85	2%	5,236	3%
Child protection / CSA / CSE	83	3%	45	2%	66	1%	3,524	2%
Death	74	2%	22	1%	35	1%	1,617	1%
Premises search	51	2%	33	2%	95	2%	4,979	3%
Drugs / alcohol	44	1%	29	1%	29	1%	1,998	1%
Restraint equipment	40	1%	6	0%	38	1%	1,759	1%
Firearms	38	1%	43	2%	18	0%	880	0%
Stop and/or search	27	1%	40	2%	59	1%	3,983	2%
Public order incident	23	1%	18	1%	35	1%	1,350	1%
Missing persons	21	1%	19	1%	24	0%	1,198	1%
Hate Crime	17	1%	5	0%	17	0%	836	0%
Fraud	16	1%	5	0%	15	0%	1,448	1%
Social media	16	1%	7	0%	14	0%	892	0%
	15	0%			29	1%	1,637	1%
VAWG - police perpetrated	15	0%	1	0%	26	1%	828	0%
VAWG - police victim	5	0%			7	0%	161	0%
Serious injury	4	0%	4	0%	4	0%	352	0%
Taser	2	0%	2	0%	3	0%	189	0%
Covert policing					1	0%	83	0%
Police dogs or horses			1	0%	2	0%	115	0%
PPDA					8	0%	168	0%
PPDA - Police victim					0	0%	5	0%
Prejudicial and improper behaviour					0	0%	29	0%









Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cheshire Constabulary, Derbyshire Constabulary, Essex Police, Kent Police, Northamptonshire Police, Nottinghamshire Police, Staffordshire Police

Factors on frequently applied allegation categories (force figures only)

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

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

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

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

Category	Delivery of duties and service		Discriminatory behaviour		Individual behaviours		Police powers, policies and procedures	
Factors	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent
Investigation	1,270	74%	52	50%	169	52%	244	41%
Arrest	75	4%	26	25%	37	11%	240	40%
None	113	7%	7	7%	37	11%	12	2%
Call Handling	131	8%	6	6%	26	8%	3	1%
Roads/traffic	67	4%	11	10%	22	7%	52	9%
Custody	18	1%	9	9%	14	4%	95	16%
VAWG - dissatisfaction handling	94	5%	3	3%	13	4%	20	3%
Domestic / gender abuse	82	5%	6	6%	13	4%	16	3%
Neighbourhood policing	67	4%	6	6%	16	5%	11	2%
Mental health	34	2%	8	8%	18	6%	28	5%
Child protection / CSA / CSE	53	3%	1	1%	7	2%	12	2%
Death	45	3%			12	4%	9	2%
Restraint equipment			1	1%	2	1%	36	6%
Drugs / alcohol	14	1%	2	2%	1	0%	20	3%
Firearms	24	1%	1	1%	6	2%	6	1%
Premises search	5	0%			1	0%	26	4%
Stop and/or search	5	0%	3	3%	1	0%	17	3%
Public order incident	13	1%			3	1%	7	1%
Missing persons	8	0%	1	1%	3	1%	7	1%
Hate Crime	6	0%	6	6%	2	1%	1	0%
Fraud	12	1%			2	1%		
	7	0%	1	1%	2	1%	1	0%
VAWG - police perpetrated	7	0%			2	1%	1	0%
Social media	6	0%					1	0%
VAWG - police victim	1	0%			1	0%	3	1%
Serious injury	1	0%					3	1%
Taser							2	0%

How allegations have been handled and allegation timeliness

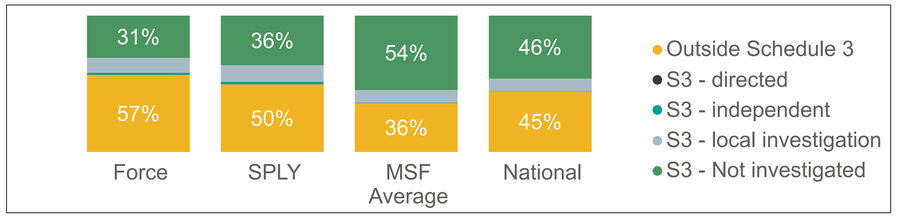
This section presents the time it takes the force to finalise allegations by how they were handled.

- An allegation can be handled informally (outside of Schedule 3 of the Police Reform Act 2002) or formally handled under Schedule 3
- Schedule 3 allegations can handled without investigation or by investigation.
- Where handled by investigation this may be subject to 'special procedures' (meaning that a finding of a case to answer for misconduct may be found)
- If not subject to special procedures, a finding of the service provided being acceptable or unacceptable may be found.

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

Handling method	Outside of Schedule 3		Under Schedule 3 - not subject to investigation		Under Schedule 3 - by local investigation		Under Schedule 3 - by directed investigation		Under Schedule 3 - by independent investigation		Total	
Number finalised	Allegations Finalised	%	Allegations Finalised	%	Allegations Finalised	%	Allegations Finalised	%	Allegations Finalised	%	Allegations Finalised	%
Force	1,484	57%	813	31%	287	11%			42	2%	**2,626**	**100%**
SPLY	1,054	50%	772	36%	259	12%			39	2%	**2,124**	**100%**
MSF Average	1,596	36%	2,420	54%	422	9%	0	0%	10	0%	**4,448**	**100%**
National	82,446	45%	85,168	46%	16,974	9%	1	0%	315	0%	**184,904**	**100%**

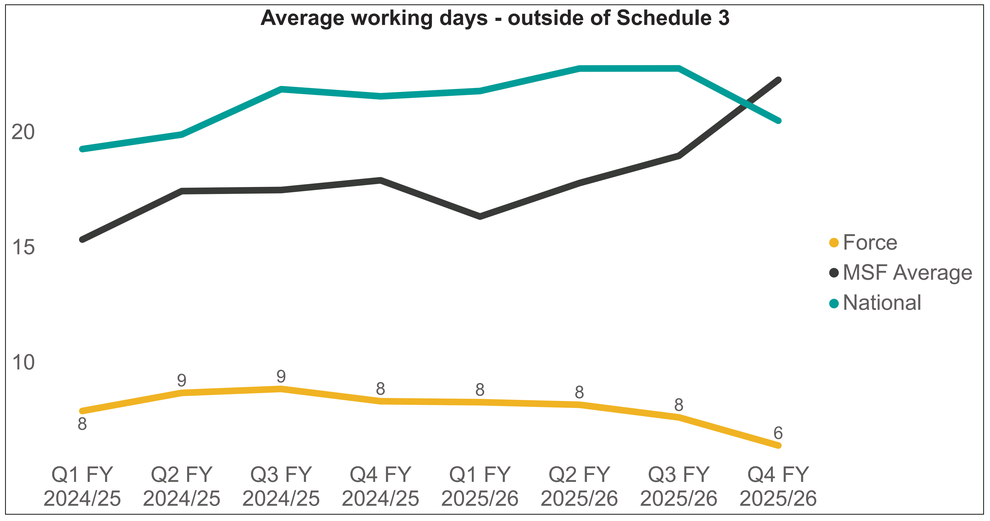
. Local investigation	Not special procedures		Special procedures		Total	
	Finalised	%	Finalised	%	Finalised	%
Force	261	91%	26	9%	**287**	**100%**
SPLY	213	82%	46	18%	**259**	**100%**
MSF Average	386	91%	36	9%	**422**	**100%**
National	15,386	91%	1,588	9%	**16,974**	**100%**

