

# Interim Police Complaints Information Bulletin: Merseyside



Reporting Period: 01 April 2024 - 31 December 2024 (Q3 2024/25)

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

## 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. It sets out performance against a number of measures and compares force results to their most similar force (MSF) group (where applicable) and with the overall result for all forces (national).

**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**

Where charts refer to separate quarters the dates are: Q1: 1 April to 30 June, Q2: 1 July to 30 September, Q3: October to 31 December, Q4 1 January to 31 March.

Please note: Due to one force being unable to submit data for this quarter, national figures are incomplete. Therefore these figures should not be considered definitive.

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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



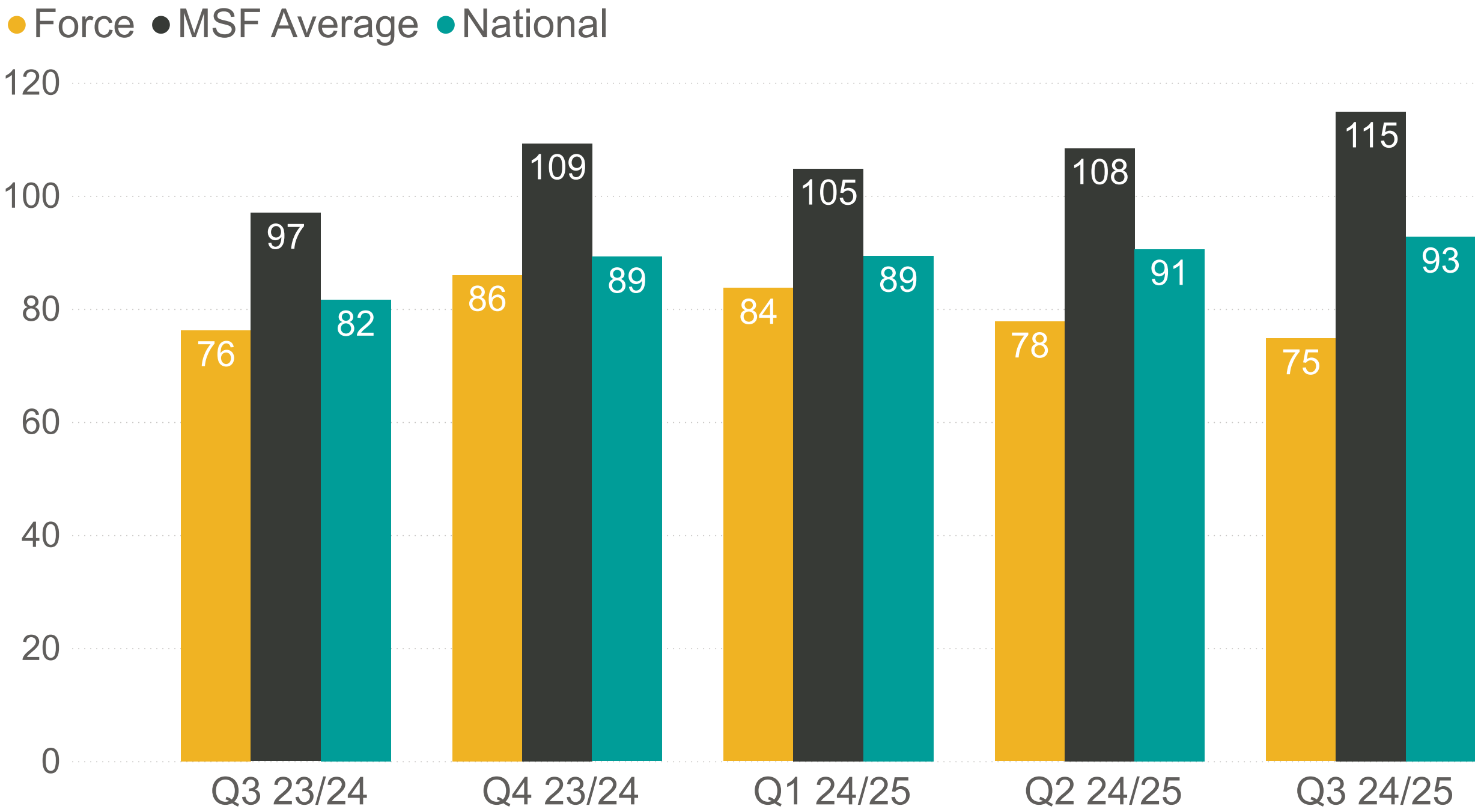
Section A1.1: Complaint cases and allegations logged

A complaint case is formed of one or more allegations. 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. The force should contact the complainant and log the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

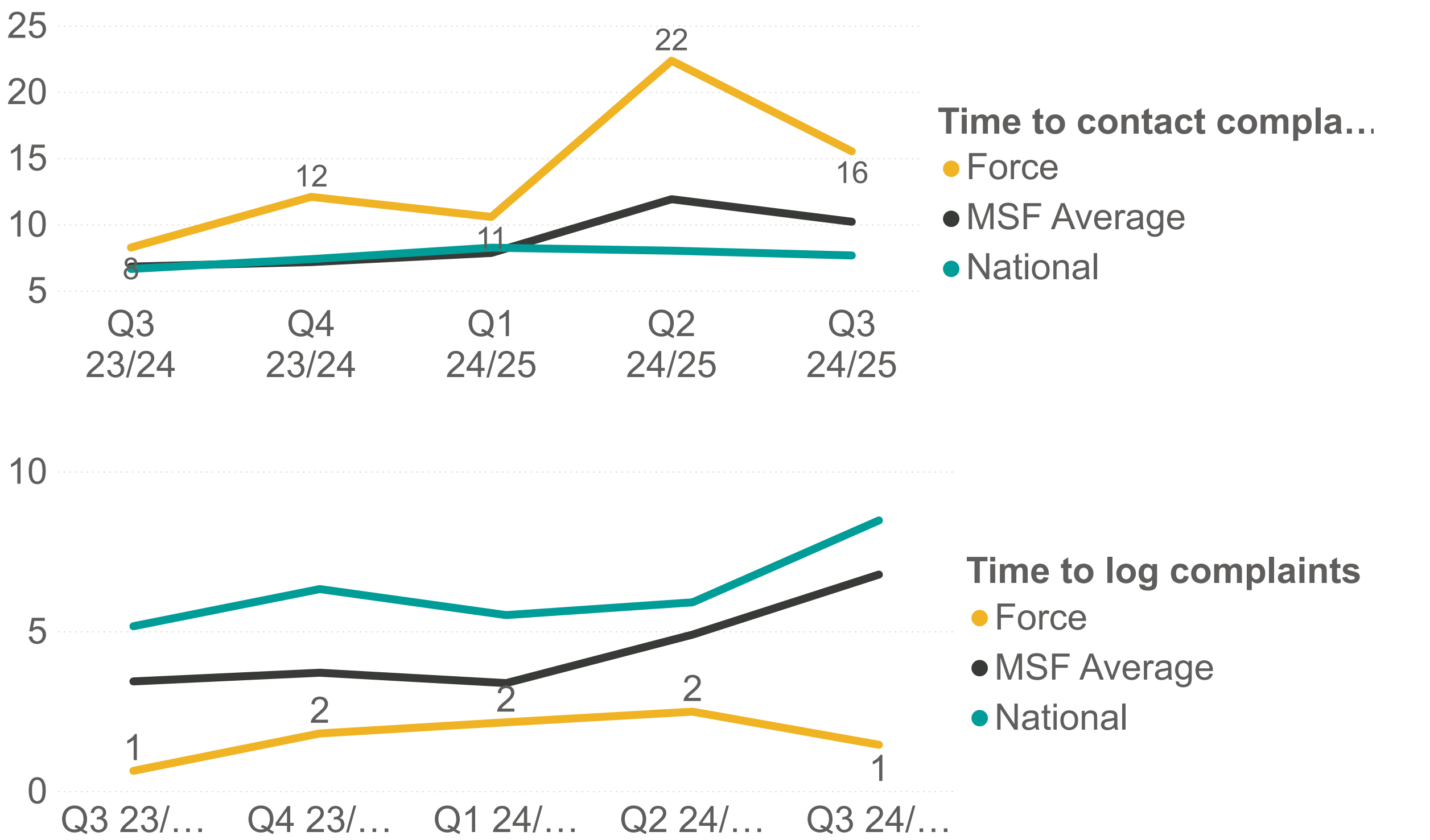
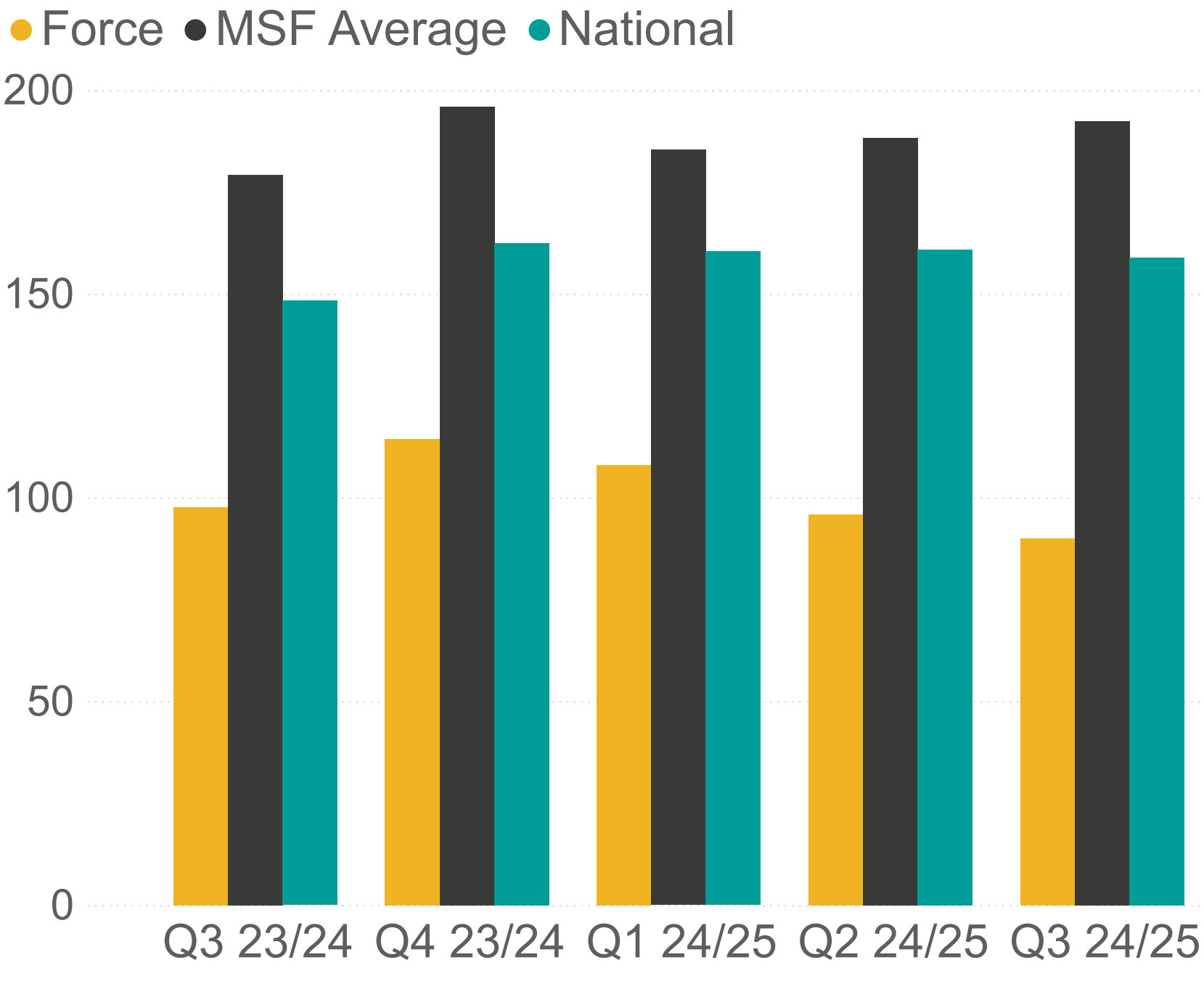
Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)

