

### About this bulletin

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

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

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

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

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### Acronyms used in this bulletin

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

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

# Complaints and allegations logged

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

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

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

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

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

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

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

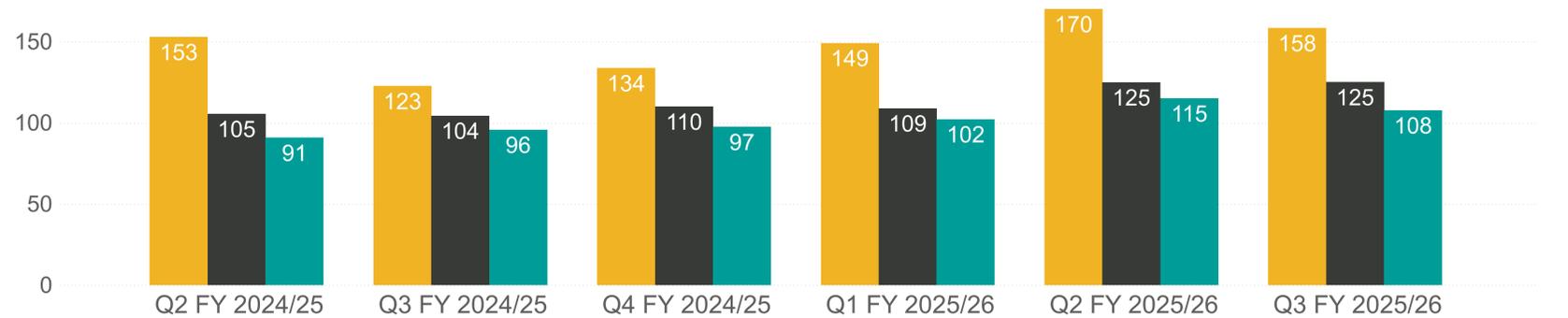
| Measure     | Complaints logged | Per 1,000 employees | Allegations logged | Per 1,000 employees | Average working days to contact complainants | Average working days to log complaints |
|-------------|-------------------|---------------------|--------------------|---------------------|--|--|
| Force       | 2,898             | 478                 | 5,594              | 922                 | 18   | 14                                     |
| SPLY        | 2,516             | 416                 | 5,294              | 876                 | 11   | 7                                      |
| MSF Average | 1,885             | 359                 | 3,183              | 603                 | 8  | 9                                      |
| National    | 81,889            | 325                 | 141,831            | 563                 | 8  | 7                                      |

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

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

## Complaints logged per 1,000 employees

● Force ● MSF Average ● National



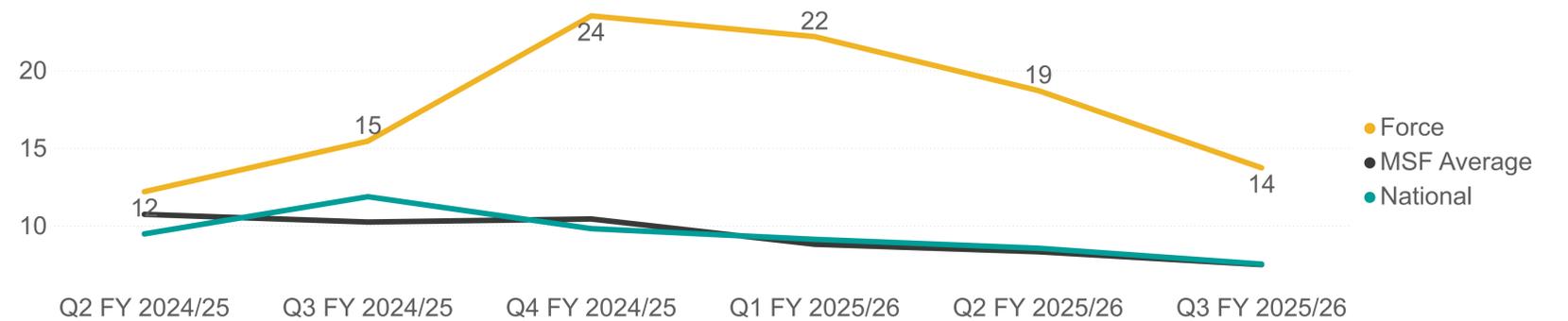
The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

Data labels in the above charts are those of the force

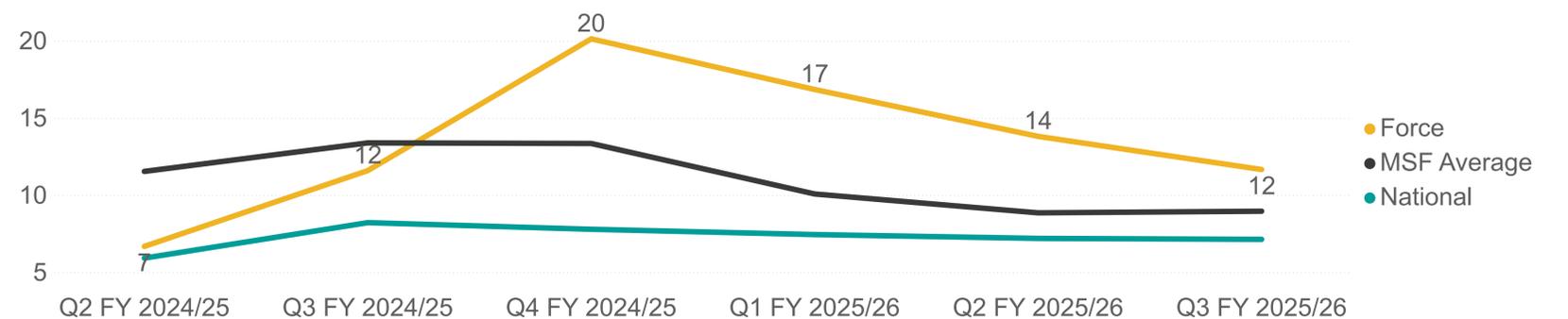
For information on what has been complained about, see pages 2 to 5

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

## Average working days to contact complainants



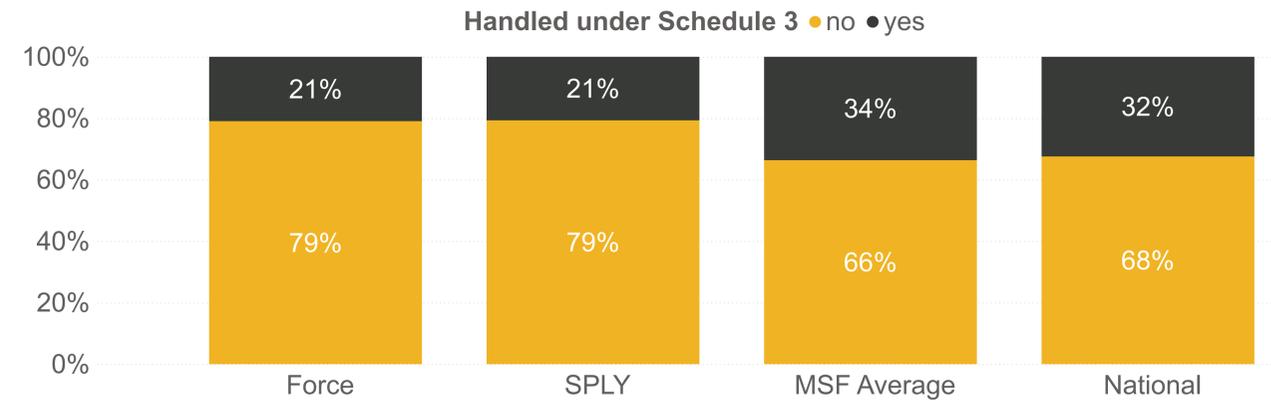
## Average working days to log complaints



# How complaints are being handled and what has been complained about

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

| Reason complaint recorded under Schedule 3       | Force      | SPLY       | MSF Average | National      |
|--|------------|------------|-------------|---------------|
| AA/body responsible for initial handling decides |            |            | 67          | 9,733         |
| Complainant wishes the complaint be recorded     | 174        | 115        | 196         | 4,534         |
| Dissatisfaction after initial handling           | 35         | 33         | 87          | 4,525         |
| Nature of the allegation(s) in the complaint     | 397        | 368        | 282         | 7,664         |
| <b>Total</b>                                     | <b>606</b> | <b>516</b> | <b>632</b>  | <b>26,456</b> |

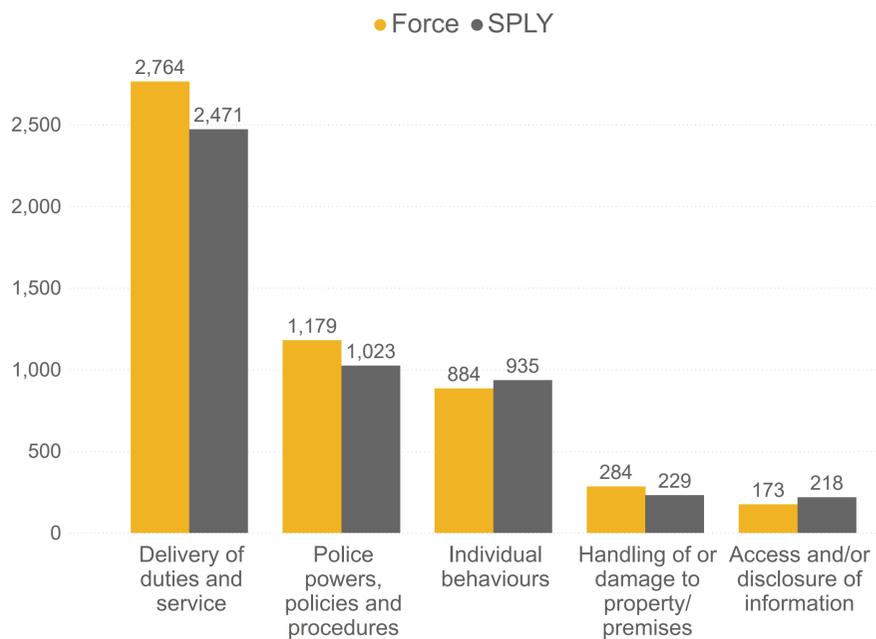


Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist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