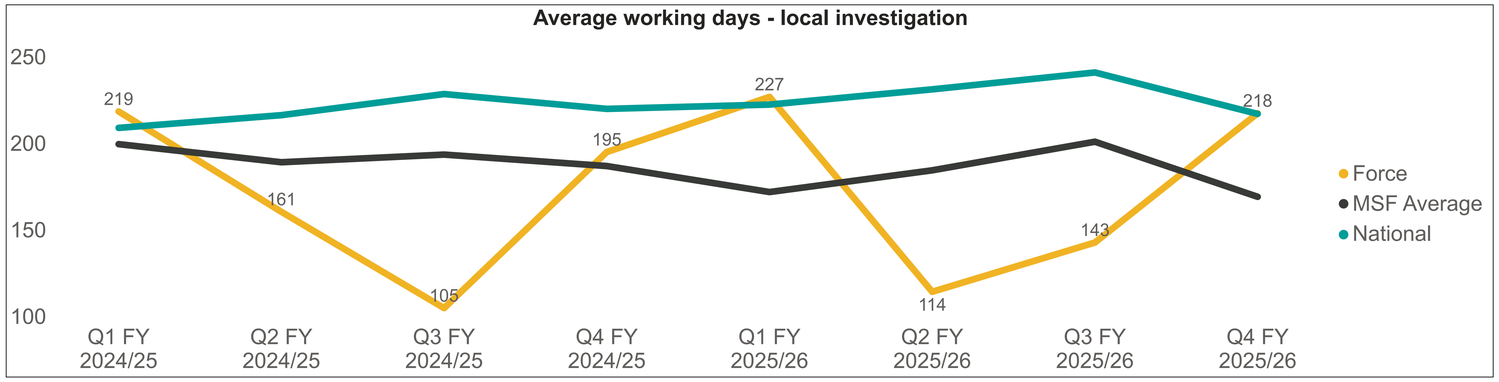


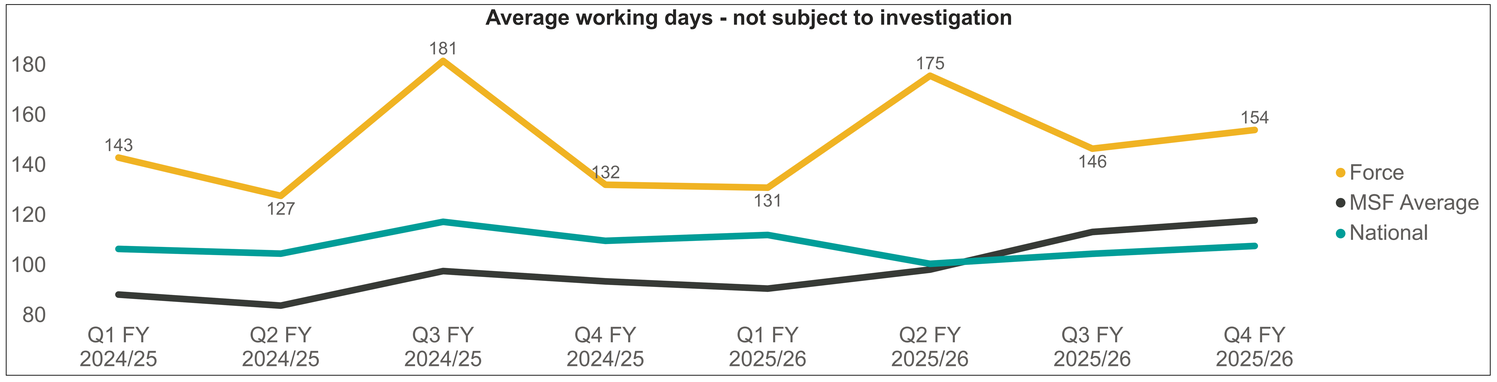
Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

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

Handling method	Force	SPLY	MSF Average	National
Outside of Schedule 3	8	8	19	22
Under Schedule 3 - not subject to investigation	154	146	106	106
Under Schedule 3 - by local investigation	175	180	190	228
Under Schedule 3 - by directed investigation	0	0	0	48
Under Schedule 3 - by independent investigation	562	428	267	338







Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cheshire Constabulary, Derbyshire Constabulary, Essex Police, Kent Police, Northamptonshire Police, Nottinghamshire Police, Staffordshire Police