Year to date	Complaint cases logged	Complaints per 1,000 employees	Allegations Logged	Allegations per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	1,668	236	2,074	294	16	2
SPLY	1,689	247	2,160	315	10	1
MSF Average	2,419	328	4,392	566	10	5
National	69,504	273	122,348	480	8	7

Complaints logged per 1,000 employees



Allegations logged per 1,000 employees



Section A1.2: Reason for complaints to be logged under Schedule 3

For space reasons some figures in the above charts are not shown

Allegations should have an allegation category applied to them which will identify the root of what the allegation is about.

Forces can handle a complaint informally (known as Outside of Schedule 3), this should be used to deal with lower level complaints.

If a complaint is handled formally under Schedule 3, the force should record the reason why.

For more information on Schedule 3 of the Police Reform Act see [here](#):

[Guidance on capturing data about police complaints.](#)

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	28	21	165	9,603
Complainant wishes the complaint be recorded	22	166	111	4,564
Dissatisfaction after initial handling	79	14	115	3,723
Nature of the allegation(s) in the complaint	11	4	216	5,364
Total	140	205	607	23,254

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	20 %	10 %	22 %	41 %
Complainant wishes the complaint be recorded	16 %	81 %	19 %	20 %
Dissatisfaction after initial handling	56 %	7 %	26 %	16 %
Nature of the allegation(s) in the complaint	8 %	2 %	33 %	23 %



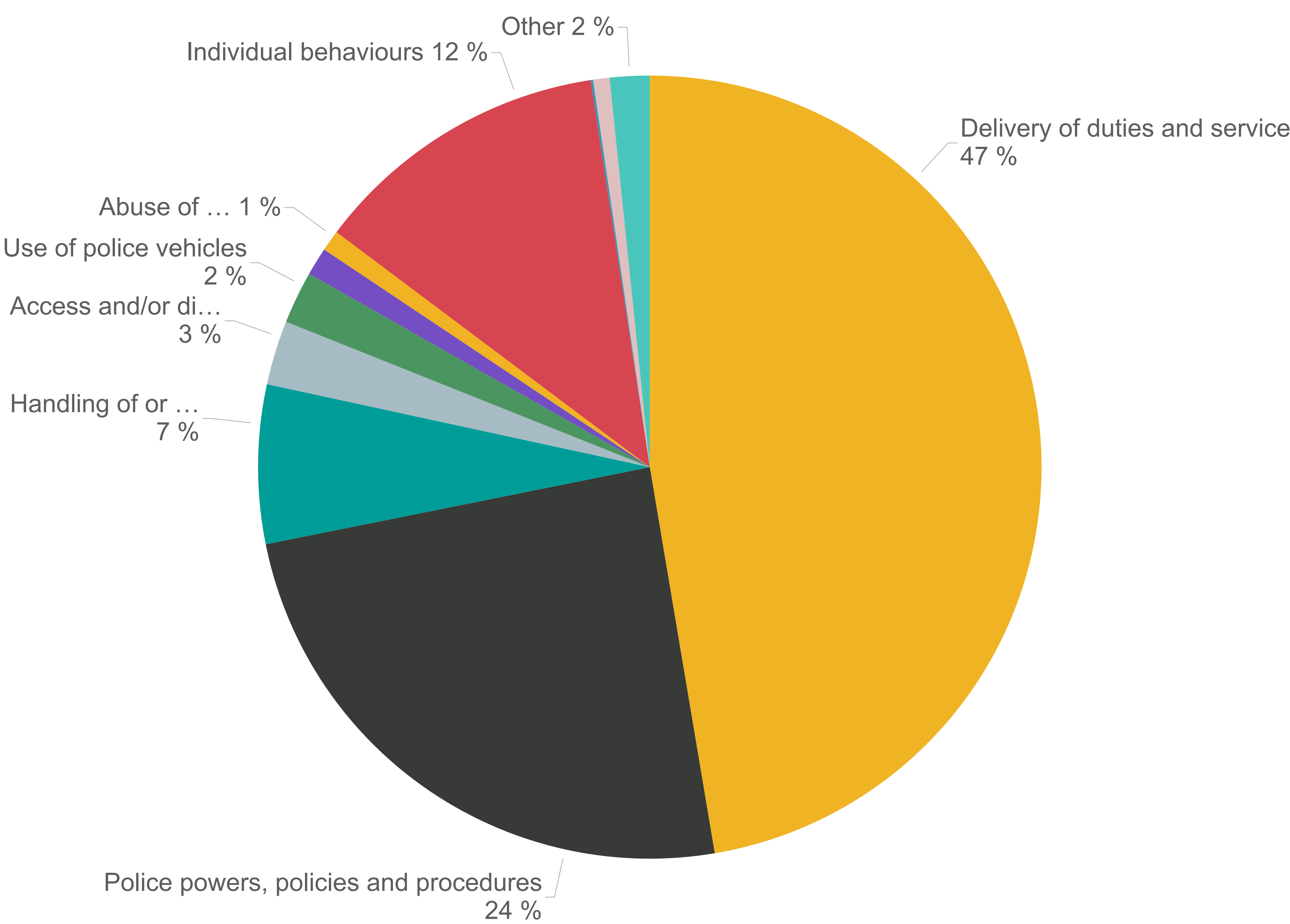
Section A1.3: Allegations logged – what has been complained about (YTD)

This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

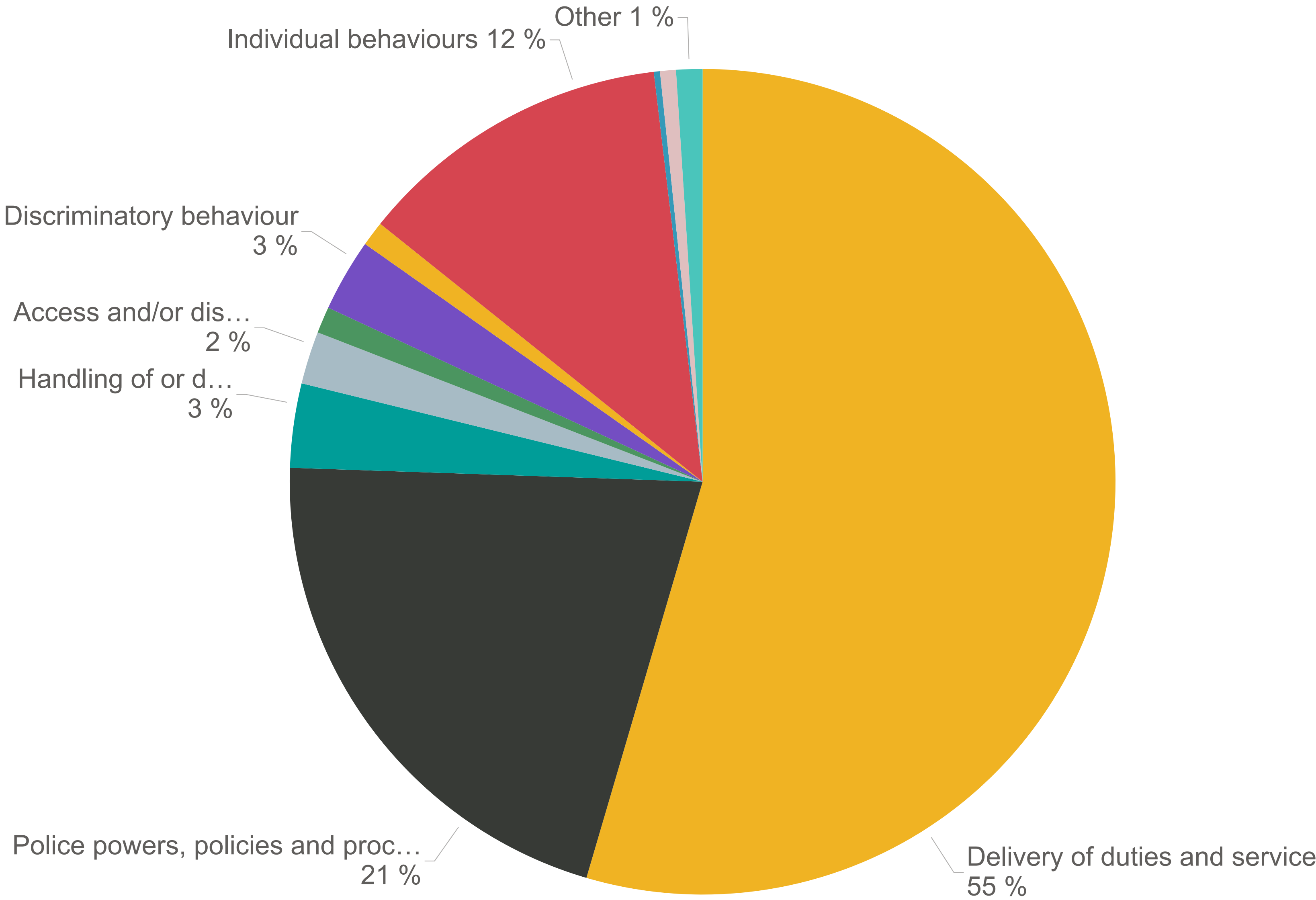
What has been complained about (YTD)