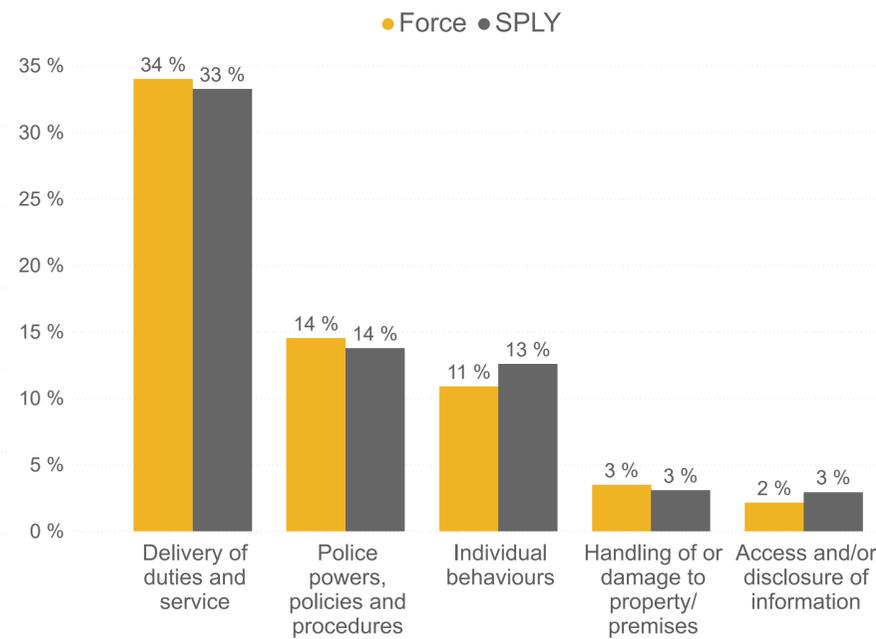
| Allegation category | Delivery of duties and service | Police powers, policies and procedures | Handling of or damage to property/premises | Access and/or disclosure of information | Use of police vehicles | Discriminatory behaviour | Abuse of position/corruption | Individual behaviours | Sexual conduct | Discreditable conduct | Other | Total   |
|---------------------|--------------------------------|--|--|---|------------------------|--------------------------|------------------------------|-----------------------|----------------|-----------------------|-------|---------|
| Force               | 2,764                          | 1,179                                  | 284  | 173                                     | 73                     | 107                      | 33                           | 884                   | 5              | 10                    | 81    | 5,593   |
| SPLY                | 2,471                          | 1,023                                  | 229  | 218                                     | 71                     | 116                      | 29                           | 935                   | 3              | 2                     | 197   | 5,294   |
| MSF Average         | 1,656                          | 717                                    | 120  | 82                                      | 37                     | 83                       | 26                           | 405                   | 5              | 13                    | 41    | 3,183   |
| National            | 77,009                         | 31,296                                 | 4,913                                      | 3,035                                   | 1,556                  | 3,915                    | 1,107                        | 16,488                | 251            | 873                   | 1,387 | 141,830 |

## Top five most applied allegation categories

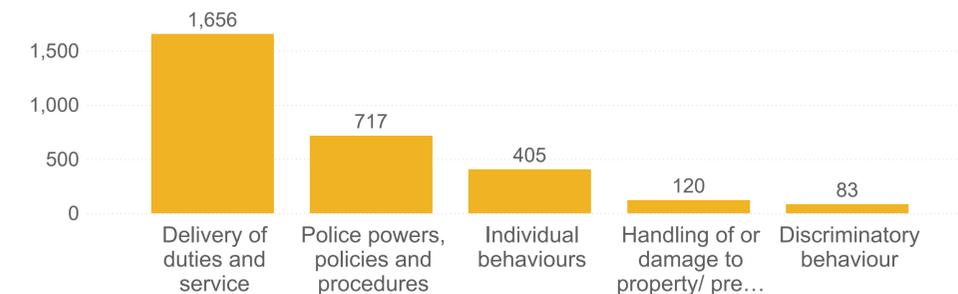
### Force (year-to-date and same period last year)



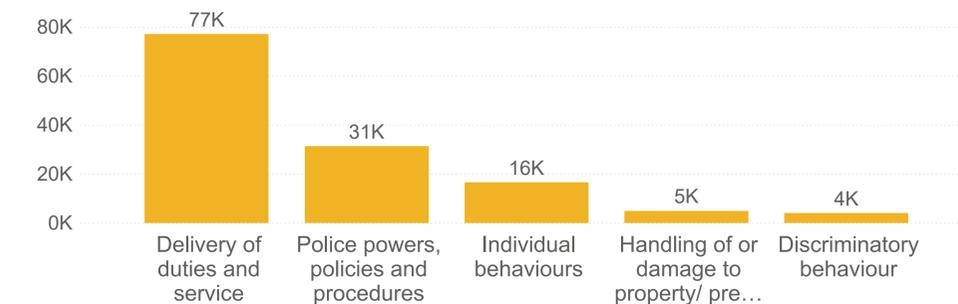
### Force (% of allegations logged)



### MSF group average



### National



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

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

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

| Delivery of duties and service<br>Sub-category | Force        |             | SPLY         |             | MSF Average  |             | National      |             |
|--|--------------|-------------|--------------|-------------|--------------|-------------|---------------|-------------|
|  | Logged       | %           | Logged       | %           | Logged       | %           | Logged        | %           |
| General level of service                       | 915          | 33%         | 788          | 32%         | 444          | 27%         | 22,975        | 30%         |
| Police action following contact                | 862          | 31%         | 1,044        | 42%         | 673          | 41%         | 32,818        | 43%         |
| Decisions                                      | 673          | 24%         | 365          | 15%         | 334          | 20%         | 12,459        | 16%         |
| Information                                    | 314          | 11%         | 274          | 11%         | 206          | 12%         | 8,754         | 11%         |
| <b>Total</b>                                   | <b>2,764</b> | <b>100%</b> | <b>2,471</b> | <b>100%</b> | <b>1,656</b> | <b>100%</b> | <b>77,006</b> | <b>100%</b> |

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

| Individual behaviours<br>Sub-category  | Force      |             | SPLY       |             | MSF Average |             | National      |             |
|--|------------|-------------|------------|-------------|-------------|-------------|---------------|-------------|
|  | Logged     | %           | Logged     | %           | Logged      | %           | Logged        | %           |
| Impolite and intolerant actions        | 258        | 29%         | 303        | 32%         | 71          | 18%         | 2,485         | 15%         |
| Unprofessional attitude and disrespect | 209        | 24%         | 205        | 22%         | 107         | 27%         | 4,635         | 28%         |
| Overbearing or harassing behaviours    | 172        | 19%         | 187        | 20%         | 65          | 16%         | 2,606         | 16%         |
| Impolite language / tone               | 163        | 18%         | 140        | 15%         | 116         | 29%         | 4,354         | 26%         |
| Lack of fairness and impartiality      | 82         | 9%          | 100        | 11%         | 45          | 11%         | 2,408         | 15%         |
| <b>Total</b>                           | <b>884</b> | <b>100%</b> | <b>935</b> | <b>100%</b> | <b>405</b>  | <b>100%</b> | <b>16,488</b> | <b>100%</b> |

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<br>Sub-category | Force        |             | SPLY         |             | MSF Average |             | National      |             |
|--|--------------|-------------|--------------|-------------|-------------|-------------|---------------|-------------|
|  | Logged       | %           | Logged       | %           | Logged      | %           | Logged        | %           |
| Use of force   | 359          | 30%         | 368          | 36%         | 186         | 26%         | 7,232         | 23%         |
| Detention in police custody                            | 250          | 21%         | 193          | 19%         | 101         | 14%         | 4,049         | 13%         |
| Power to arrest and detain                             | 215          | 18%         | 175          | 17%         | 117         | 16%         | 5,452         | 17%         |
| Searches of premises and seizure of property           | 136          | 12%         | 142          | 14%         | 117         | 16%         | 4,081         | 13%         |
| Evidential procedures                                  | 82           | 7%          | 37           | 4%          | 68          | 10%         | 2,841         | 9%          |
| Other policies and procedures                          | 44           | 4%          | 38           | 4%          | 55          | 8%          | 3,750         | 12%         |
| Stops, and stop and search                             | 42           | 4%          | 20           | 2%          | 25          | 4%          | 1,490         | 5%          |
| Bail, identification and interview procedures          | 35           | 3%          | 26           | 3%          | 34          | 5%          | 1,897         | 6%          |
| Out of court disposals                                 | 16           | 1%          | 24           | 2%          | 13          | 2%          | 504           | 2%          |
| <b>Total</b>   | <b>1,179</b> | <b>100%</b> | <b>1,023</b> | <b>100%</b> | <b>717</b>  | <b>100%</b> | <b>31,296</b> | <b>100%</b> |

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<br>Sub-category | Force      |             | SPLY       |             | MSF Average |             | National     |             |
|--|------------|-------------|------------|-------------|-------------|-------------|--------------|-------------|
|  | Logged     | %           | Logged     | %           | Logged      | %           | Logged       | %           |
| Race                                     | 33         | 31%         | 43         | 37%         | 35          | 42%         | 1,857        | 47%         |
| Disability                               | 26         | 24%         | 16         | 14%         | 19          | 23%         | 843          | 22%         |
| Other                                    | 18         | 17%         | 24         | 21%         | 8           | 10%         | 328          | 8%          |
| Sex                                      | 17         | 16%         | 18         | 16%         | 15          | 17%         | 568          | 15%         |
| Religion or belief                       | 4          | 4%          | 4          | 3%          | 2           | 2%          | 117          | 3%          |
| Age                                      | 3          | 3%          | 1          | 1%          | 1           | 1%          | 45           | 1%          |
| Sexual orientation                       | 3          | 3%          | 6          | 5%          | 2           | 3%          | 108          | 3%          |
| Gender reassignment                      | 2          | 2%          | 4          | 3%          | 2           | 2%          | 46           | 1%          |
| Marriage and civil partnership           | 1          | 1%          |            |             | 0           | 0%          | 1            | 0%          |
| None                                     |            |             |            |             | 0           | 0%          |              |             |
| Pregnancy and maternity                  |            |             |            |             | 0           | 0%          | 2            | 0%          |
| <b>Total</b>                             | <b>107</b> | <b>100%</b> | <b>116</b> | <b>100%</b> | <b>83</b>   | <b>100%</b> | <b>3,915</b> | <b>100%</b> |

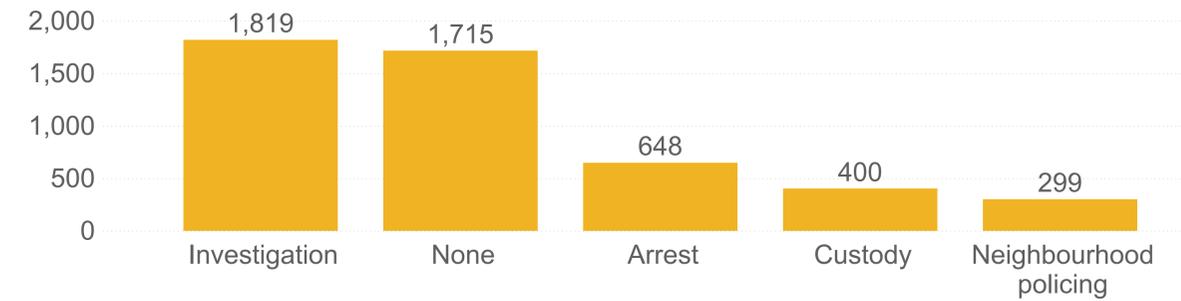
## Factors applied to allegations logged