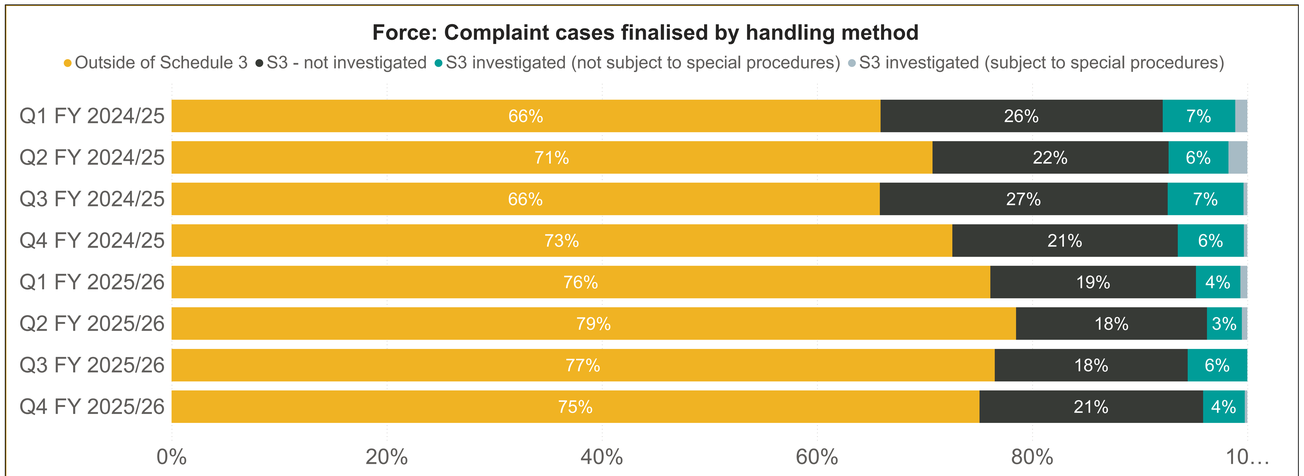
Complaint timeliness

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

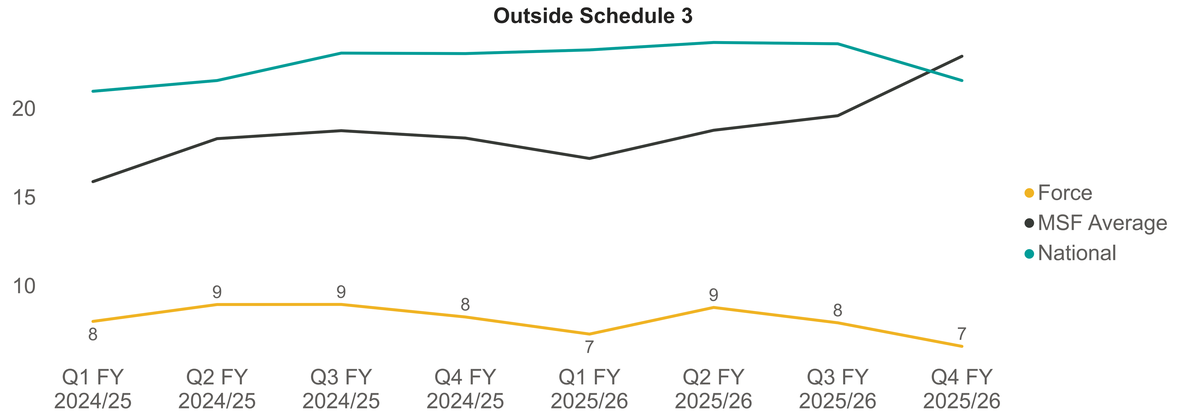
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the IOPC website performance framework counting rules and calculations on the for an explanation of invalid dates.

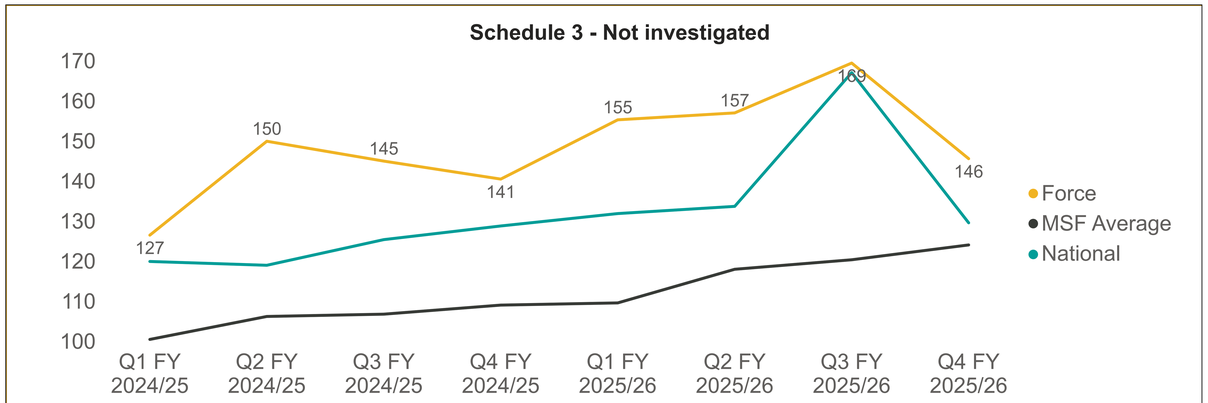
.	Outside of Schedule 3		Schedule 3 - not investigated		Schedule 3 investigated (not subject to special procedures)		Schedule 3 investigated (subject to special procedures)		Total	
Measure type	Finalised	%	Finalised	%	Finalised	%	Finalised	%	Finalised	%
Force	1,172	77%	290	19%	64	4%	5	0%	**1,531**	**100%**
SPLY	791	69%	274	24%	73	6%	10	1%	**1,148**	**100%**
MSF Average	1,369	60%	819	36%	99	4%	14	1%	**2,301**	**100%**
National	70,061	65%	32,002	30%	4,930	5%	634	1%	**107,627**	**100%**

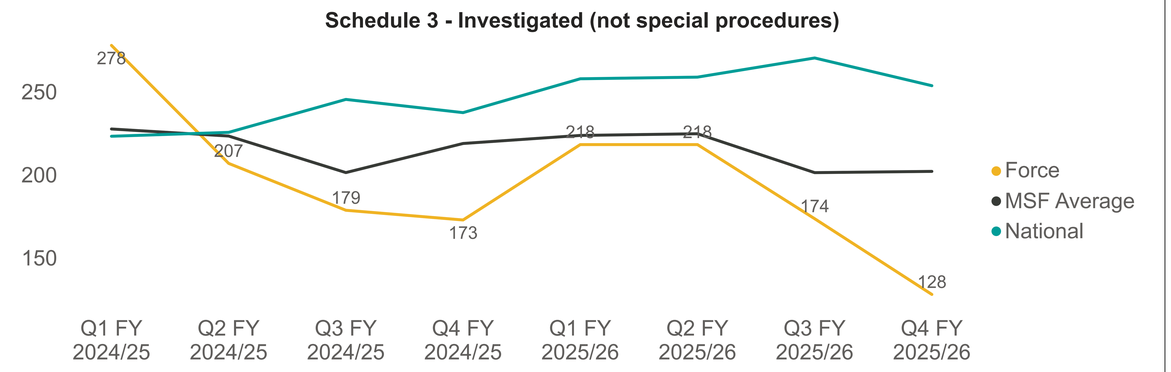
.	Schedule 3 - not investigated		Schedule 3 investigated (not subject to special procedures)		Schedule 3 investigated (subject to special procedures)	
Measure type	Finalised	Average days to finalise	Finalised	Average days to finalise	Finalised	Average days to finalise
Force	290	156	64	180	5	410
SPLY	274	140	73	208	10	213
MSF Average	819	118	99	219	14	325
National	32,002	142	4,930	261	634	349