Year to date	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	982	508	136	55	45	24	18	256	2	14	34	2,074
SPLY	1,128	496	99	57	30	50	19	230	2	3	46	2,160
MSF Average	2,260	954	172	93	40	130	40	618	10	25	48	4,392
National	66,729	25,690	4,027	2,522	1,266	3,476	1,192	15,133	293	761	1,257	122,346

What has been complained about (force - year to date)



What has been complained about (national - year to date)



Section A1.4: Allegations logged – Top five allegation categories and their sub-categories (Year to date)

Category	Year to date Subcategory	Force		SPLY		MSF Average		National	
		No.	%	No.	%	No.	%	No.	%
Delivery of duties and service	Total	981	47 %	1,126	52 %	2,260	52 %	66,726	55 %
	General level of service	518	53 %	588	52 %	567	32 %	21,727	33 %
	Police action following contact	239	24 %	331	29 %	1,067	40 %	27,618	41 %
	Decisions	135	14 %	111	10 %	331	15 %	9,699	15 %
	Information	89	9 %	96	9 %	294	13 %	7,682	12 %
Police powers, policies and procedures	Total	508	24 %	495	23 %	954	21 %	25,687	21 %
	Use of force	147	29 %	112	23 %	277	29 %	6,584	26 %
	Searches of premises and seizure of property	87	17 %	95	19 %	145	17 %	3,261	13 %
	Stops, and stop and search	83	16 %	83	17 %	51	6 %	1,218	5 %
	Power to arrest and detain	72	14 %	58	12 %	150	15 %	4,643	18 %
	Other policies and procedures	47	9 %	51	10 %	76	8 %	2,576	10 %
	Detention in police custody	29	6 %	43	9 %	142	13 %	3,661	14 %
	Evidential procedures	27	5 %	45	9 %	57	6 %	1,861	7 %
	Bail, identification and interview procedures	11	2 %	6	1 %	48	5 %	1,489	6 %
	Out of court disposals	5	1 %	2	0 %	9	1 %	393	2 %
	Information	0	0 %	0	0 %	0	0 %	1	0 %
Individual behaviours	Total	256	12 %	230	11 %	618	13 %	15,132	12 %
	Impolite language / tone	71	28 %	61	27 %	153	26 %	3,890	26 %
	Unprofessional attitude and disrespect	66	26 %	56	24 %	177	30 %	4,272	28 %
	Overbearing or harassing behaviours	60	23 %	64	28 %	94	15 %	2,570	17 %
	Impolite and intolerant actions	45	18 %	23	10 %	130	18 %	2,311	15 %
	Lack of fairness and impartiality	14	5 %	26	11 %	64	10 %	2,089	14 %
	Information	0	0 %	0	0 %	0	0 %	0	0 %
Handling of or damage to property/ premises	Total	136	7 %	99	5 %	172	4 %	3,932	3 %
	Handling of or damage to property/ premises	136	100 %	99	100 %	172	100 %	3,931	98 %
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %
Access and/or disclosure of information	Total	55	3 %	57	3 %	93	2 %	2,522	2 %
	Disclosure of information	33	60 %	32	56 %	54	61 %	1,678	67 %
	Handling of information	10	18 %	13	23 %	27	24 %	552	22 %
	Use of police systems	8	15 %	2	4 %	9	11 %	191	8 %
	Accessing and handling of information from other sources	4	7 %	10	18 %	3	4 %	100	4 %
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %
	Information	0	0 %	0	0 %	0	0 %	1	0 %
	Information	0	0 %	0	0 %	0	0 %	0	0 %

This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged.

Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.



Section A1.5: National complaint factors

Year to date Factors on all allegations	Force		SPLY		MSF Average		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	550	27 %	535	25 %	1,490	31 %	46,292	38 %
None	404	19 %	661	31 %	710	17 %	22,863	19 %
Arrest	302	15 %	224	10 %	550	12 %	15,683	13 %
Roads/traffic	256	12 %	180	8 %	284	7 %	7,298	6 %
Stop and/or search	157	8 %	144	7 %	115	3 %	2,543	2 %
Custody	105	5 %	94	4 %	248	5 %	7,020	6 %
Premises search	99	5 %	84	4 %	145	4 %	2,989	2 %
Neighbourhood policing	85	4 %	95	4 %	220	4 %	5,699	5 %
Call Handling	77	4 %	79	4 %	147	4 %	5,209	4 %
Domestic / gender abuse	69	3 %	67	3 %	275	4 %	6,828	6 %
VAWG - dissatisfaction handling	64	3 %	22	1 %	246	4 %	5,179	4 %
Mental health	46	2 %	60	3 %	148	3 %	3,667	3 %
Drugs / alcohol	28	1 %	21	1 %	43	1 %	1,408	1 %
Child protection / CSA / CSE	19	1 %	7	0 %	73	1 %	2,199	2 %
Public order incident	19	1 %	12	1 %	31	1 %	972	1 %
Social media	18	1 %	9	0 %	26	1 %	506	0 %
Missing persons	16	1 %	3	0 %	30	1 %	771	1 %
Hate Crime	14	1 %	8	0 %	23	1 %	699	1 %
VAWG - police perpetrated	13	1 %	4	0 %	42	1 %	848	1 %
Death	12	1 %	16	1 %	36	1 %	1,105	1 %
Covert policing	7	0 %	8	0 %	4	0 %	66	0 %
Restraint equipment	5	0 %	7	0 %	57	1 %	1,321	1 %
Police dogs or horses	4	0 %	3	0 %	2	0 %	76	0 %
Serious injury	4	0 %	2	0 %	13	0 %	256	0 %
Fraud	3	0 %	7	0 %	17	0 %	779	1 %
Firearms	2	0 %	11	1 %	13	0 %	559	0 %
Taser	1	0 %	1	0 %	6	0 %	146	0 %
VAWG - police victim	1	0 %	1	0 %	2	0 %	107	0 %
Coronavirus - other	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
PPDA	0	0 %	0	0 %	1	0 %	27	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	3	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	1	0 %	4	0 %
Unknown	0	0 %	0	0 %	0	0 %	23	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	2	0 %	16	0 %
VAWG' - police victim	0	0 %	0	0 %	3	0 %	23	0 %

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.



Section A1.6: National complaint factors on top five allegation categories

Factors on top five allegation categories (Year to date)	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Individual behaviours
▼					
VAWG - police perpetrated	0	0	0	2	4
VAWG - dissatisfaction handling	49	7	1	1	3
Taser	0	1	0	0	0
Stop and/or search	12	99	9	0	35
Social media	8	1	0	4	2
Serious injury	1	3	0	0	0
Roads/traffic	73	65	16	5	52
Restraint equipment	0	5	0	0	0
Public order incident	7	7	0	0	4
Premises search	6	59	27	0	7
Police dogs or horses	0	3	0	0	0
None	228	33	27	25	56
Neighbourhood policing	44	10	4	3	18
Missing persons	9	1	0	0	6
Mental health	24	12	0	0	3
Investigation	419	44	28	10	28
Hate Crime	12	0	0	0	0
Fraud	2	1	0	0	0
Firearms	1	1	0	0	0
Drugs / alcohol	12	12	0	1	2
Domestic / gender abuse	45	11	1	2	7
Death	10	2	0	0	0
Custody	21	61	11	1	8
Covert policing	1	1	1	2	2
Child protection / CSA / CSE	13	2	0	2	2
Call Handling	59	2	0	0	12
Arrest	59	176	25	2	37
Total	968	498	135	54	253

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.

The table below shows a breakdown of allegations logged with the focus national complaint factors.