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

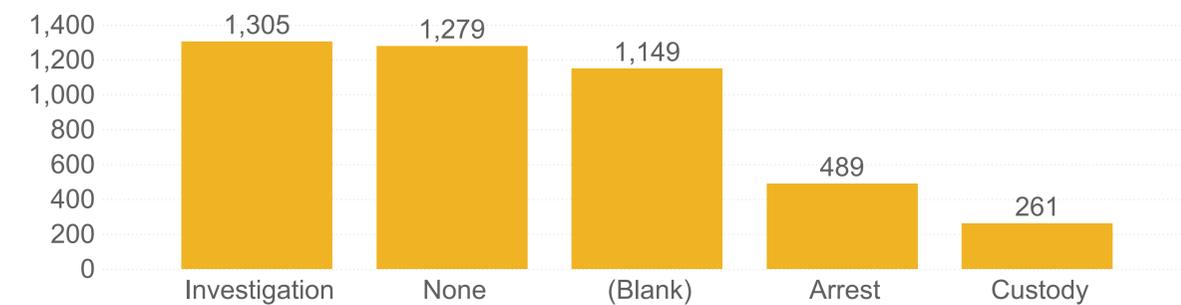
Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category and the percentages here will add up to over 100%. Please refer to our guidance on capturing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

| Force MSF National YTD SPLY<br>Factor | Force  |     | SPLY   |     | MSF Average |     | National |     |
|---------------------------------------|--------|-----|--------|-----|-------------|-----|----------|-----|
|                                       | Logged | %   | Logged | %   | Logged      | %   | Logged   | %   |
| Investigation                         | 1,819  | 33% | 1,305  | 25% | 1,205       | 38% | 54,710   | 39% |
| None                                  | 1,715  | 31% | 1,279  | 24% | 560         | 18% | 28,882   | 20% |
| Arrest                                | 648    | 12% | 489    | 9%  | 445         | 14% | 16,949   | 12% |
| Custody                               | 400    | 7%  | 261    | 5%  | 201         | 6%  | 8,161    | 6%  |
| Neighbourhood policing                | 299    | 5%  | 176    | 3%  | 148         | 5%  | 6,425    | 5%  |
| Domestic / gender abuse               | 189    | 3%  | 154    | 3%  | 185         | 6%  | 7,796    | 5%  |
| Premises search                       | 175    | 3%  | 99     | 2%  | 103         | 3%  | 3,663    | 3%  |
| Roads/traffic                         | 173    | 3%  | 210    | 4%  | 203         | 6%  | 8,506    | 6%  |
| Call Handling                         | 170    | 3%  | 124    | 2%  | 141         | 4%  | 6,093    | 4%  |
| Mental health                         | 159    | 3%  | 133    | 3%  | 111         | 3%  | 3,894    | 3%  |
| VAWG - dissatisfaction handling       | 94     | 2%  | 45     | 1%  | 146         | 5%  | 6,090    | 4%  |
| Restraint equipment                   | 60     | 1%  | 48     | 1%  | 26          | 1%  | 1,324    | 1%  |
| Stop and/or search                    | 55     | 1%  | 57     | 1%  | 42          | 1%  | 2,997    | 2%  |
| Child protection / CSA / CSE          | 54     | 1%  | 46     | 1%  | 73          | 2%  | 2,638    | 2%  |
| Drugs / alcohol                       | 49     | 1%  | 37     | 1%  | 51          | 2%  | 1,490    | 1%  |
| VAWG - police perpetrated             | 32     | 1%  | 43     | 1%  | 12          | 0%  | 622      | 0%  |
| Death                                 | 31     | 1%  | 46     | 1%  | 30          | 1%  | 1,200    | 1%  |
| Prejudicial and improper behaviour    | 31     | 1%  | 6      | 0%  | 4           | 0%  | 31       | 0%  |
| Firearms                              | 22     | 0%  | 10     | 0%  | 17          | 1%  | 634      | 0%  |
| Hate Crime                            | 22     | 0%  | 16     | 0%  | 20          | 1%  | 621      | 0%  |
| Social media                          | 21     | 0%  | 17     | 0%  | 22          | 1%  | 689      | 0%  |
|                                       | 20     | 0%  | 1,149  | 22% | 52          | 2%  | 1,579    | 1%  |
| Public order incident                 | 20     | 0%  | 31     | 1%  | 23          | 1%  | 1,017    | 1%  |
| Missing persons                       | 19     | 0%  | 32     | 1%  | 27          | 1%  | 915      | 1%  |
| Serious injury                        | 12     | 0%  | 12     | 0%  | 9           | 0%  | 291      | 0%  |
| Taser                                 | 9      | 0%  | 3      | 0%  | 5           | 0%  | 150      | 0%  |
| Fraud                                 | 5      | 0%  | 7      | 0%  | 16          | 0%  | 994      | 1%  |
| Police dogs or horses                 | 3      | 0%  | 5      | 0%  | 3           | 0%  | 80       | 0%  |
| Covert policing                       |        |     | 1      | 0%  | 2           | 0%  | 64       | 0%  |
| PPDA                                  |        |     |        |     | 1           | 0%  | 116      | 0%  |
| PPDA - Police victim                  |        |     |        |     | 0           | 0%  | 5        | 0%  |
| VAWG - police victim                  |        |     |        |     | 5           | 0%  | 103      | 0%  |

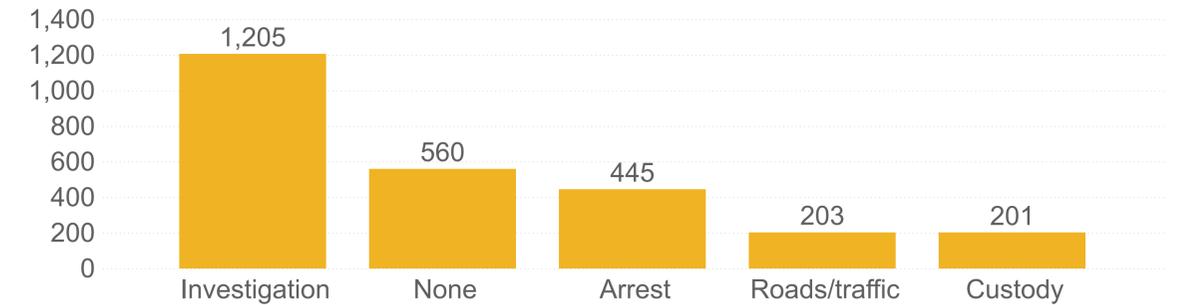
**Force**



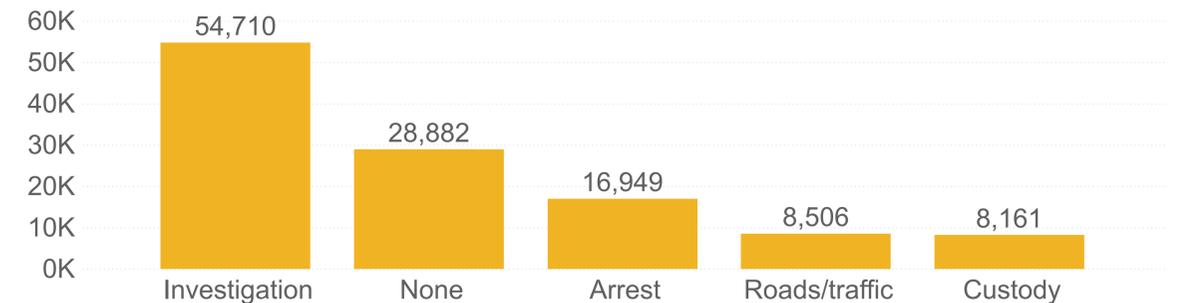
**SPLY**



**MSF Average**



**National**



## 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<br>Factors                | Delivery of duties and service |         | Discriminatory behaviour |         | Individual behaviours |         | Police powers, policies and procedures |         |
|------------------------------------|--------------------------------|---------|--------------------------|---------|-----------------------|---------|--|---------|
|                                    | Allegations Logged             | Percent | Allegations Logged       | Percent | Allegations Logged    | Percent | Allegations Logged                     | Percent |
| Investigation                      | 1,412                          | 51%     | 20                       | 19%     | 172                   | 19%     | 87                                     | 7%      |
| None                               | 751                            | 27%     | 42                       | 39%     | 421                   | 48%     | 179                                    | 15%     |
| Arrest                             | 86                             | 3%      | 9                        | 8%      | 46                    | 5%      | 465                                    | 39%     |
| Custody                            | 37                             | 1%      | 5                        | 5%      | 34                    | 4%      | 300                                    | 25%     |
| Neighbourhood policing             | 208                            | 8%      | 8                        | 7%      | 62                    | 7%      | 13                                     | 1%      |
| Domestic / gender abuse            | 126                            | 5%      | 13                       | 12%     | 21                    | 2%      | 18                                     | 2%      |
| Call Handling                      | 104                            | 4%      |                          |         | 57                    | 6%      | 1                                      | 0%      |
| Mental health                      | 77                             | 3%      | 6                        | 6%      | 31                    | 4%      | 36                                     | 3%      |
| Premises search                    | 22                             | 1%      |                          |         | 13                    | 1%      | 97                                     | 8%      |
| Roads/traffic                      | 76                             | 3%      | 1                        | 1%      | 24                    | 3%      | 19                                     | 2%      |
| VAWG - dissatisfaction handling    | 77                             | 3%      |                          |         | 13                    | 1%      | 3                                      | 0%      |
| Restraint equipment                |                                |         |                          |         | 1                     | 0%      | 56                                     | 5%      |
| Stop and/or search                 | 5                              | 0%      | 7                        | 7%      | 2                     | 0%      | 39                                     | 3%      |
| Child protection / CSA / CSE       | 38                             | 1%      |                          |         | 3                     | 0%      | 4                                      | 0%      |
| Drugs / alcohol                    | 20                             | 1%      | 1                        | 1%      | 6                     | 1%      | 13                                     | 1%      |
| VAWG - police perpetrated          |                                |         |                          |         | 4                     | 0%      | 27                                     | 2%      |
| Prejudicial and improper behaviour | 14                             | 1%      | 4                        | 4%      | 9                     | 1%      | 1                                      | 0%      |
| Death                              | 19                             | 1%      |                          |         | 3                     | 0%      | 4                                      | 0%      |
| Hate Crime                         | 11                             | 0%      | 6                        | 6%      |                       |         | 5                                      | 0%      |
| Firearms                           | 11                             | 0%      |                          |         | 3                     | 0%      | 5                                      | 0%      |
| Missing persons                    | 6                              | 0%      |                          |         | 6                     | 1%      | 7                                      | 1%      |
| Public order incident              | 9                              | 0%      | 1                        | 1%      | 5                     | 1%      | 4                                      | 0%      |
|                                    | 8                              | 0%      | 1                        | 1%      | 4                     | 0%      | 4                                      | 0%      |
| Social media                       | 9                              | 0%      | 1                        | 1%      | 3                     | 0%      | 2                                      | 0%      |
| Serious injury                     | 2                              | 0%      |                          |         |                       |         | 10                                     | 1%      |
| Taser                              |                                |         |                          |         | 2                     | 0%      | 7                                      | 1%      |
| Fraud                              | 4                              | 0%      |                          |         | 1                     | 0%      |  |         |
| Police dogs or horses              | 1                              | 0%      |                          |         |                       |         | 2                                      | 0%      |
| Coronavirus - other                | 1                              | 0%      |                          |         |                       |         | 1                                      | 0%      |