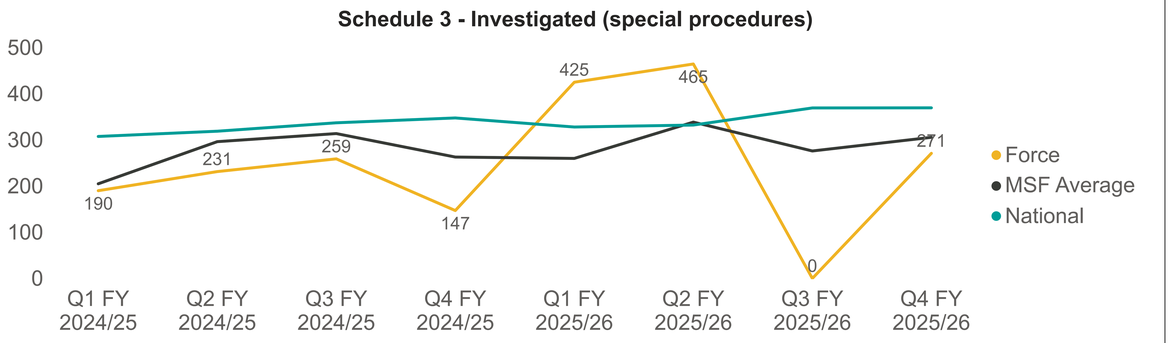


Outside of Schedule 3	Finalised	Average days to finalise
Force	1,172	8
SPLY	791	9
MSF Average	1,369	20
National	70,063	23









Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cheshire Constabulary, Derbyshire Constabulary, Essex Police, Kent Police, Northamptonshire Police, Nottinghamshire Police, Staffordshire Police

Findings and actions on Outside Schedule 3 allegations

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

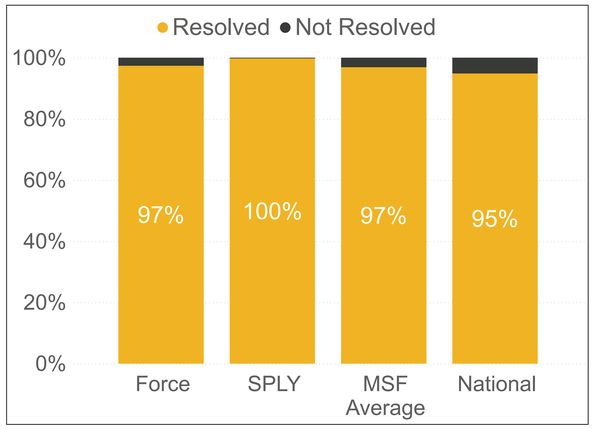
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

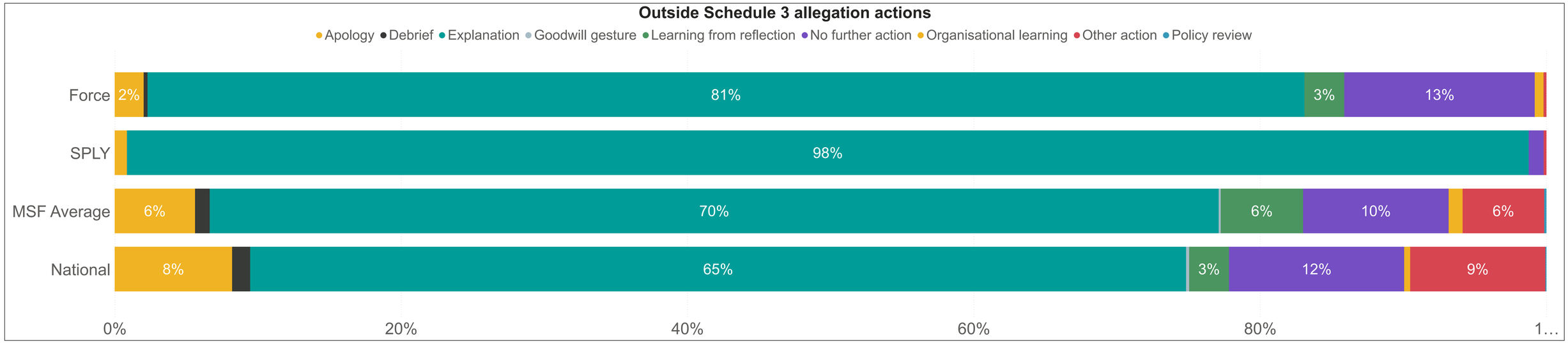
When an allegation is handled outside of Schedule 3 it will result in a finding of Resolved or Not Resolved - (an allegation not resolved may be moved to Schedule 3 or finalised without additional action)

Outside Schedule 3 result	Force	SPLY	MSF Average	National
Resolved	1,445	1,052	1,546	78,219
Not Resolved	39	2	50	4,224
Total	**1,484**	**1,054**	**1,596**	**82,443**

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

Measure	Force		SPLY		MSF Average		National	
Actions on allegations outside of Schedule 3	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	1,196	81%	1,031	98%	1,123	70%	53,668	65%
No further action	197	13%	11	1%	162	10%	10,054	12%
Learning from reflection	41	3%			92	6%	2,278	3%
Apology	30	2%	9	1%	89	6%	6,733	8%
Organisational learning	9	1%			16	1%	337	0%
Debrief	4	0%			16	1%	1,041	1%
Other action	3	0%	2	0%	91	6%	7,759	9%
Goodwill gesture					2	0%	178	0%
Policy review					2	0%	56	0%
Total	**1,480**	**100%**	**1,053**	**100%**	**1,593**	**100%**	**82,104**	**100%**





Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cheshire Constabulary, Derbyshire Constabulary, Essex Police, Kent Police, Northamptonshire Police, Nottinghamshire Police, Staffordshire Police

Findings on Schedule 3 allegations

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

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

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

The service provided was acceptable

The service provided was not acceptable

Unable to determine whether service provided was acceptable

Measure type	Force		SPLY		MSF Average		National	
Not investigated	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**
No further action	85	10%	115	15%	206	9%	5,708	7%
Regulation 41 applies					8	0%	262	0%
Service provided - acceptable	541	67%	498	65%	1,641	68%	58,464	69%
Service provided - not acceptable	96	12%	115	15%	289	12%	11,005	13%
Service provided - unable to determine	63	8%	34	4%	201	8%	7,657	9%
Withdrawal	28	3%	10	1%	75	3%	2,069	2%