IOPC Police Data Year Quarter	VAWG - dissatisfaction handling	VAWG - police perpetrated	VAWG - police victim	Total
▼				
Q3 23/24	10	1	1	12
Q4 23/24	21	1	1	23
Q1 24/25	22	2	1	25
Q2 24/25	23	11	0	34
Q3 24/25	19	0	0	19
Total	95	15	3	113

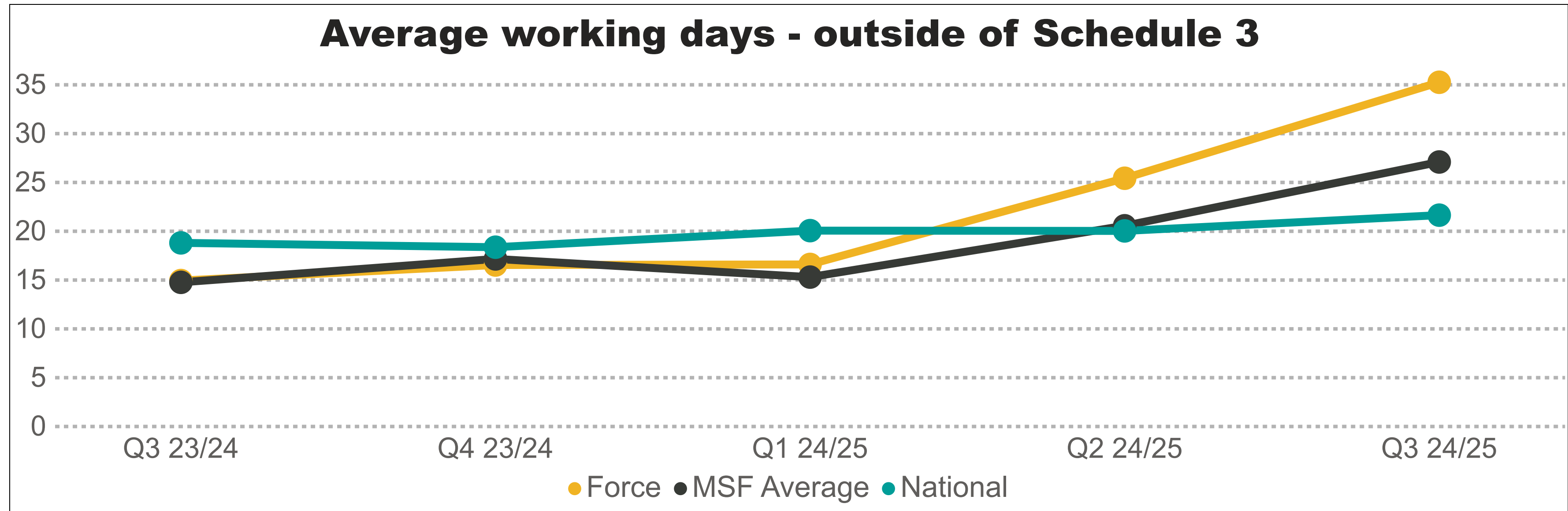
Section A2: Allegations timeliness

This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

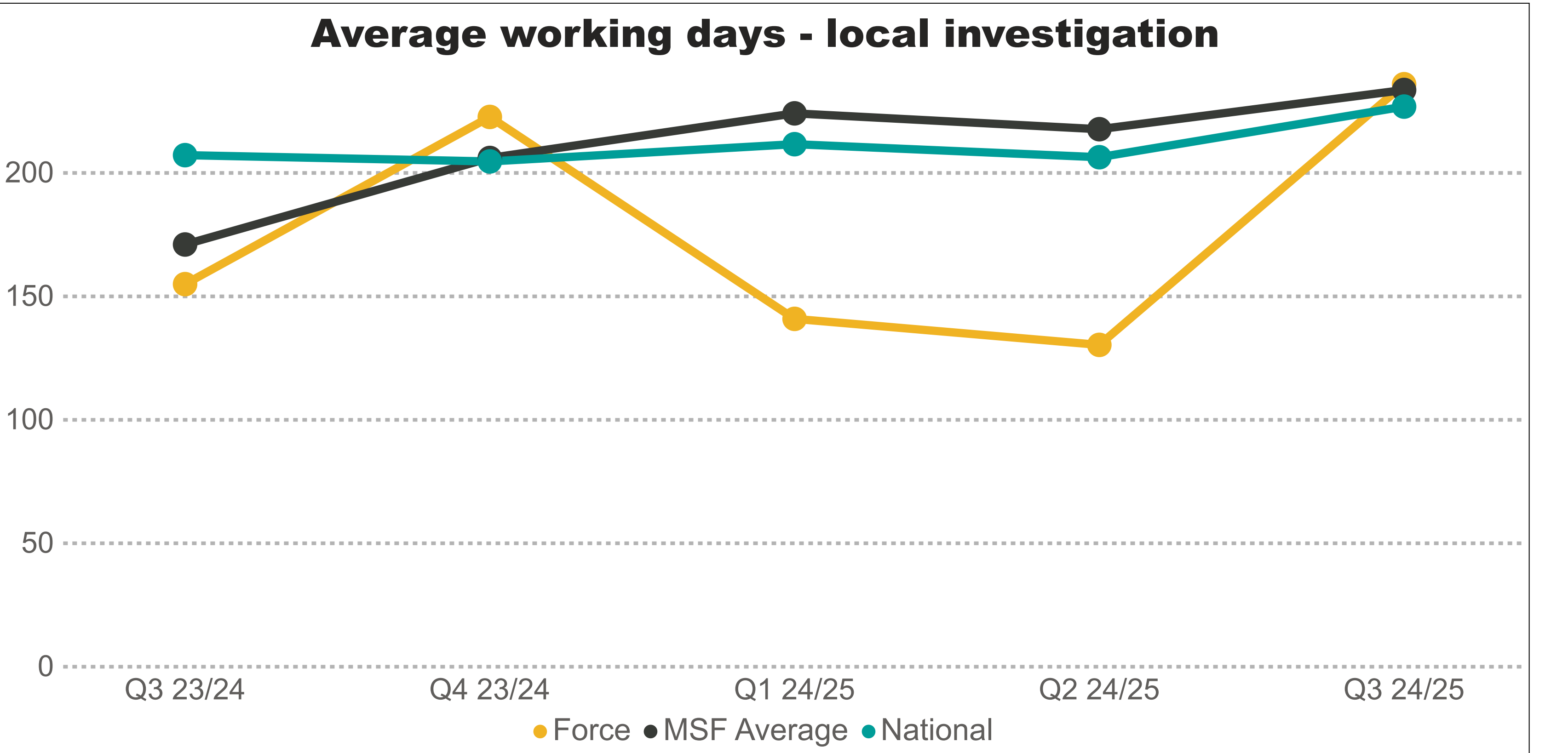
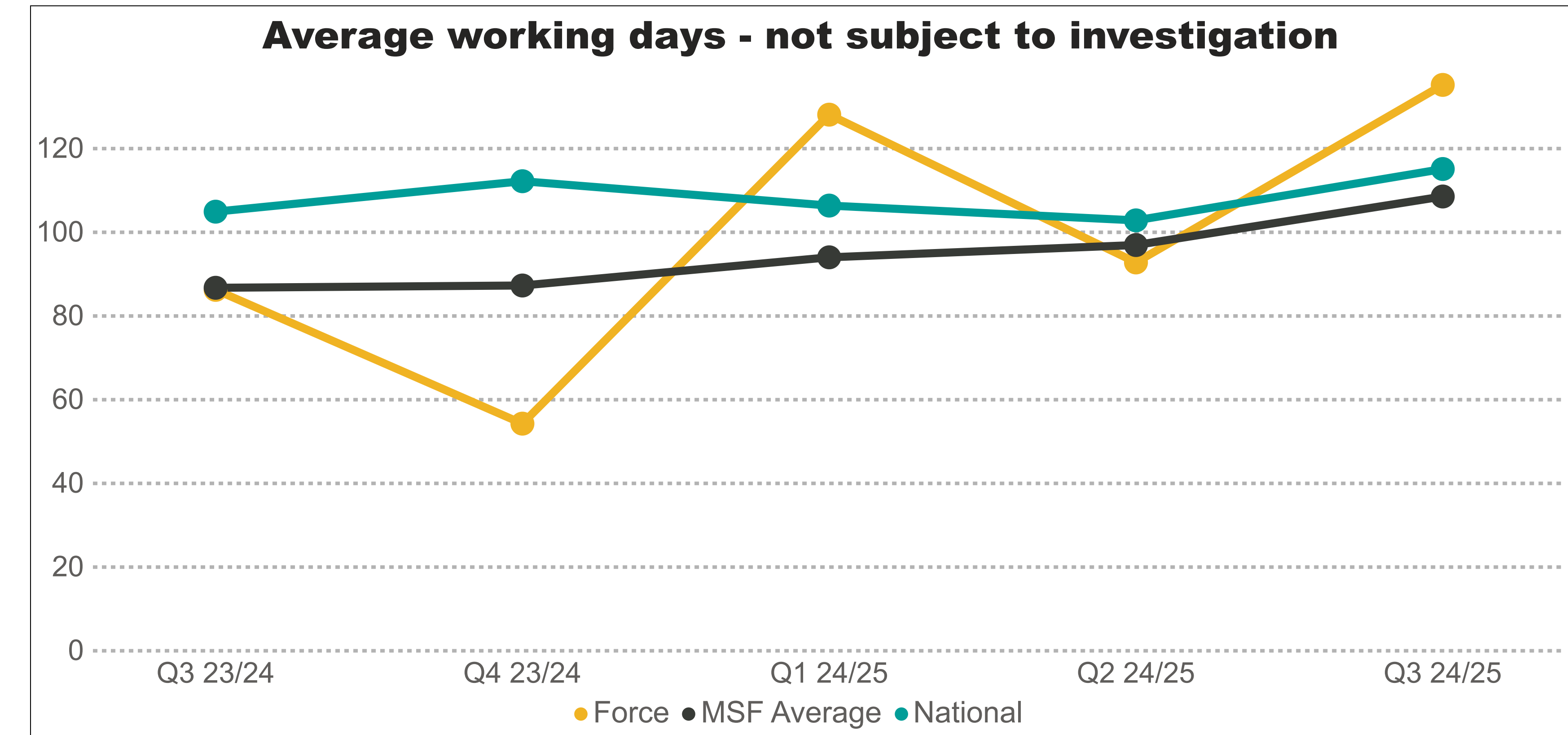
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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.