# How allegations have been handled and allegation timeliness

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

.An allegation can be handled informally (outside of Schedule 3 of the 2017 Policing and Crime Act) 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

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

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

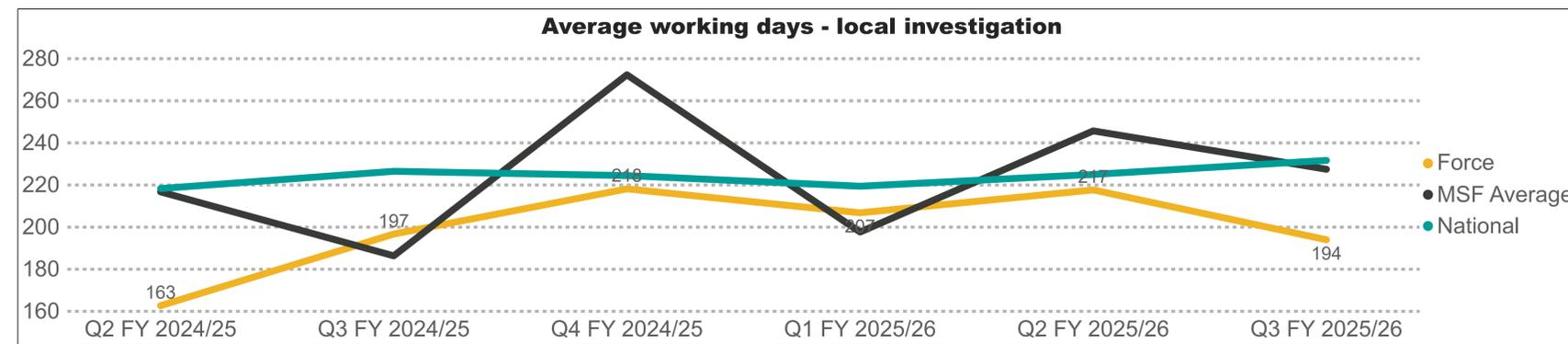
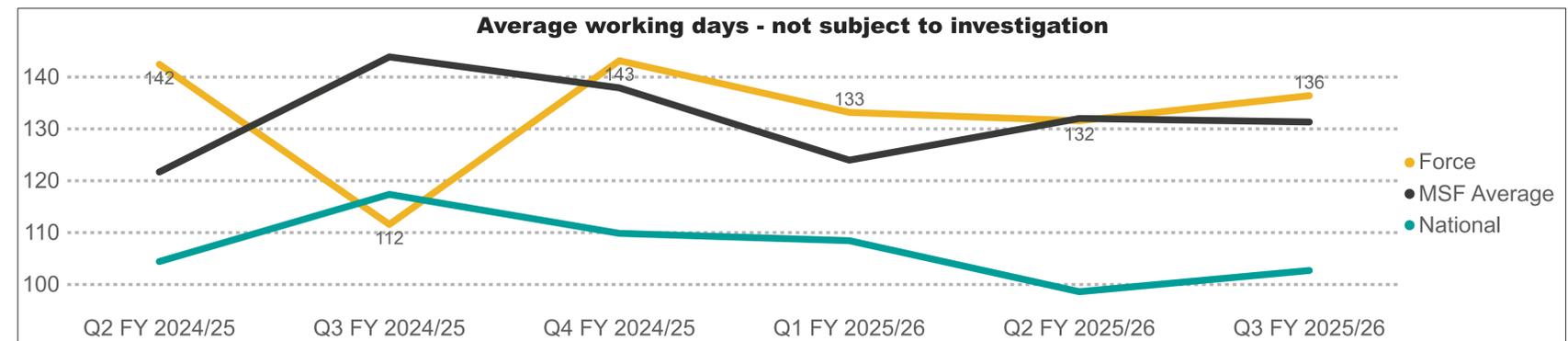
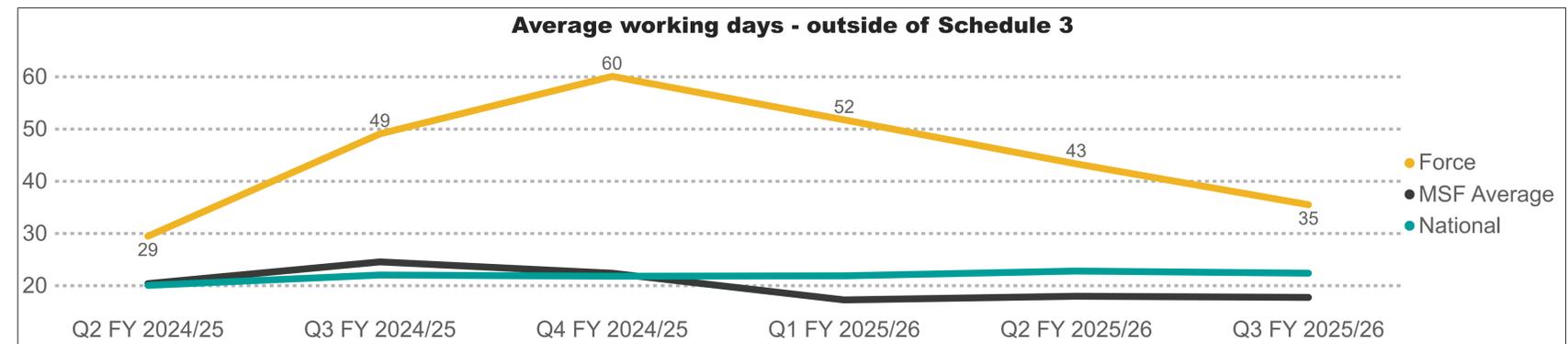
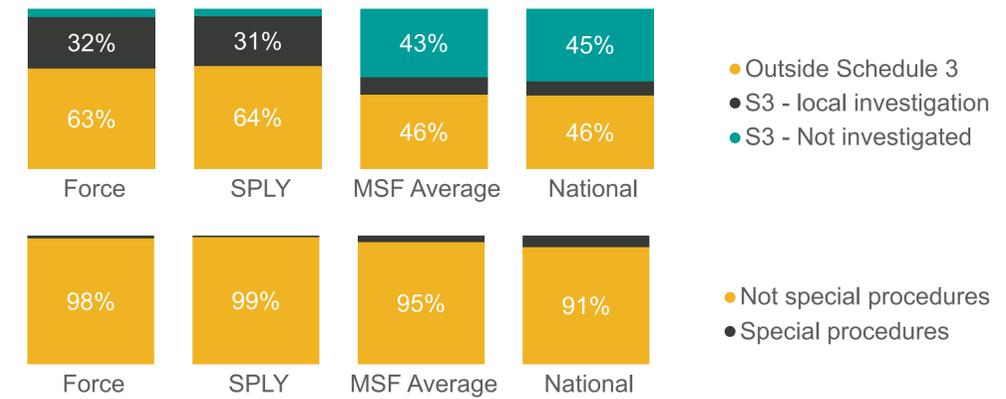
| Number finalised | Outside of Schedule 3 | Under Schedule 3 - not subject to investigation | Under Schedule 3 - by local investigation | Total   |
|------------------|-----------------------|---|---|---------|
| Force            | 3,013                 | 241   | 1,557                                     | 4,811   |
| SPLY             | 2,405                 | 173   | 1,155                                     | 3,733   |
| MSF Average      | 1,407                 | 1,297   | 333                                       | 3,037   |
| National         | 62,197                | 61,043  | 12,147                                    | 135,387 |

| Local investigation | Not special procedures | Special procedures | Total  |
|---------------------|------------------------|--------------------|--------|
| Force               | 1,523                  | 34                 | 1,557  |
| SPLY                | 1,142                  | 13                 | 1,155  |
| MSF Average         | 316                    | 17                 | 333    |
| National            | 11,073                 | 1,074              | 12,147 |

| Average days to finalise | Outside of Schedule 3 |
|--------------------------|-----------------------|
| Force                    | 43                    |
| SPLY                     | 33                    |
| MSF Average              | 18                    |
| National                 | 22                    |

| Average days to finalise | Under Schedule 3 - not subject to investigation |
|--------------------------|---|
| Force                    | 134   |
| SPLY                     | 114   |
| MSF Average              | 128   |
| National                 | 103   |

| Average days to finalise | Under Schedule 3 - by local investigation |
|--------------------------|---|
| Force                    | 205                                       |
| SPLY                     | 178                                       |
| MSF Average              | 224                                       |
| National                 | 225                                       |