Measure type	Force		SPLY		MSF Average		National	
Not subject to special procedures	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**
Case to Answer					0	0%		
No further action	1	0%			16	4%	504	3%
Regulation 41 applies					2	0%	218	1%
Service provided - acceptable	182	70%	175	82%	264	68%	10,707	69%
Service provided - not acceptable	49	19%	26	12%	48	12%	2,102	14%
Service provided - unable to determine	17	7%	10	5%	44	11%	1,531	10%
Withdrawal	12	5%	2	1%	13	3%	429	3%

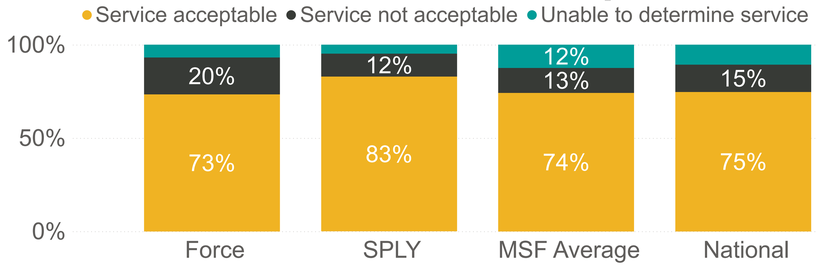
An allegation investigated (subject to special procedures) should not result in a service finding but some have been recorded with that outcome

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

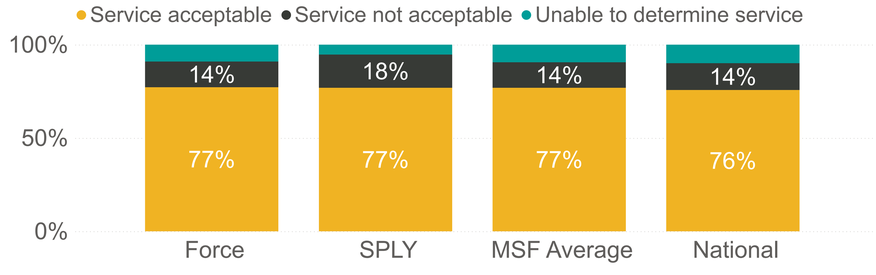
In addition, an allegation can be withdrawn, finalised following criminal proceedings or subject to no further action. No further action here means that the allegation could not be progressed, for example due to being unable to engage with the complainant. This is different from the force deciding to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

Measure type	Force		SPLY		MSF Average		National	
Subject to special procedures	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**
Case to Answer	40	59%	47	55%	15	33%	397	22%
No Case to Answer	12	18%	13	15%	17	38%	886	49%
No further action	1	1%			1	2%	31	2%
Regulation 41 applies					1	2%	7	0%
Service provided - acceptable	9	13%	23	27%	6	13%	285	16%
Service provided - not acceptable	6	9%	2	2%	2	4%	81	5%
Service provided - unable to determine					1	3%	43	2%
Withdrawal					3	6%	69	4%

Schedule 3 allegations (not investigated)



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



Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cheshire Constabulary, Derbyshire Constabulary, Essex Police, Kent Police, Northamptonshire Police, Nottinghamshire Police, Staffordshire Police

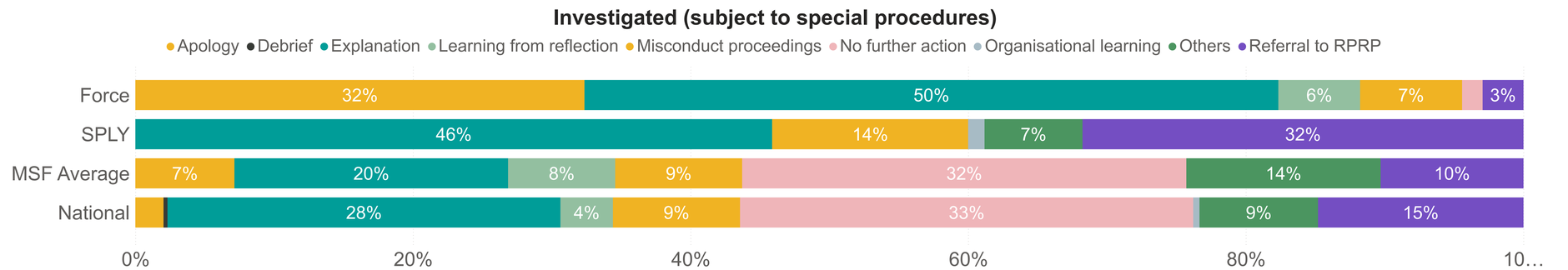
Actions on Schedule 3 allegations

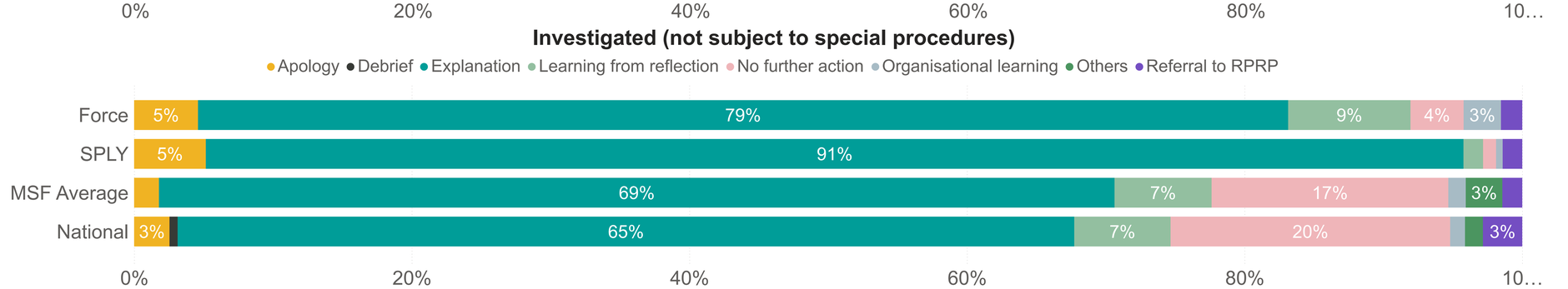
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding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

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

Measure	Force		SPLY		MSF Average		National	
Actions on Schedule 3 allegations	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	842	74%	790	74%	2,038	72%	66,745	65%
No further action	136	12%	113	11%	434	15%	17,908	18%
Apology	64	6%	51	5%	106	4%	4,154	4%
Learning from reflection	59	5%	38	4%	158	6%	5,564	5%
Organisational learning	25	2%	15	1%	33	1%	948	1%
Referral to RPRP	8	1%	44	4%	13	0%	1,333	1%
Misconduct proceedings	5	0%	12	1%	4	0%	162	0%
Others	3	0%	7	1%	58	2%	1,158	1%
Debrief					2	0%	4,219	4%
Total	**1,142**	**100%**	**1,070**	**100%**	**2,845**	**100%**	**102,191**	**100%**