Year to date	Outside of Schedule 3		Under Schedule 3 - not subject to investigation		Under Schedule 3 - by local investigation		Under Schedule 3 - by independent investigation	
Allegations	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days
Force	1,429	26	373	118	124	183	10	880
SPLY	1,548	16	499	93	61	153	8	683
MSF Average	2,134	20	1,689	99	332	233	9	456
National	51,937	20	53,990	108	13,259	214	224	307



Year to date	Under Schedule 3 - by directed investigation	
Allegations	Number Finalised	Average days
Force	0	0
SPLY	0	0
MSF Average	0	149
National	17	574





Section A3.1: How allegations were handled and their decisions

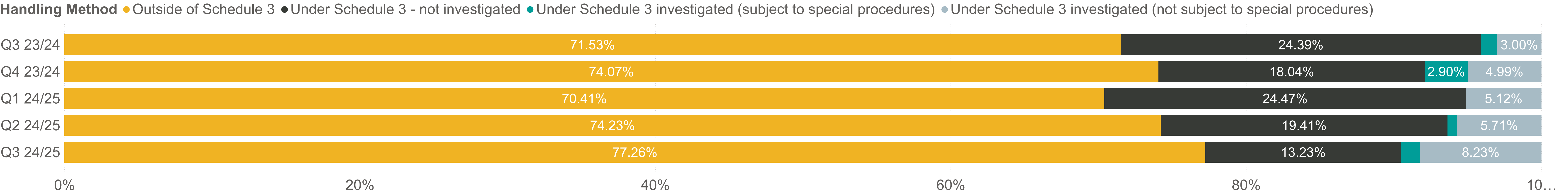
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

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

Please refer to our [Guidance on capturing data about police complaints](#) for details of allegation decisions.

How allegations were handled (Year to date)	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	122	6 %	312	8 %	12,092	10 %
Under Schedule 3 investigated (subject to special procedures)	12	1 %	29	1 %	1,408	1 %
Under Schedule 3 - not investigated	373	19 %	1689	35 %	53,990	45 %
Outside of Schedule 3	1,429	74 %	2134	56 %	51,937	43 %
Total	1,936	100 %	4164	100 %	119,427	100 %

Force: percent of allegations finalised by handling method



How allegations were handled (Year to date)	Outside of Schedule 3				Under Schedule 3 - not investigated				Under Schedule 3 investigated (subject to special procedures)				Under Schedule 3 investigated (not subject to special procedures)			
Allegation decision	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %
No further action					54	14 %	4,006	7 %			22	2 %	5	4 %	347	3 %
Regulation 41 applies							77	0 %			3	0 %			155	1 %
Service provided - unable to determine					33	9 %	4,930	9 %			18	1 %	11	9 %	1,148	9 %
Service provided - not acceptable					55	15 %	7,176	13 %			43	3 %	19	16 %	1,461	12 %
Service provided - acceptable					218	58 %	36,299	67 %			199	14 %	86	70 %	8,649	72 %
Not Resolved	198	14 %	2,767	5 %												
Resolved	1231	86 %	49,169	95 %												
No Case to Answer									10	83 %	796	57 %				
Case to Answer									2	17 %	301	21 %				
Withdrawal					13	3 %	1,501	3 %			26	2 %	1	1 %	332	3 %



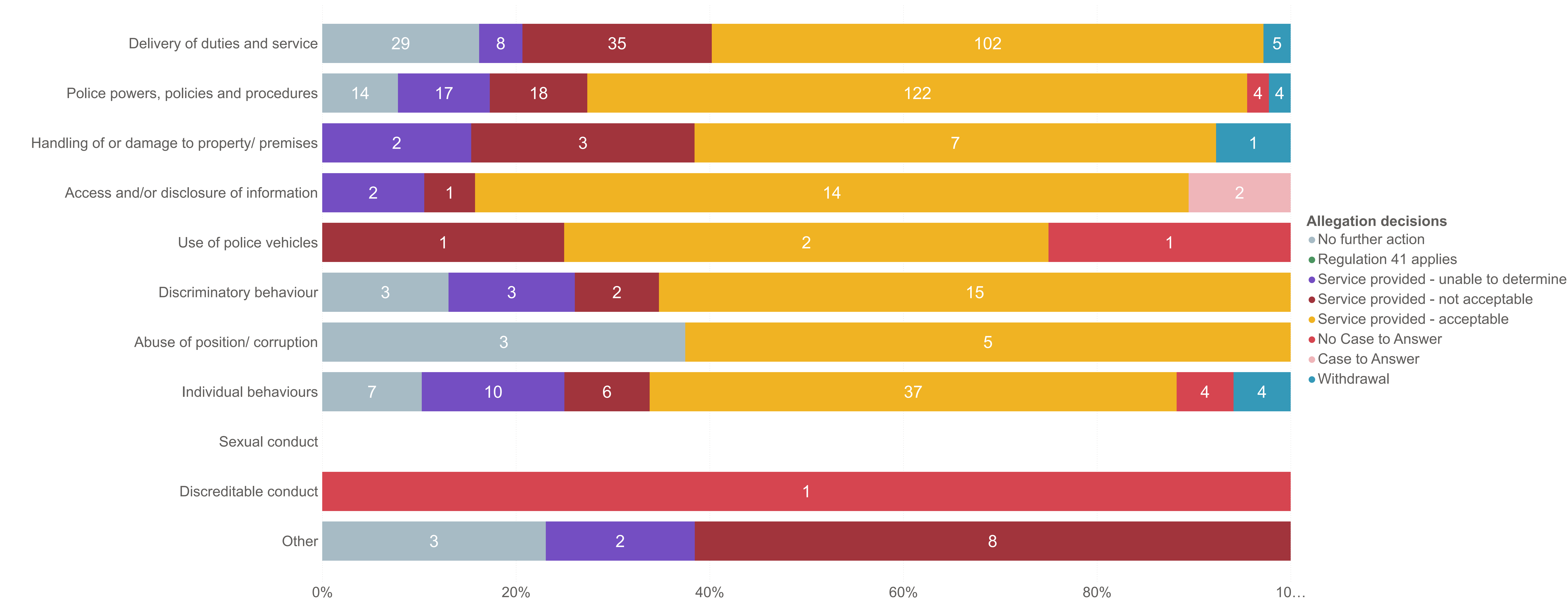
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

Outside Schedule 3 allegation decisions

Allegation decisions	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
Resolved	668	235	109	25	43	11	5	121	1	1	12	1,231
Not Resolved	69	65	11	5	4	2	2	35	0	0	5	198

Schedule 3 allegation decisions





Section B1.1: Allegation actions - on allegations handled outside of Schedule 3 (Year to date)

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

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

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

. Actions following outside of Schedule 3 complaint cases ^	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	5	0 %	2	0 %	3	0 %	199	0 %
Learning from reflection	34	2 %	21	1 %	33	2 %	1,462	3 %
Policy review	0	0 %	3	0 %	0	0 %	48	0 %
Goodwill gesture	2	0 %	5	0 %	1	0 %	80	0 %
Apology	41	3 %	61	4 %	128	5 %	4,995	10 %
Debrief	29	2 %	61	4 %	17	1 %	436	1 %
Explanation	1,036	72 %	992	64 %	1,213	65 %	32,190	62 %
No further action	208	15 %	286	18 %	227	11 %	5,660	11 %
Other action	73	5 %	114	7 %	482	15 %	6,288	12 %



Section B1.2: Allegation actions - on allegations handled under Schedule 3 (Year to date)

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

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available. Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

All complaint cases handled under Schedule 3

. Actions following Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	9	2 %	2	0 %	7	1 %	586	1 %
Apology	5	1 %	7	1 %	56	2 %	2,663	4 %
Debrief	0	0 %	0	0 %	252	4 %	1,928	3 %
Explanation	226	45 %	439	77 %	1,405	70 %	41,875	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	1	0 %	27	0 %
No further action	185	36 %	78	14 %	194	15 %	14,539	22 %
Other action	1	0 %	0	0 %	11	1 %	670	1 %
Learning from reflection	71	14 %	31	5 %	81	6 %	3,600	5 %
Referral to RPRP	7	1 %	9	2 %	18	1 %	1,026	2 %

Misconduct, UPP and RPRP on complaints investigated under Schedule 3 (subject to Special Procedures)

Complaint cases handled under Schedule 3 that are investigated **and** subject to Special Procedures can result in misconduct proceedings

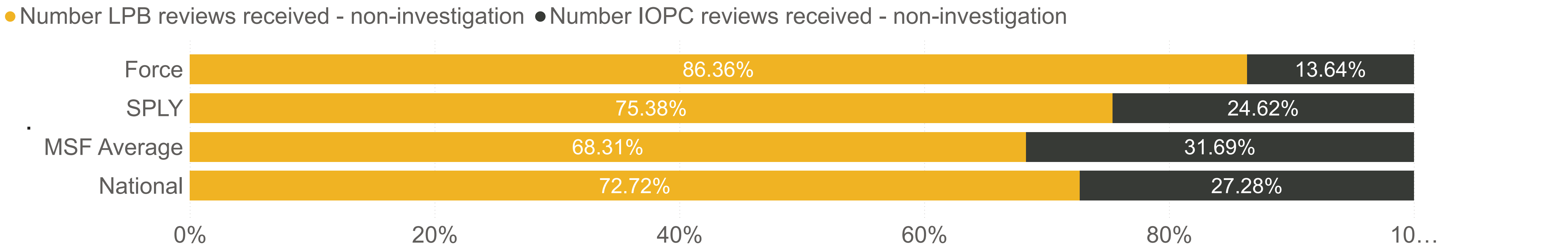
. Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	0	0 %	0	0 %	2	3 %	157	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	10	1 %
Other actions following a case to answer decision	0	0 %	0	0 %	1	4 %	93	7 %
Referral to RPRP	2	17 %	2	17 %	4	13 %	230	16 %