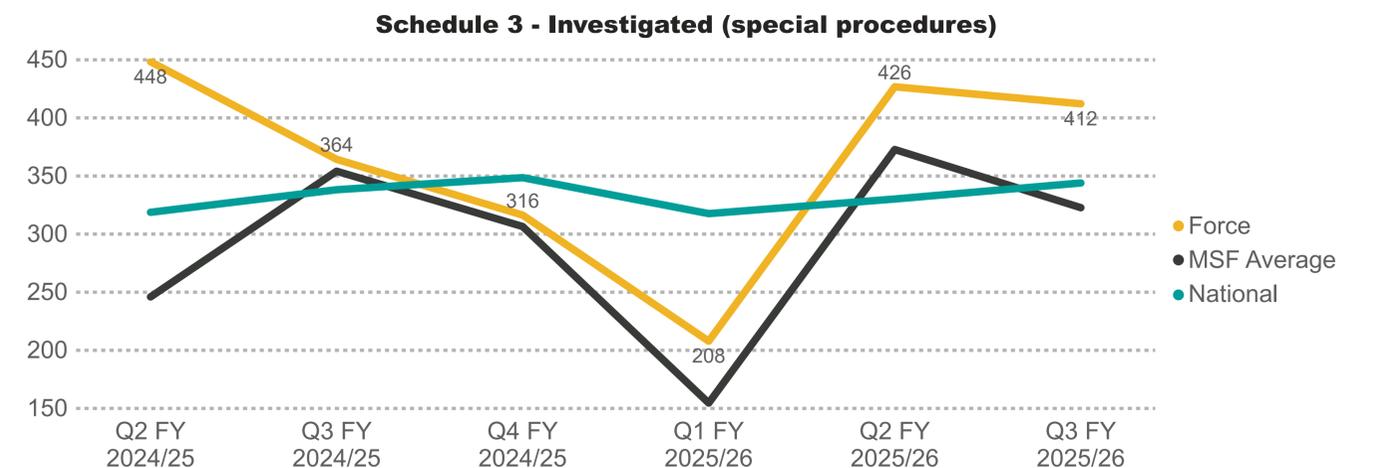
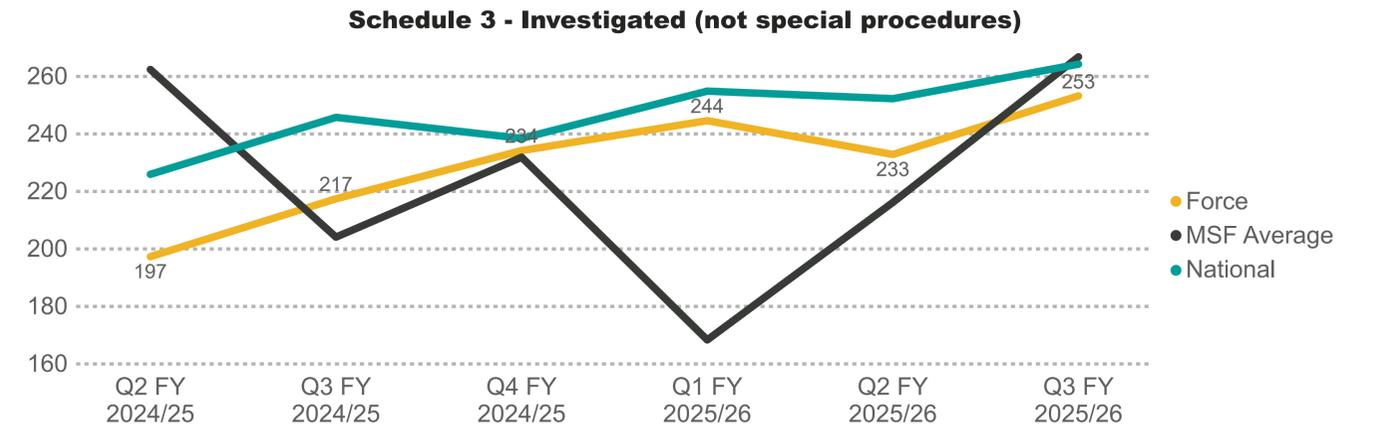
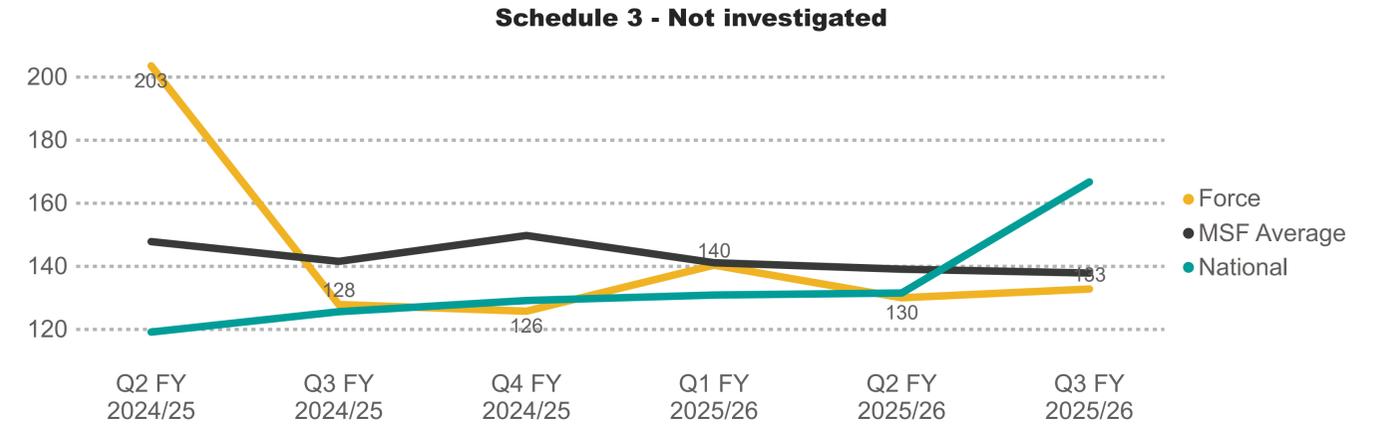


### Complaint timeliness

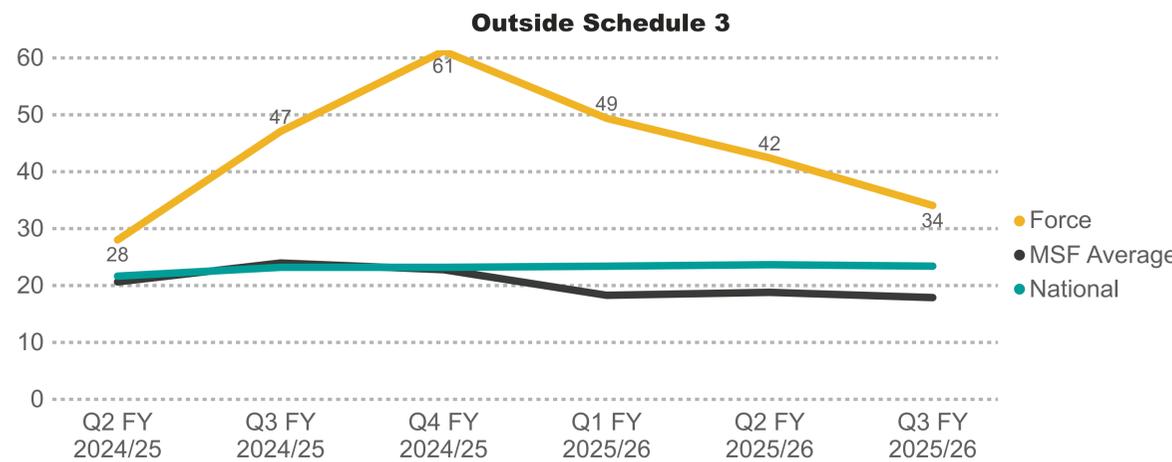
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the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

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

| Under Schedule 3<br>Force MSF<br>National YTD<br>SPLY | Under Schedule 3 - not investigated |                          | Under Schedule 3 investigated (not subject to special procedures) |                          | Under Schedule 3 investigated (subject to special procedures) |                          |
|---|-------------------------------------|--------------------------|---|--------------------------|---|--------------------------|
|   | Complaints Finalised                | Average days to finalise | Complaints Finalised  | Average days to finalise | Complaints Finalised  | Average days to finalise |
| Force   | 109                                 | 134                      | 465   | 244                      | 11  | 381                      |
| SPLY  | 59                                  | 130                      | 448   | 195                      | 6   | 429                      |
| MSF Average   | 546                                 | 138                      | 105   | 245                      | 7   | 349                      |
| National  | 23,280                              | 144                      | 3,732   | 257                      | 452   | 329                      |



| Outside of Schedule 3 | Complaints finalised | Average days to finalise |
|-----------------------|----------------------|--------------------------|
| Force                 | 2,206                | 41                       |
| SPLY                  | 1,657                | 31                       |
| MSF Average           | 1,181                | 19                       |
| National              | 52,639               | 23                       |



## Findings and actions on Outside Schedule 3 allegations

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

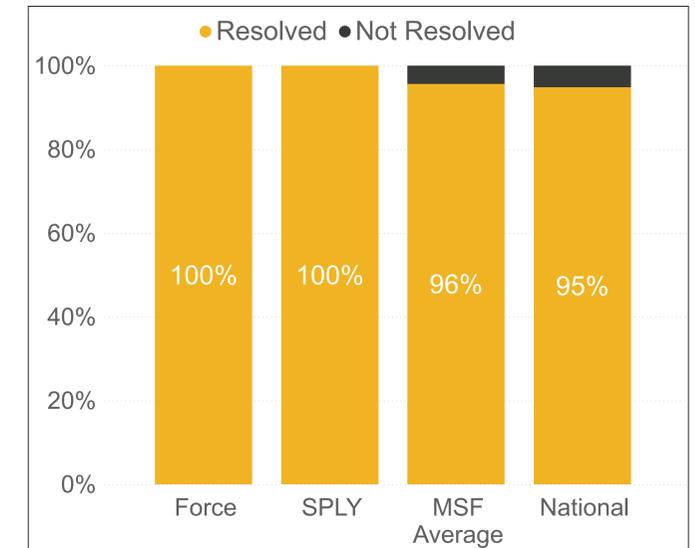
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

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

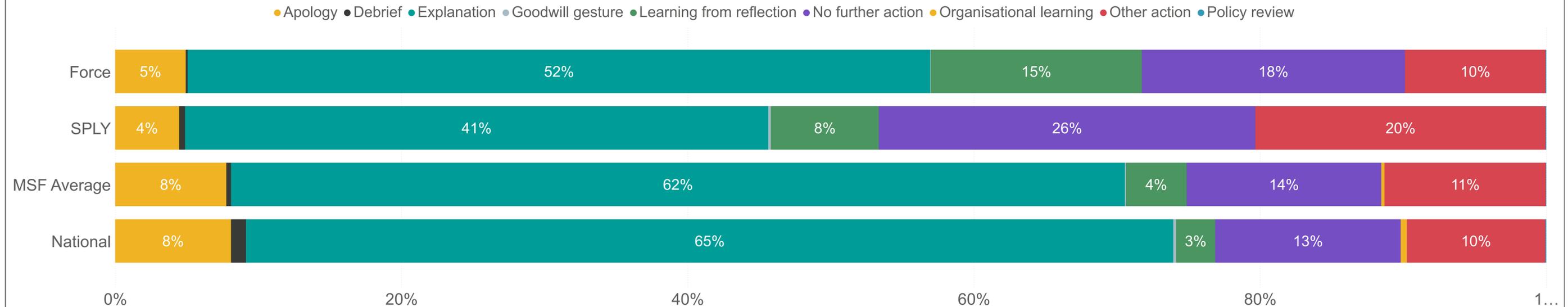
| Outside Schedule 3 result | Force        | SPLY         | MSF Average  | National      |
|---------------------------|--------------|--------------|--------------|---------------|
| Resolved                  | 3,013        | 2,405        | 1,347        | 58,993        |
| <b>Total</b>              | <b>3,013</b> | <b>2,405</b> | <b>1,347</b> | <b>58,993</b> |