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



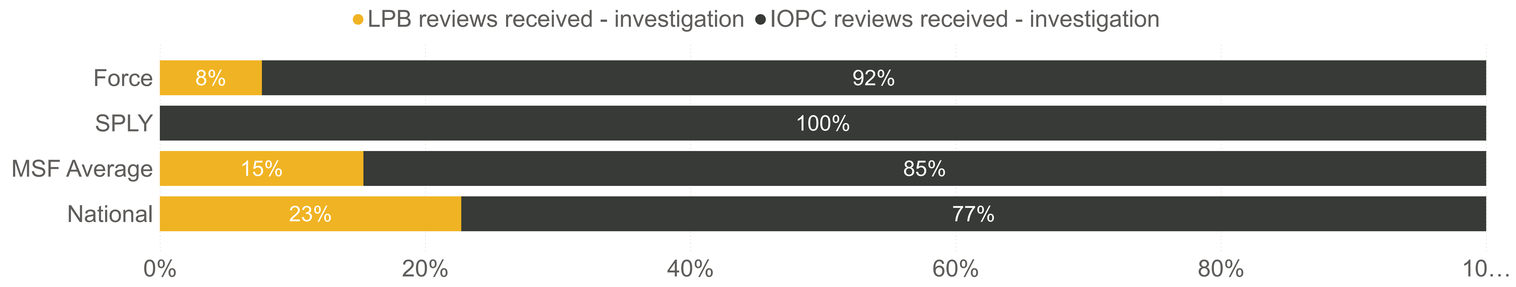


Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cheshire Constabulary, Derbyshire Constabulary, Essex Police, Kent Police, Northamptonshire Police, Nottinghamshire Police, Staffordshire Police

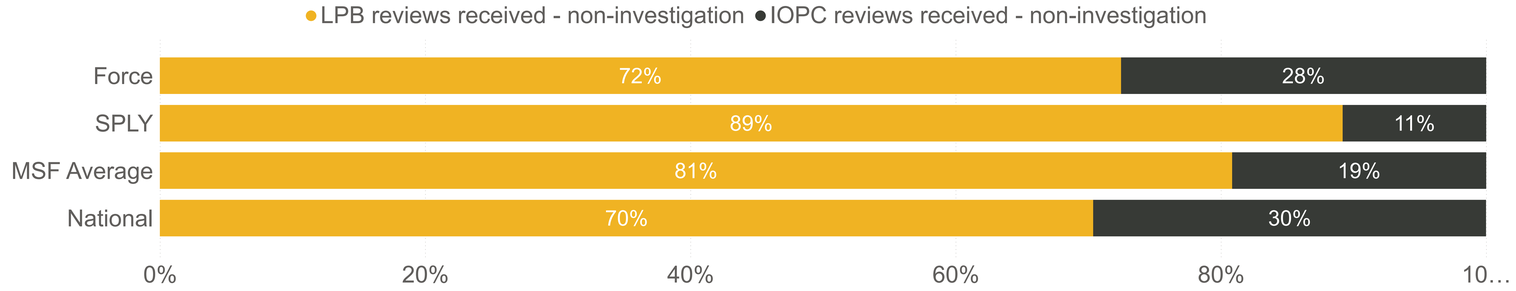
Reviews received

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

LPB reviews	Investigation	Non-investigation
Force	1	79
SPLY	0	66
MSF Average	4	152
National	275	5,002

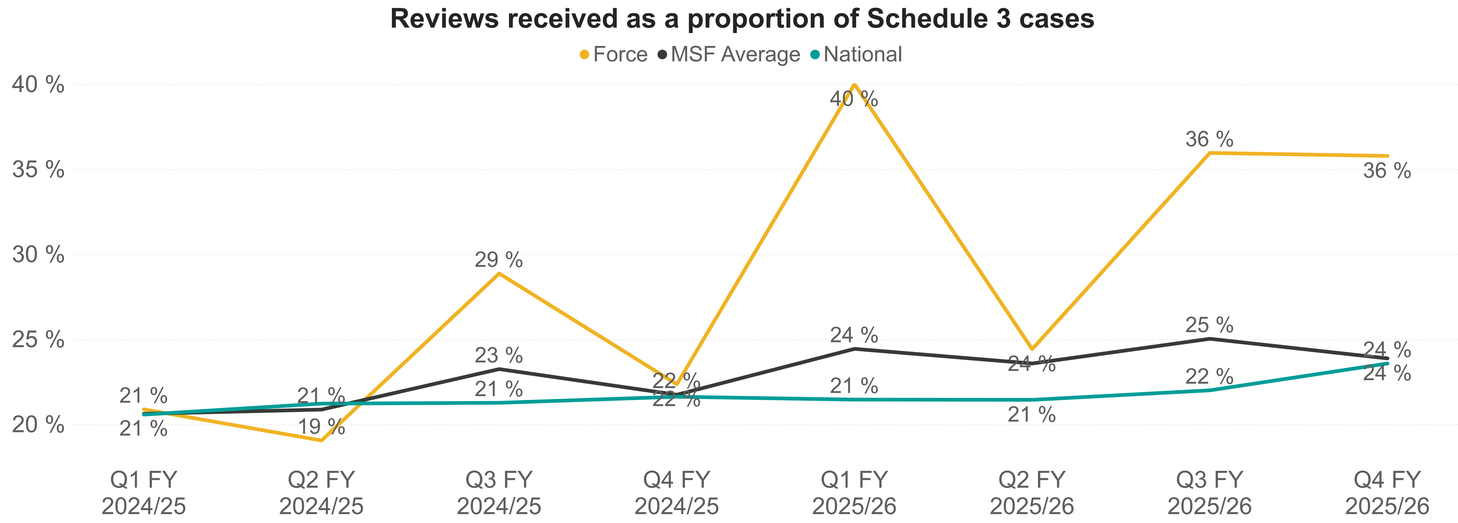


IOPC Reviews	Investigation	Non-investigation
Force	12	30
SPLY	8	8
MSF Average	21	36
National	935	2105



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

Measure	Reviews Received	Complaint cases finalised under Schedule 3
Force	122	359
SPLY	82	357
MSF Average	213	932
National	8,317	37,566



Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cheshire Constabulary, Derbyshire Constabulary, Essex Police, Kent Police, Northamptonshire Police, Nottinghamshire Police, Staffordshire Police