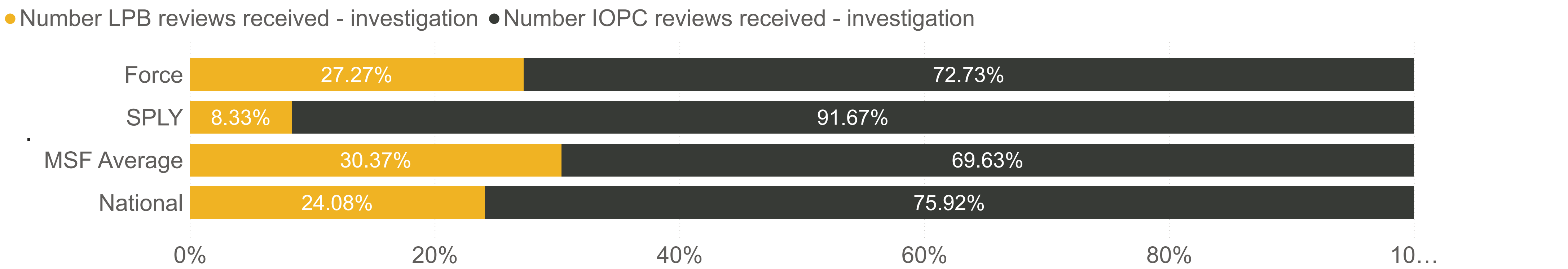
Section C1: Reviews received and timeliness (Year to date)

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. For information on when the IOPC should be the review body, please see our [Statutory Guidance](#)

Non-investigation reviews received	LPB	IOPC
Force	38	6
SPLY	49	16
MSF Average	85	40
National	2,868	1,076

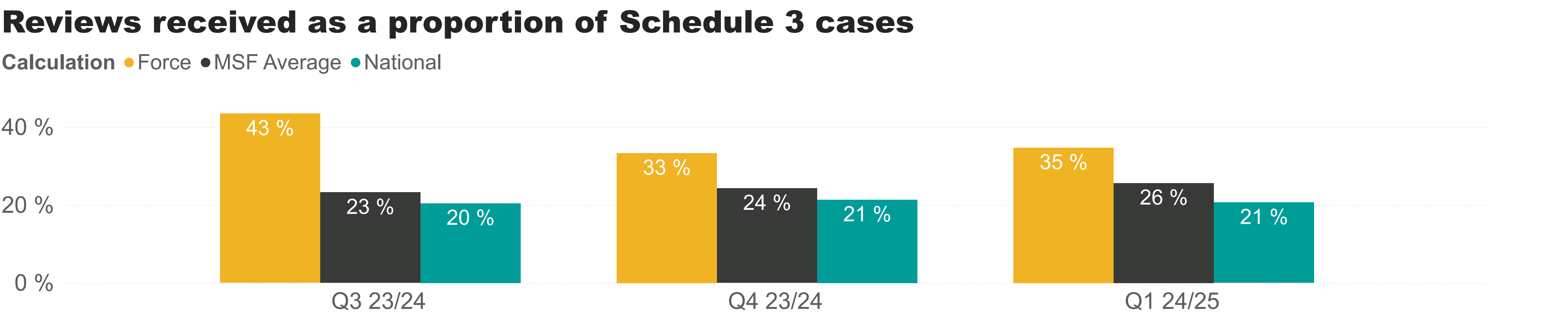


Investigation reviews received	LPB	IOPC
Force	3	8
SPLY	1	11
MSF Average	8	19
National	230	725



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.

	Reviews received	Schedule 3 complaints finalised
Force	55	176
SPLY	77	209
MSF Average	152	635
National	4,899	23,364



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	18	14	17	48
Average number of working days to complete IOPC reviews	150	136	128	137



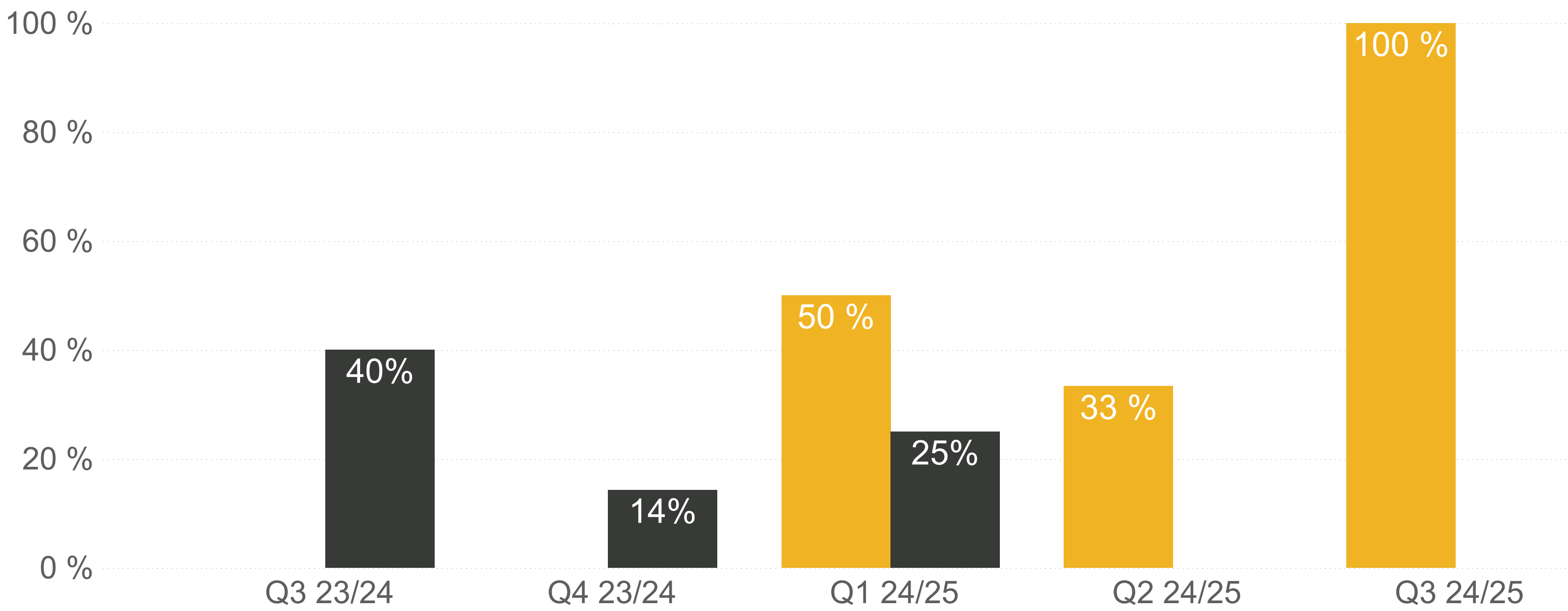
Section C2: Outcomes on reviews

This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate leading to the review being upheld.

Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	10	5	3	
SPLY	8	4	1	
MSF Average	17	5	7	7
National	631	201	215	57

% IOPC reviews upheld - Force

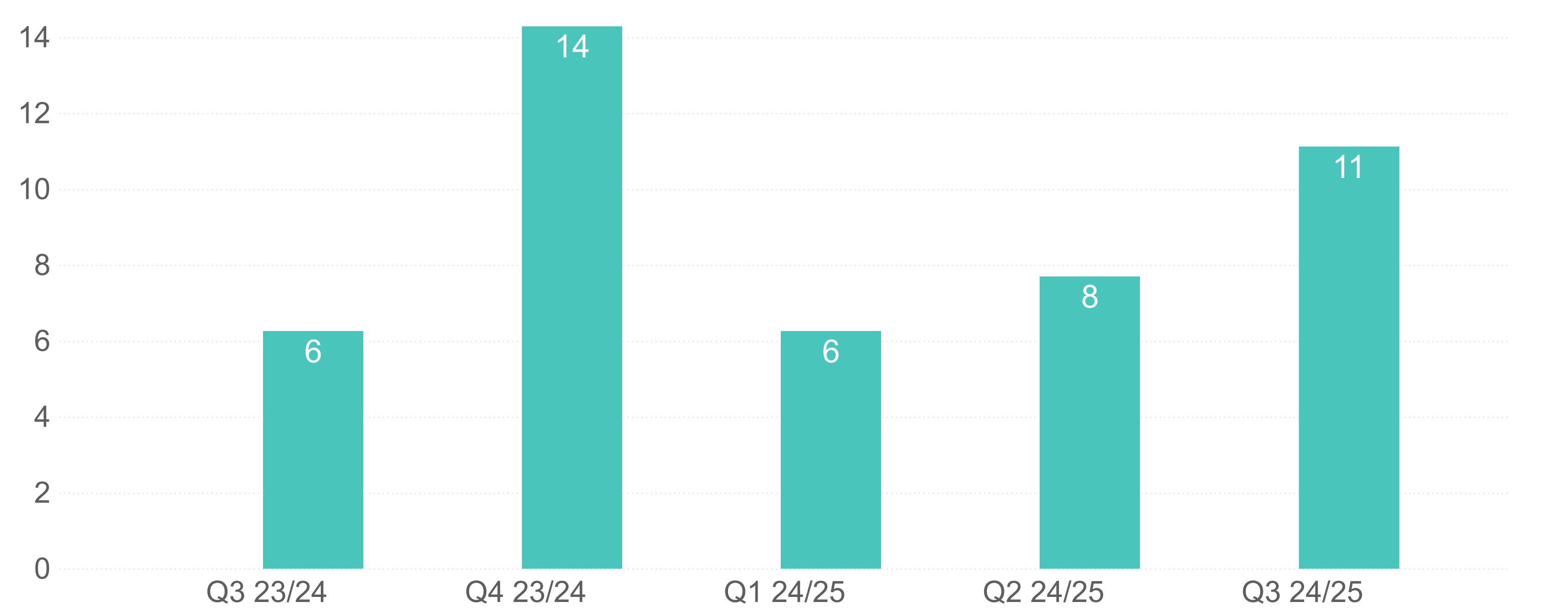
Investigation Non-investigation



Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	7	1	38	3
SPLY	18	7	46	4
MSF Average	30	10	79	22
National	729	226	2,774	578