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

| Measure<br>Actions on allegations<br>outside of Schedule 3 | Force                    |             | SPLY                     |             | MSF Average              |             | National                 |             |
|--|--------------------------|-------------|--------------------------|-------------|--------------------------|-------------|--------------------------|-------------|
|  | Allegations<br>finalised | Percent     | Allegations<br>finalised | Percent     | Allegations<br>finalised | Percent     | Allegations<br>finalised | Percent     |
| Explanation  | 1,524                    | 52%         | 903                      | 41%         | 872                      | 62%         | 40,094                   | 65%         |
| No further action  | 540                      | 18%         | 583                      | 26%         | 190                      | 14%         | 8,024                    | 13%         |
| Learning from reflection                                   | 433                      | 15%         | 167                      | 8%          | 59                       | 4%          | 1,691                    | 3%          |
| Other action   | 289                      | 10%         | 449                      | 20%         | 157                      | 11%         | 5,993                    | 10%         |
| Apology  | 145                      | 5%          | 99                       | 4%          | 109                      | 8%          | 5,009                    | 8%          |
| Debrief  | 4                        | 0%          | 9                        | 0%          | 4                        | 0%          | 656                      | 1%          |
| Goodwill gesture   | 1                        | 0%          | 4                        | 0%          | 1                        | 0%          | 124                      | 0%          |
| Policy review  | 1                        | 0%          | 1                        | 0%          | 0                        | 0%          | 39                       | 0%          |
| Organisational learning                                    |                          |             |                          |             | 3                        | 0%          | 260                      | 0%          |
| <b>Total</b>   | <b>2,937</b>             | <b>100%</b> | <b>2,215</b>             | <b>100%</b> | <b>1,396</b>             | <b>100%</b> | <b>61,890</b>            | <b>100%</b> |



### Outside Schedule 3 allegation actions



## Findings on Schedule 3 allegations

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

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

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

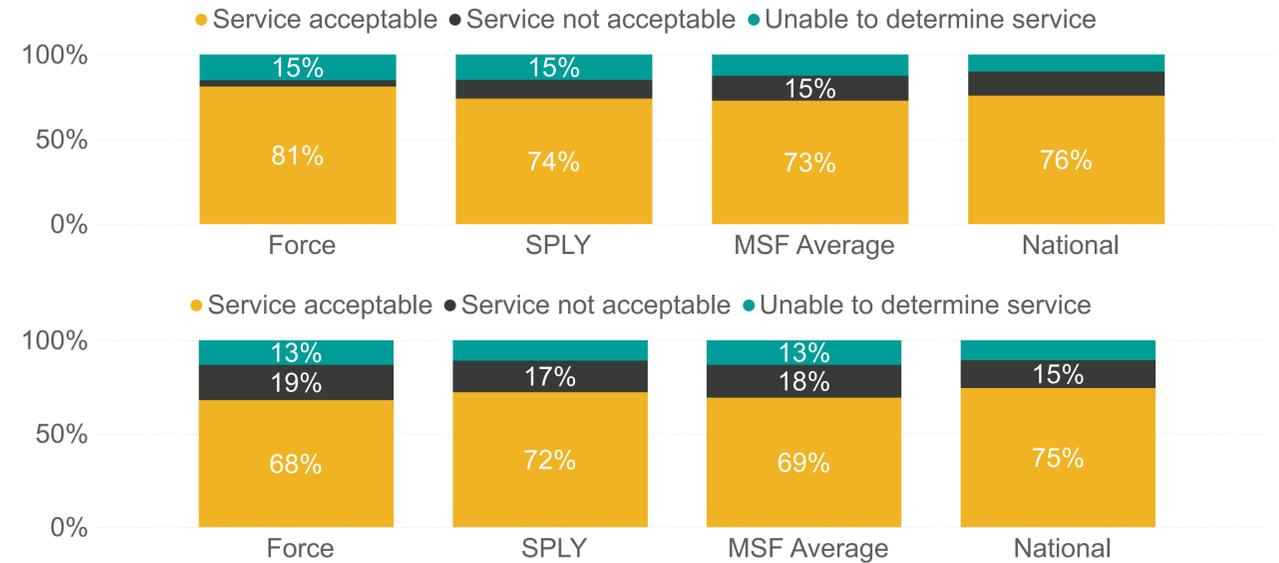
| Not investigated            | Force | SPLY | MSF Average | National |
|-----------------------------|-------|------|-------------|----------|
| Service acceptable          | 65    | 20   | 852         | 41,834   |
| Service not acceptable      | 3     | 3    | 173         | 7,727    |
| Unable to determine service | 12    | 4    | 146         | 5,525    |

The service provided was acceptable

The service provided was not acceptable

Unable to determine whether service provided was acceptable

| Investigated (not subject to special procedures) | Force | SPLY | MSF Average | National |
|--|-------|------|-------------|----------|
| Service acceptable                               | 988   | 784  | 206         | 7,659    |
| Service not acceptable                           | 277   | 183  | 53          | 1,531    |
| Unable to determine service                      | 189   | 117  | 39          | 1,083    |



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

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

| Investigated - subject to special procedures                 | Force | SPLY | MSF Average | National |
|--|-------|------|-------------|----------|
| Case to Answer   | 11    | 6    | 6           | 229      |
| No case to answer  | 8     | 4    | 8           | 601      |
| Not able to determine if the service provided was acceptable |       |      | 1           | 23       |
| The service provided was acceptable                          | 7     | 3    | 2           | 196      |
| The service provided was not acceptable                      | 4     |      | 2           | 53       |

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

| All Schedule 3        | Force | SPLY | MSF Average | National |
|-----------------------|-------|------|-------------|----------|
| Withdrawal            | 79    | 145  | 45          | 1,947    |
| Regulation 41 applies | 37    | 16   | 20          | 347      |
| No further action     | 118   | 44   | 83          | 4,615    |

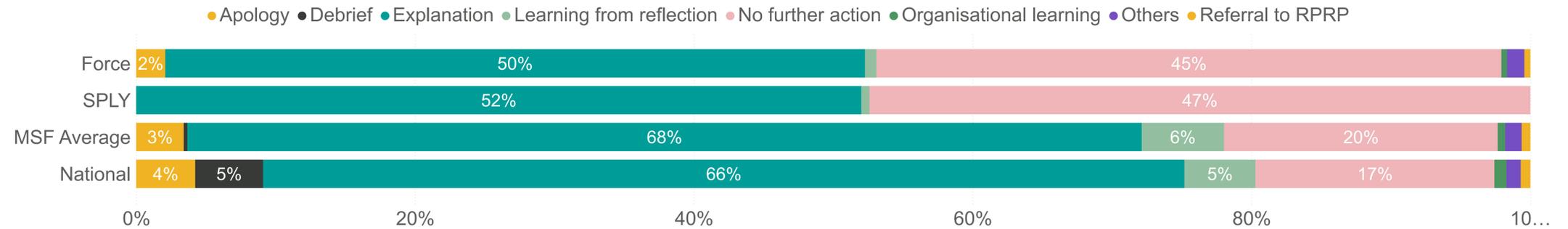
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding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

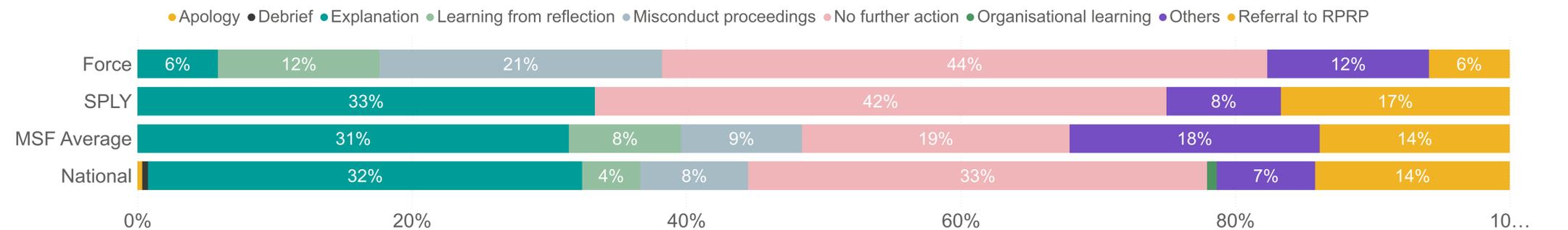
| Measure<br>Actions on Schedule 3<br>allegations | Force                    |             | SPLY                     |             | MSF Average              |             | National                 |             |
|---|--------------------------|-------------|--------------------------|-------------|--------------------------|-------------|--------------------------|-------------|
|   | Allegations<br>finalised | Percent     | Allegations<br>finalised | Percent     | Allegations<br>finalised | Percent     | Allegations<br>finalised | Percent     |
| Explanation                                     | 1,270                    | 71%         | 910                      | 69%         | 1,105                    | 68%         | 47,661                   | 65%         |
| No further action                               | 205                      | 11%         | 184                      | 14%         | 309                      | 19%         | 13,233                   | 18%         |
| Learning from reflection                        | 173                      | 10%         | 124                      | 9%          | 109                      | 7%          | 3,925                    | 5%          |
| Apology   | 80                       | 4%          | 38                       | 3%          | 56                       | 3%          | 2,837                    | 4%          |
| Referral to RPRP                                | 46                       | 3%          | 57                       | 4%          | 19                       | 1%          | 927                      | 1%          |
| Others  | 9                        | 1%          | 6                        | 0%          | 20                       | 1%          | 865                      | 1%          |
| Organisational learning                         | 8                        | 0%          | 7                        | 1%          | 9                        | 1%          | 646                      | 1%          |
| Misconduct proceedings                          | 7                        | 0%          |                          |             | 2                        | 0%          | 91                       | 0%          |
| Debrief   |                          |             |                          |             | 4                        | 0%          | 3,037                    | 4%          |
| <b>Total</b>                                    | <b>1,798</b>             | <b>100%</b> | <b>1,326</b>             | <b>100%</b> | <b>1,633</b>             | <b>100%</b> | <b>73,222</b>            | <b>100%</b> |