Reviews outcomes and timeliness

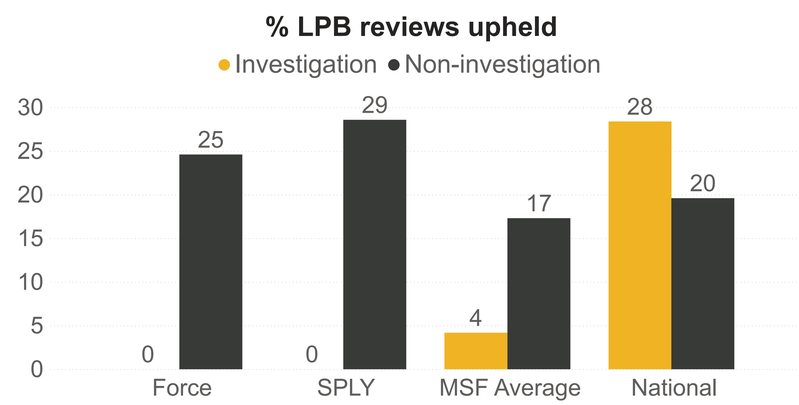
LPB Reviews

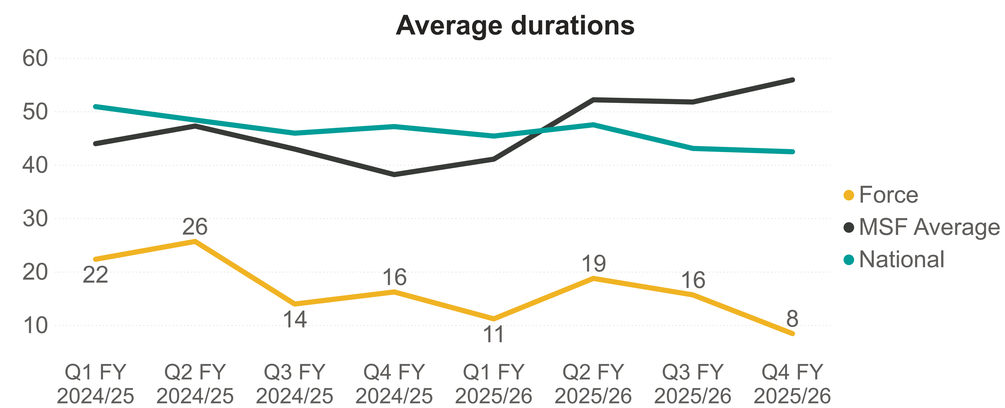
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

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

Review type	Complete with outcome	Upheld
Investigation		
Force	0	0
SPLY	0	0
MSF Average	4	1
National	282	80
Non-investigation		
Force	61	15
SPLY	63	18
MSF Average	130	21
National	4429	868

Review type	Average duration
Investigation	
Force	1
SPLY	0
MSF Average	39
National	57
Non-investigation	
Force	13
SPLY	19
MSF Average	50
National	44





IOPC Reviews

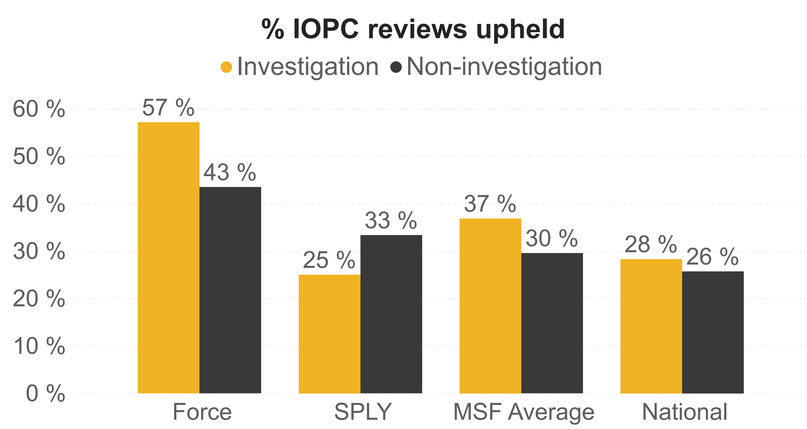
The IOPC will be the review body on complaints that meet certain criteria, including mandatory referral criteria (see page 16)

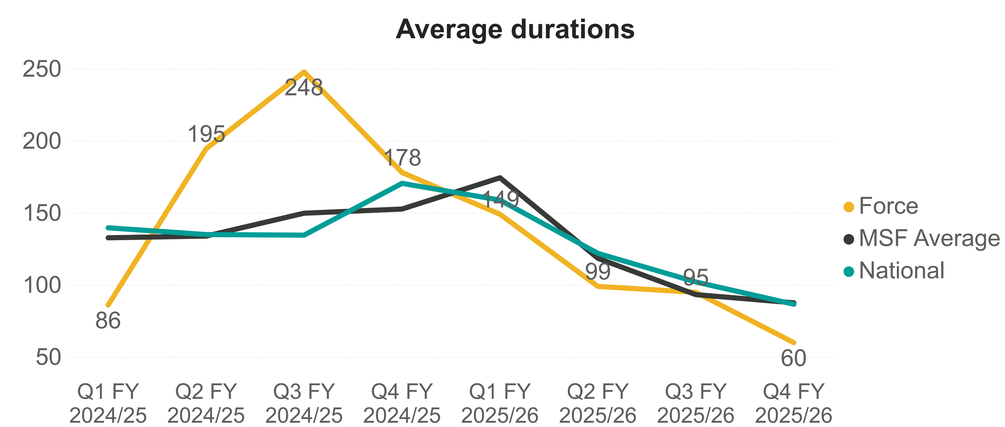
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

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

IOPC review	Investigation	Upheld	Non-investigation	Upheld
Force	14	8	23	10
SPLY	8	2	3	1
MSF Average	28	8	40	11
National	1,152	327	2,121	555

Measure	Average duration
Force	101
SPLY	179
MSF Average	125
National	115





Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cheshire Constabulary, Derbyshire Constabulary, Essex Police, Kent Police, Northamptonshire Police, Nottinghamshire Police, Staffordshire Police