% LPB Reviews upheld - Force

Investigation Non-investigation





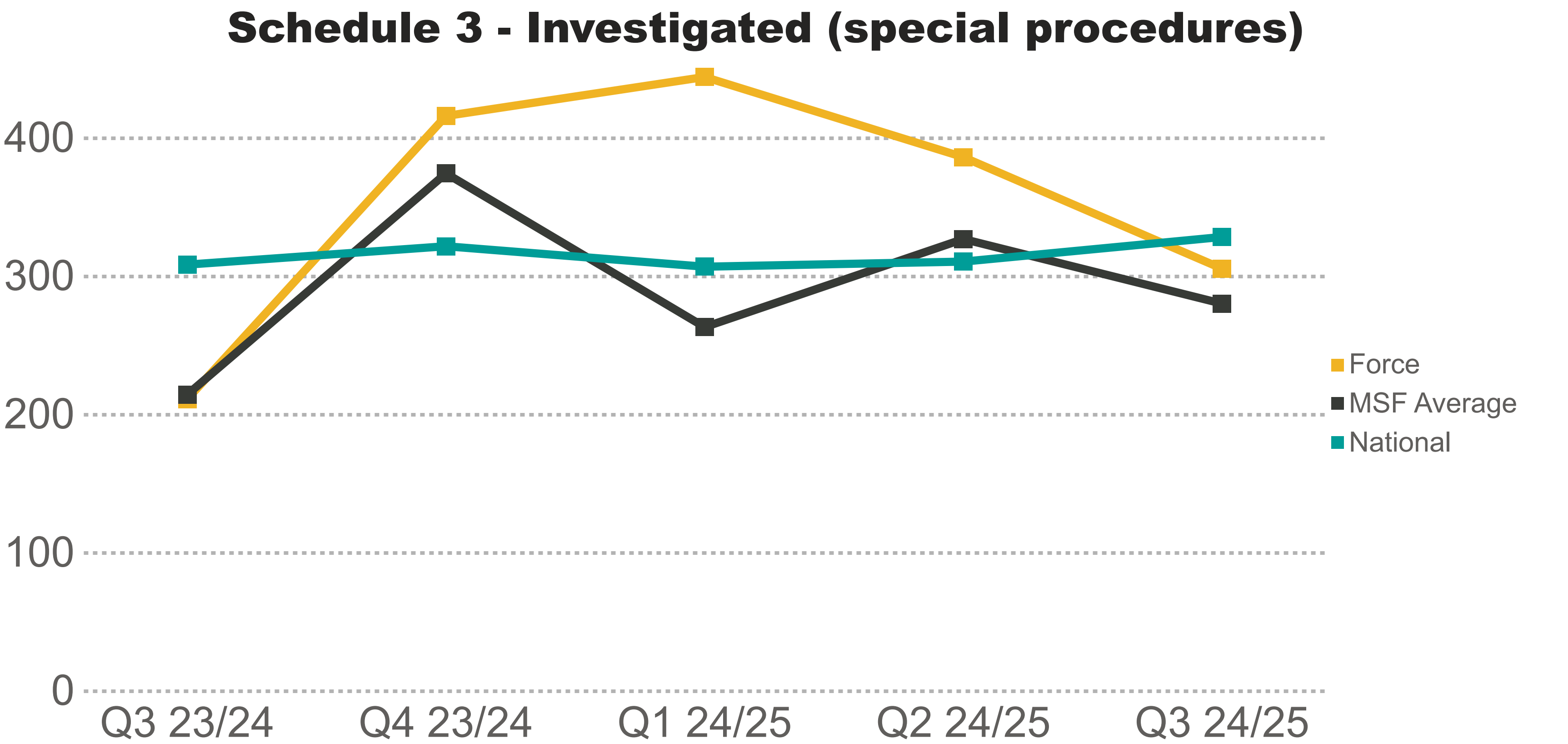
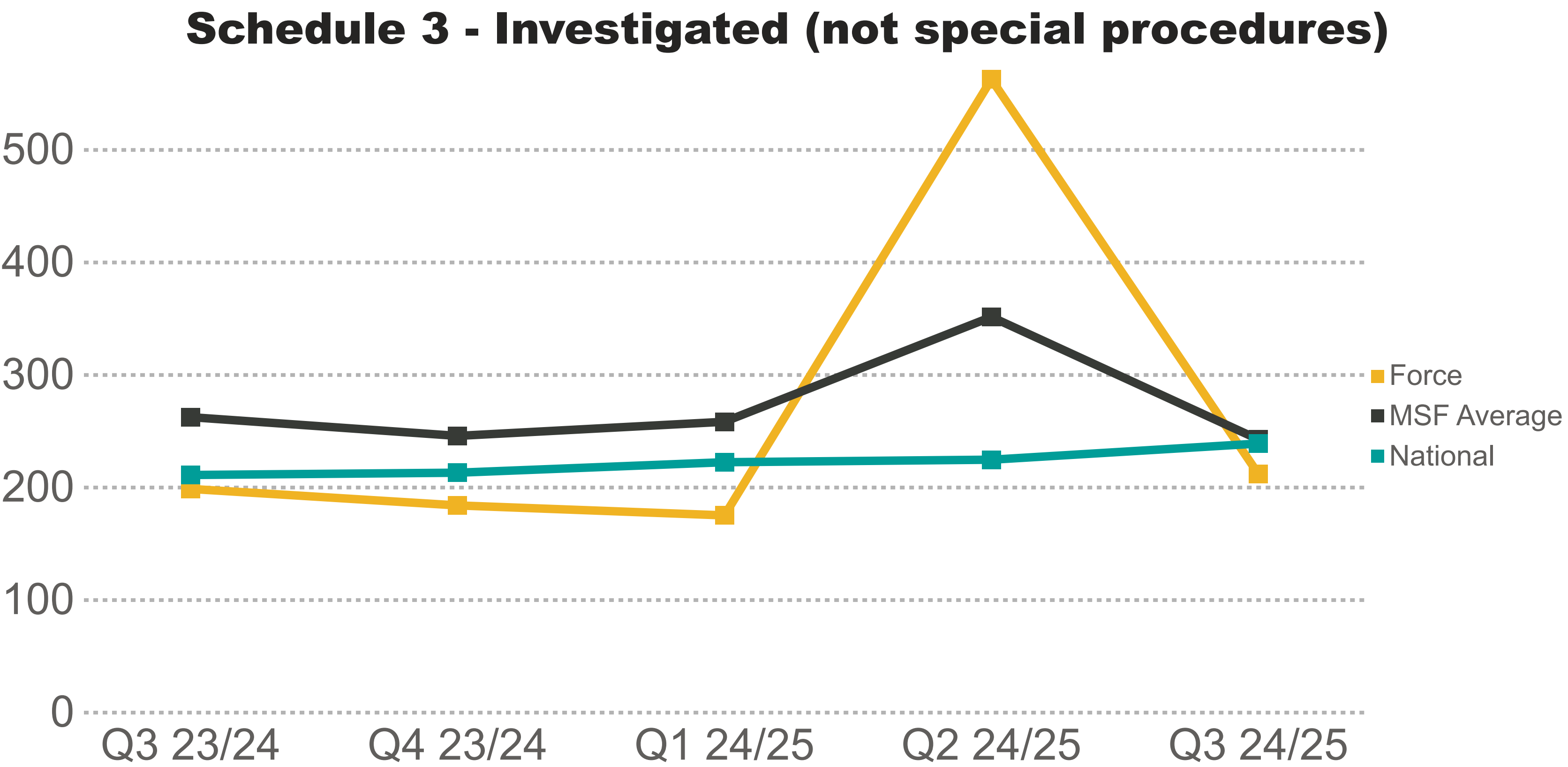
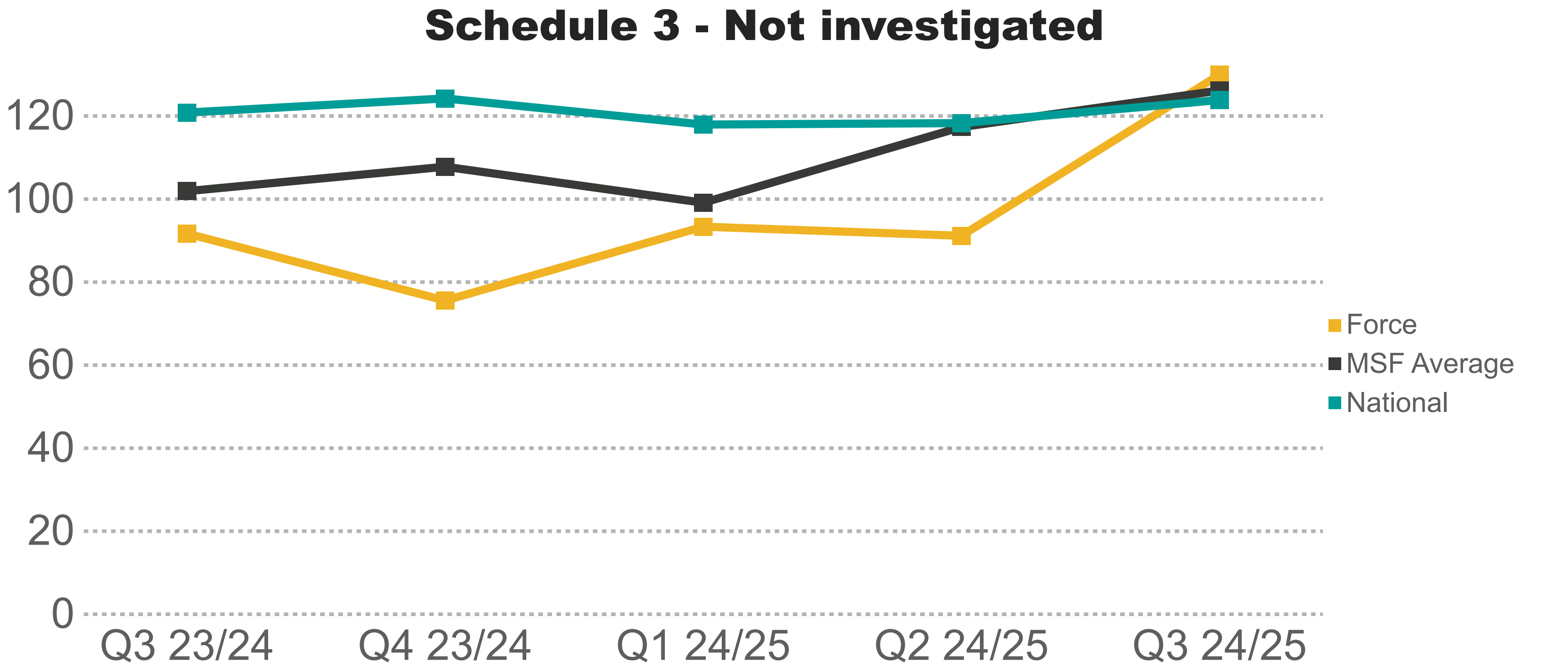
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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. For more information on the proportion of complaints handled under each method (along with outside if Schedule 3) please see page 14