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

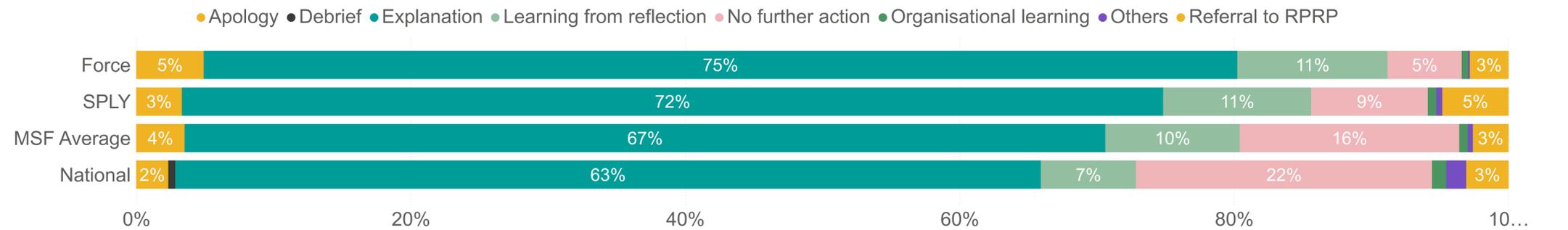
**Not investigated**



**Investigated (subject to special procedures)**



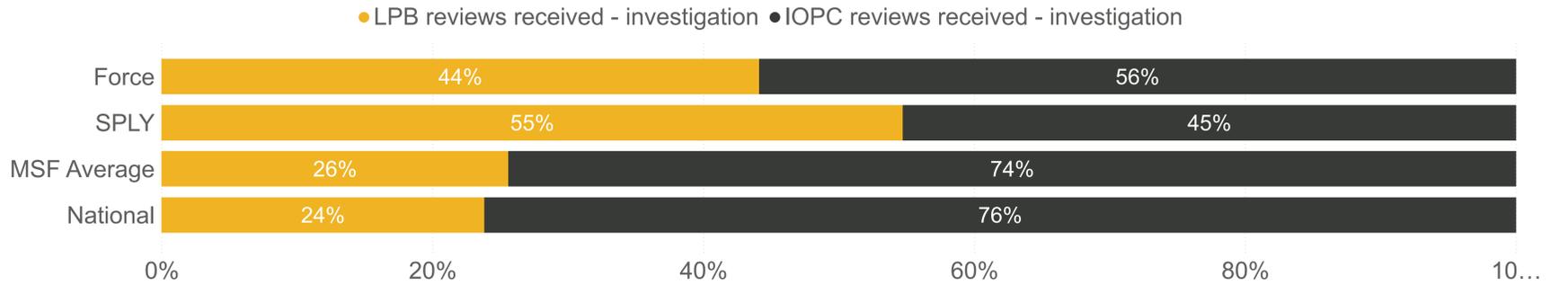
**Investigated (not subject to special procedures)**



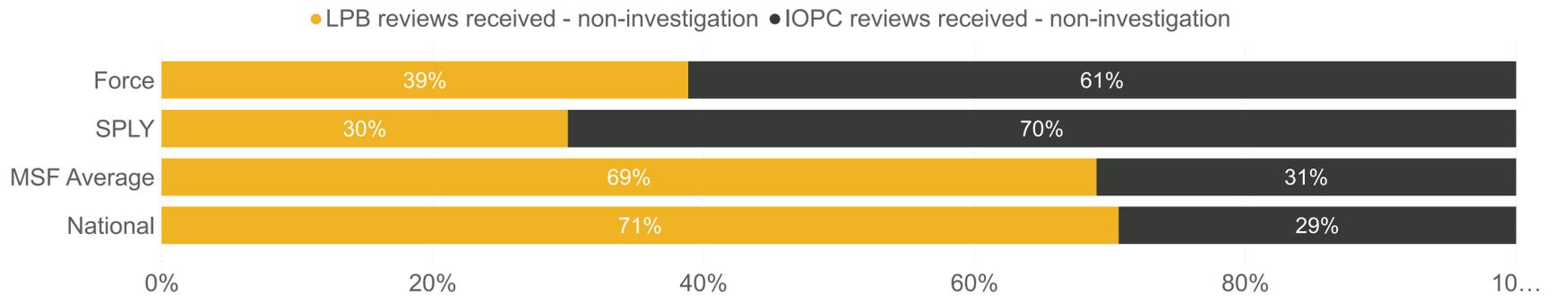
Reviews received

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

| LPB reviews | Investigation | Non-investigation |
|-------------|---------------|-------------------|
| Force       | 45            | 7                 |
| SPLY        | 52            | 3                 |
| MSF Average | 7             | 71                |
| National    | 220           | 3,562             |



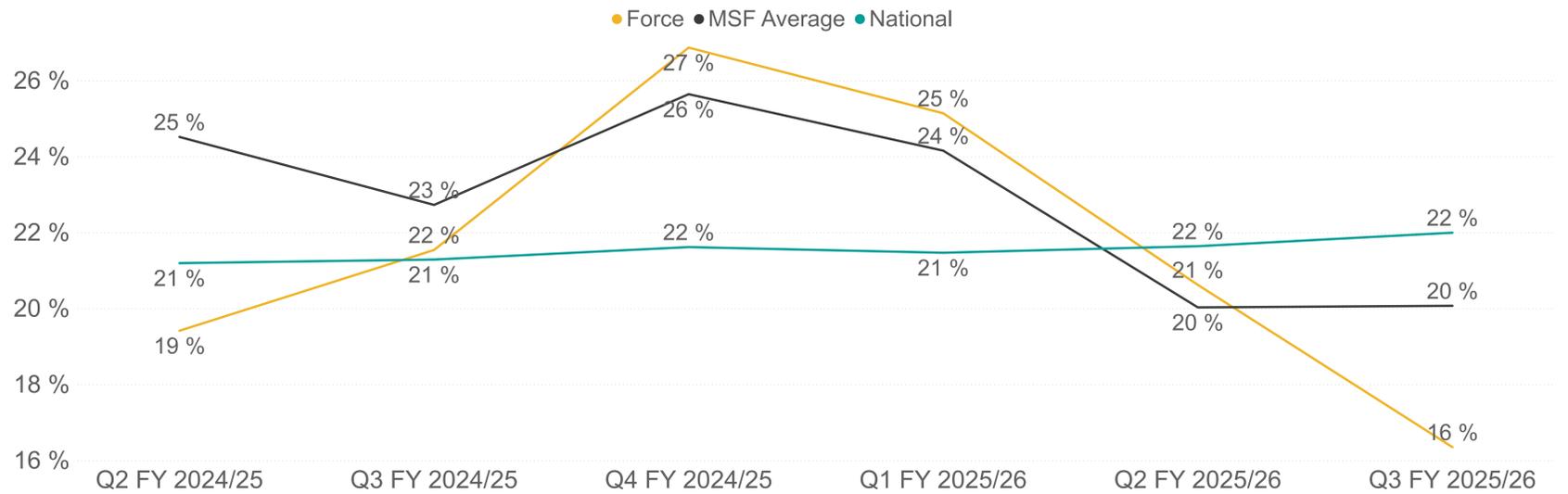
| IOPC Reviews | Investigation | Non-investigation |
|--------------|---------------|-------------------|
| Force        | 57            | 11                |
| SPLY         | 43            | 7                 |
| MSF Average  | 19            | 32                |
| National     | 703           | 1478              |



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

| Measure     | Reviews Received | Complaint cases finalised under Schedule 3 |
|-------------|------------------|--|
| Force       | 120              | 585  |
| SPLY        | 105              | 513  |
| MSF Average | 128              | 657  |
| National    | 5,963            | 27,462                                     |

Reviews received as a proportion of Schedule 3 cases



Reviews outcomes and timeliness

LPB Reviews

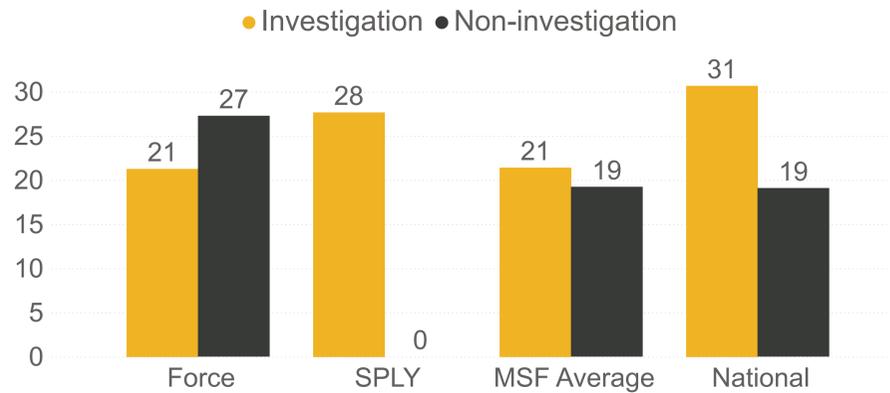
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

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

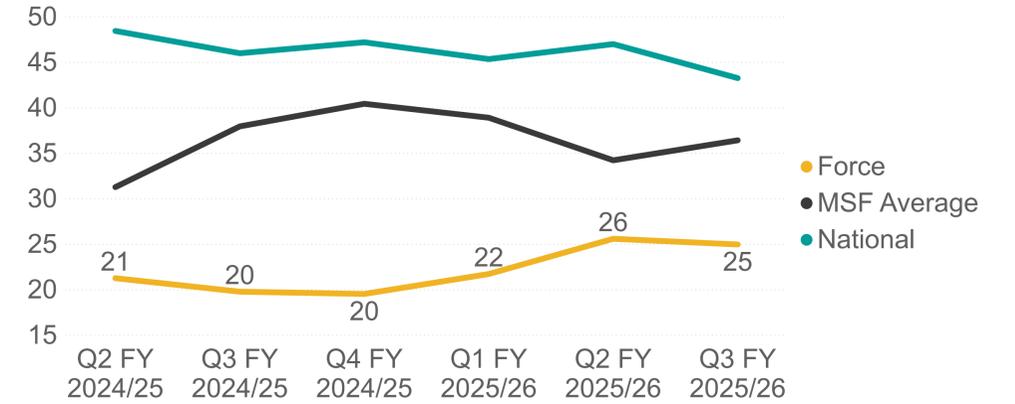
| Review type              | Complete with outcome | Upheld |
|--------------------------|-----------------------|--------|
| <b>Investigation</b>     |                       |        |
| Force                    | 47                    | 10     |
| SPLY                     | 47                    | 13     |
| MSF Average              | 7                     | 2      |
| National                 | 225                   | 69     |
| <b>Non-investigation</b> |                       |        |
| Force                    | 11                    | 3      |
| SPLY                     | 3                     | 0      |
| MSF Average              | 69                    | 14     |
| National                 | 3149                  | 601    |

| Review type              | Average duration |
|--------------------------|------------------|
| <b>Investigation</b>     |                  |
| Force                    | 24               |
| SPLY                     | 18               |
| MSF Average              | 19               |
| National                 | 57               |
| <b>Non-investigation</b> |                  |
| Force                    | 21               |
| SPLY                     | 7                |
| MSF Average              | 35               |
| National                 | 44               |