Referrals to the IOPC

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

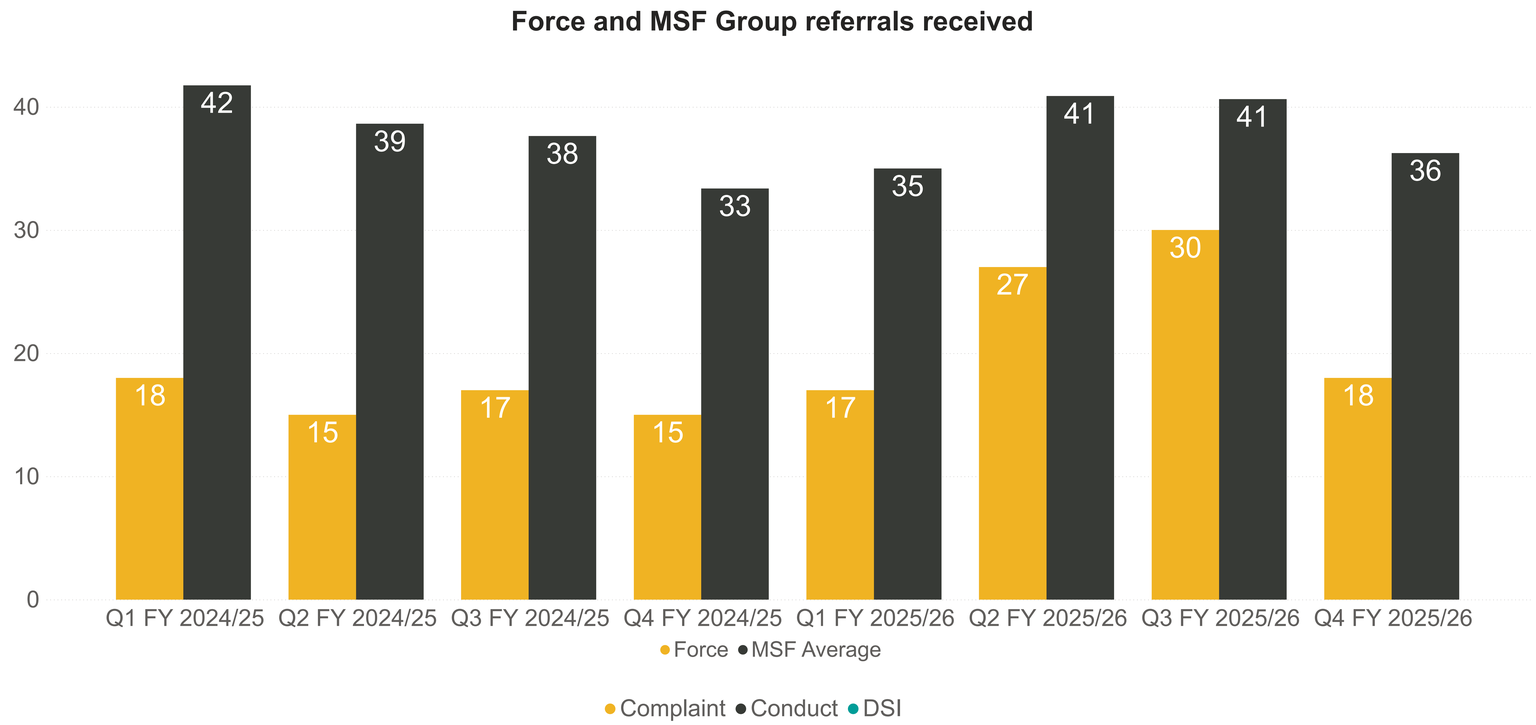
When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation.

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

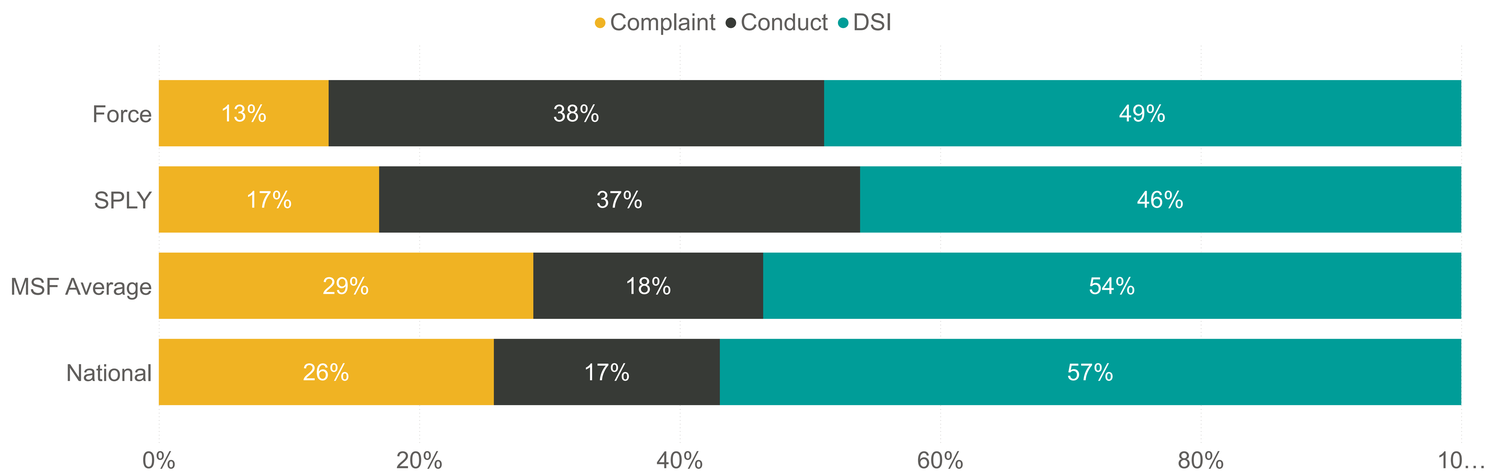
A referral may be made invalid if the matter does not fall within the IOPC's remit

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

	Force	SPLY	MSF Average	National
Number Referrals Received	92	65	153	6,942
Number referrals completed	91	67	154	7,017
Decision: Directed Investigation	1		0	24
Decision: Independent Investigation	6	4	6	400
Decision: Invalid	1	3	2	98
Decision: Local Investigation	54	45	86	3,513
Decision: Return to Force	29	15	59	2,980



Referral type	Force	SPLY	MSF Average	National
Complaint	12	11	44	1,786
Conduct	35	24	27	1,204
DSI	45	30	82	3,952
Total	**92**	**65**	**153**	**6,942**



Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Cheshire Constabulary, Derbyshire Constabulary, Essex Police, Kent Police, Northamptonshire Police, Nottinghamshire Police, Staffordshire Police

Notes

Data sources

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

Performance Framework counting rules and calculation

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

Data constraints

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

Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the IOPC website.

- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC's Guidance on capturing data about police complaints.

- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC's Statutory Guidance on the police complaints system (February 2020).