Average working days to finalise (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 investigated (subject to special procedures)	366	404	323	315
Under Schedule 3 investigated (not subject to special procedures)	356	201	301	228
Under Schedule 3 - not investigated	102	94	111	120
Total	170	109	142	142

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	129	188	511	19,007
Under Schedule 3 investigated (not subject to special procedures)	38	17	112	3,833
Under Schedule 3 investigated (subject to special procedures)	9	4	12	524
Total	176	209	635	23,364

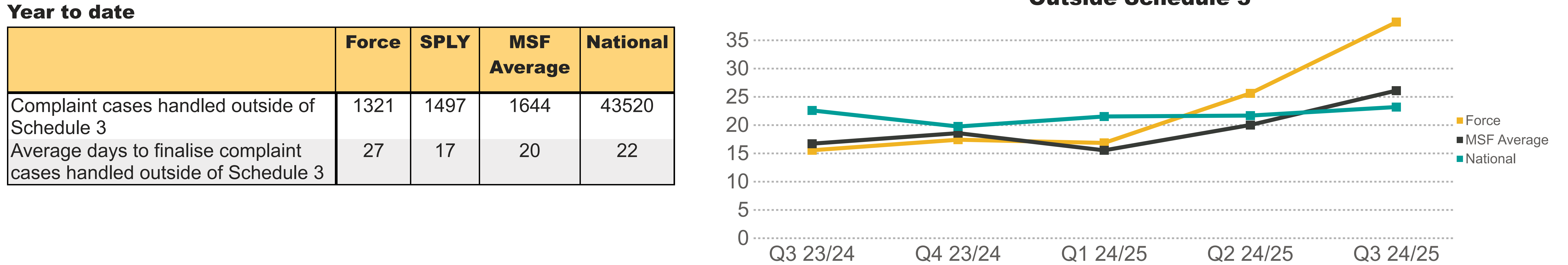




Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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 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.

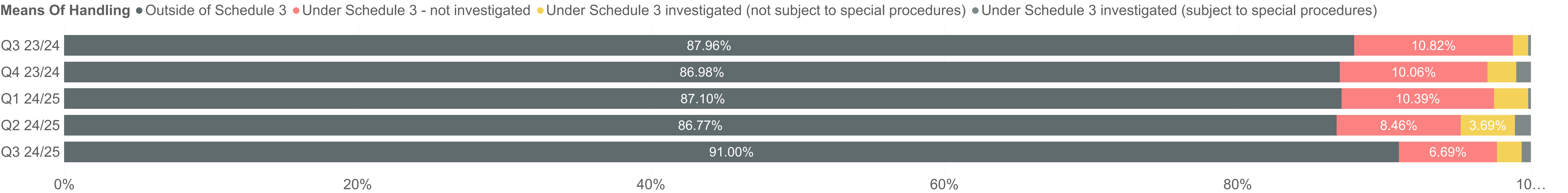


Section D3: How complaint cases handled

This section shows the proportion of complaint cases handled by the force, most similar for group and nationally under each method of handling. The table covers data recorded in the period as per 'Reporting Period' above, while the below chart concerns the force only using the last four quarters of available data.

.	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	1,321	88%	1,497	88%	1,644	72%	43,520	65%
Under Schedule 3 - not investigated	129	9%	188	11%	511	22%	19,007	28%
Under Schedule 3 investigated (not subject to special procedures)	38	3%	17	1%	112	5%	3,834	6%
Under Schedule 3 investigated (subject to special procedures)	9	1%	4	0%	12	1%	524	1%
Total	1,497	100%	1,706	100%	2,280	100%	66,885	100%

Force: percent of complaint cases finalised by handling method



Section E: Referrals

The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints.

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

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

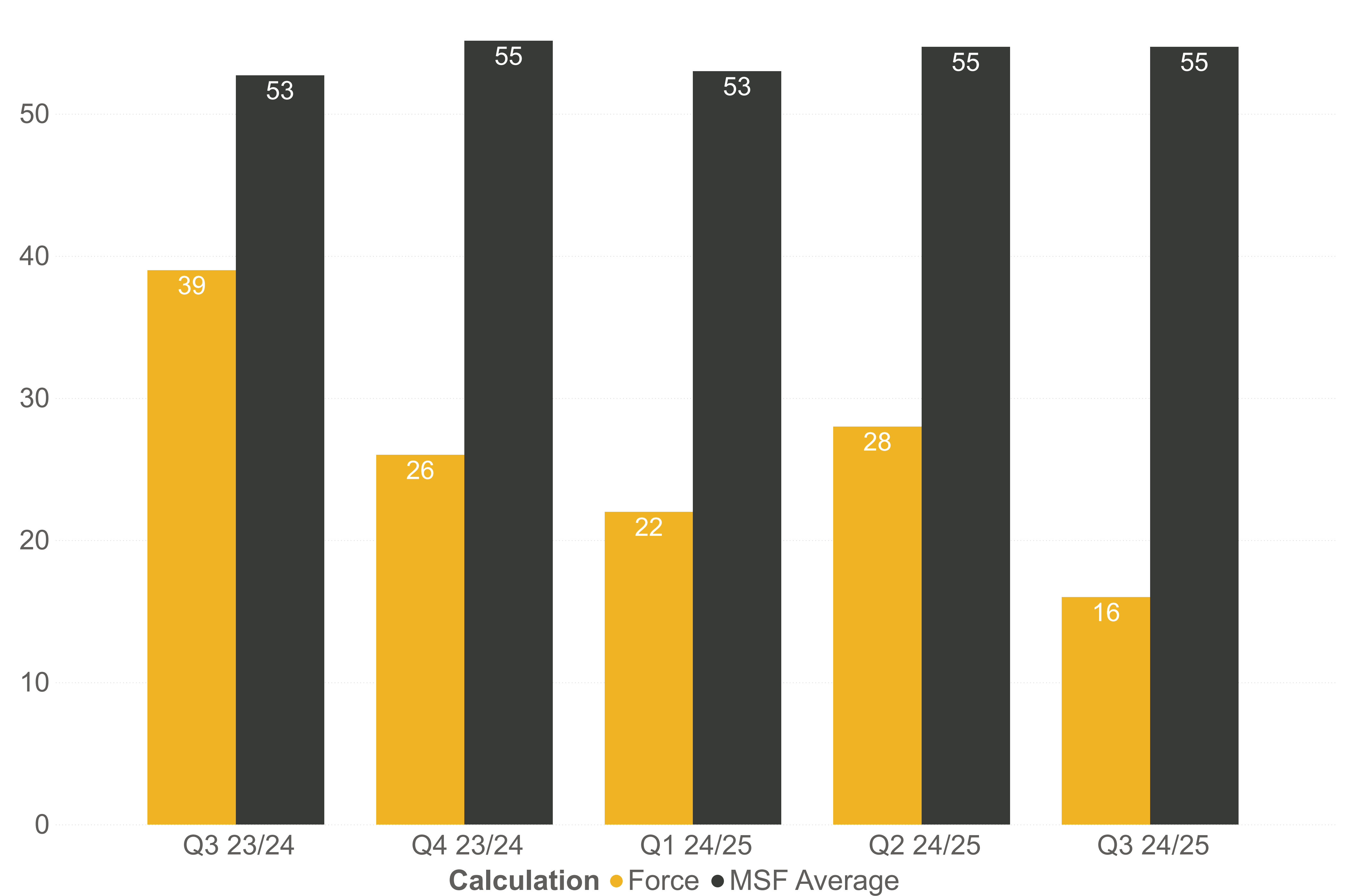
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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

Year to date

	Force	SPLY	MSF Average	National
Number referrals received	66	91	162	5,168
Number referrals completed	68	90	160	5,081
Decision: Independent Investigation	9	13	15	279
Decision: Directed Investigation	5	3	2	23
Decision: Local Investigation	30	48	75	2,754
Decision: Return to Force	22	26	66	1,907
Decision: Invalid	2	0	2	116

Force and MSF Group referrals received





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

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 and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).
- Figures for City of London include complaint cases logged in relation to ‘Action Fraud’. Action Fraud is the UK’s national reporting centre for fraud and cybercrime. The service is run by the City of London Police, which is the national policing lead for economic crime.

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 \(February 2020\)](#).