% LPB reviews upheld



Average durations



IOPC Reviews

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

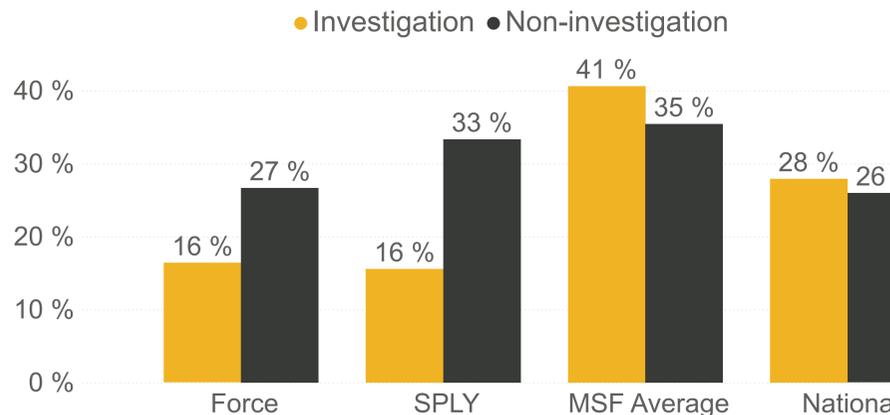
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

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

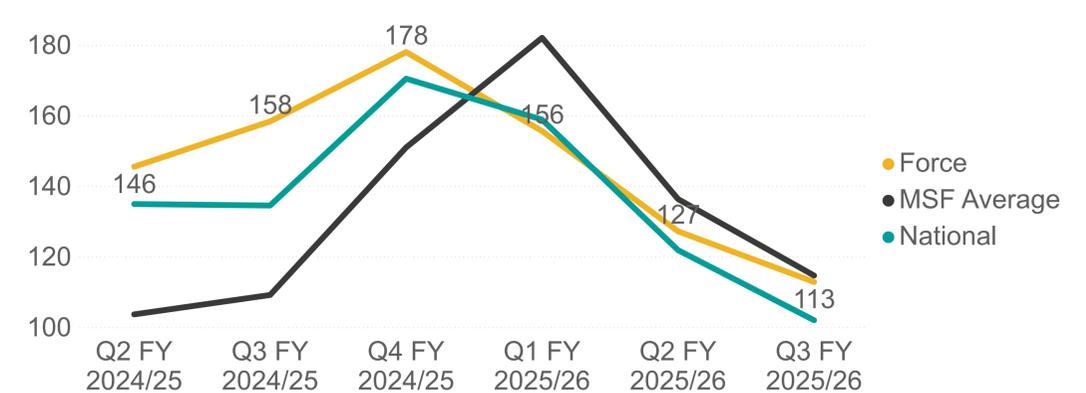
| IOPC review | Investigation | Upheld | Non-investigation | Upheld |
|-------------|---------------|--------|-------------------|--------|
| Force       | 61            | 10     | 15                | 4      |
| SPLY        | 45            | 7      | 9                 | 3      |
| MSF Average | 21            | 6      | 39                | 13     |
| National    | 871           | 243    | 1,576             | 418    |

| Measure     | Average duration |
|-------------|------------------|
| Force       | 131              |
| SPLY        | 164              |
| MSF Average | 134              |
| National    | 125              |

% IOPC reviews upheld



Average durations



## Referrals to the IOPC

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

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

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

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

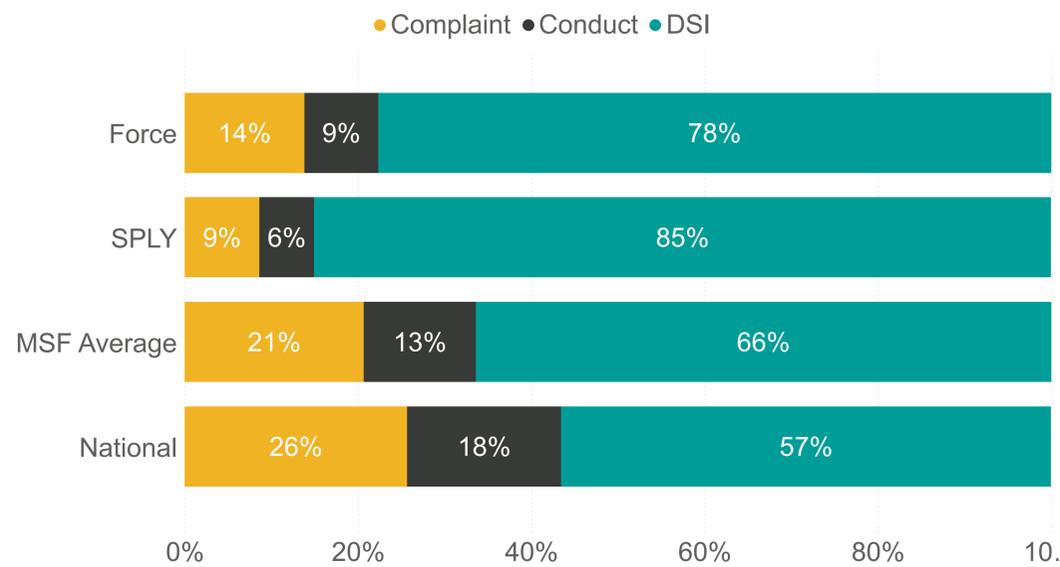
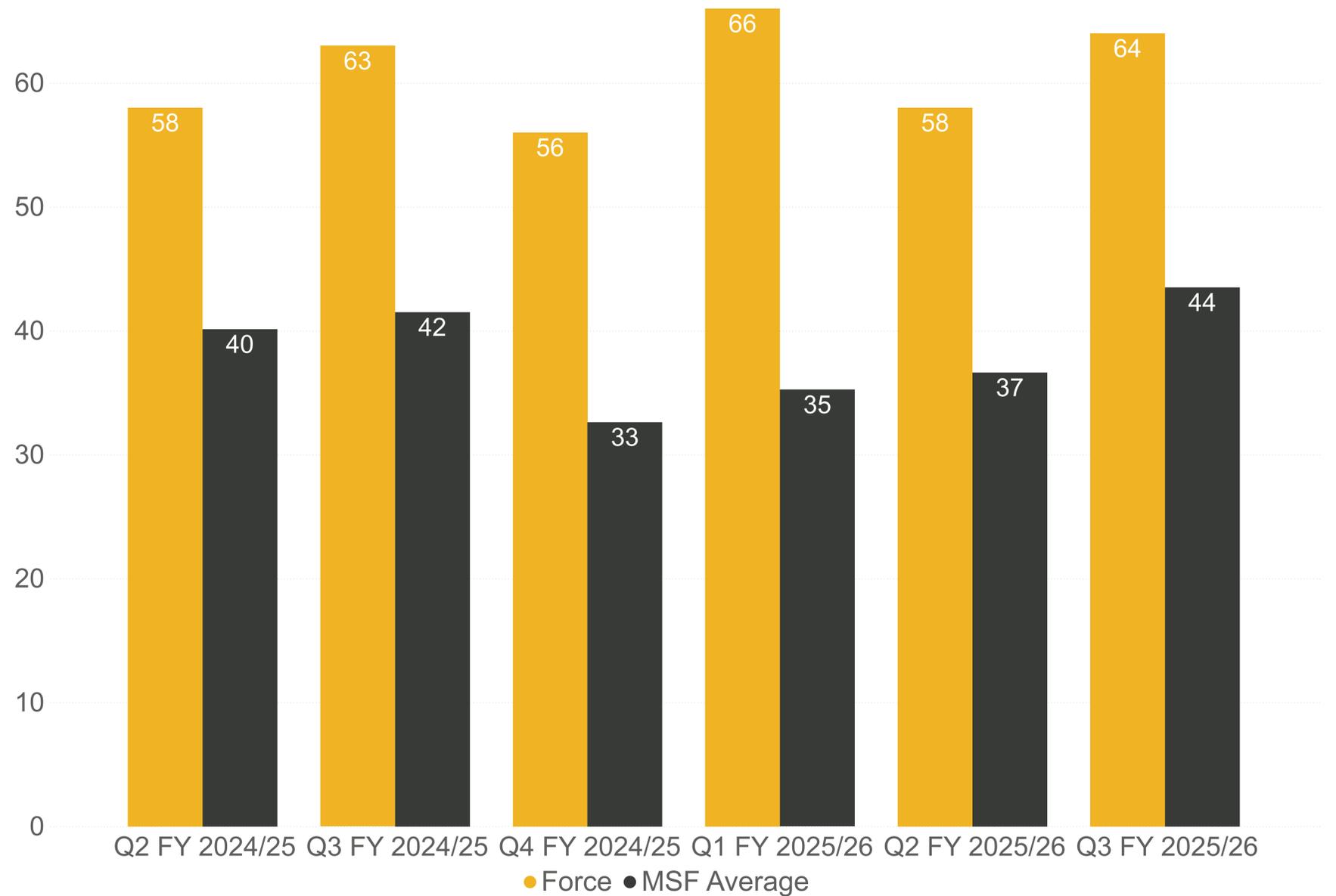
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

### Year to date

|                                     | Force | SPLY | MSF Average | National |
|-------------------------------------|-------|------|-------------|----------|
| Number Referrals Received           | 188   | 174  | 115         | 5,244    |
| Number referrals completed          | 188   | 170  | 115         | 5,262    |
| Decision: Directed Investigation    |       |      | 0           | 18       |
| Decision: Independent Investigation | 12    | 4    | 8           | 328      |
| Decision: Invalid                   |       | 1    | 2           | 74       |
| Decision: Local Investigation       | 66    | 57   | 49          | 2,638    |
| Decision: Return to Force           | 110   | 108  | 56          | 2,202    |

| Referral type | Force      | SPLY       | MSF Average | National     |
|---------------|------------|------------|-------------|--------------|
| Complaint     | 26         | 15         | 24          | 1,347        |
| Conduct       | 16         | 11         | 15          | 933          |
| DSI           | 146        | 148        | 77          | 2,964        |
| <b>Total</b>  | <b>188</b> | <b>174</b> | <b>115</b>  | <b>5,244</b> |

### Force and MSF Group referrals received



**Notes****Data sources**

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

**Performance Framework counting rules and calculation**

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

**Data constraints**

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

**Further Information**

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