

Interim Police Complaints Information Bulletin: Norfolk



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

Most Similar Force (MSF) Group: Devon And Cornwall, Lincolnshire, Norfolk, North Wales, North Yorkshire, Suffolk, West Mercia, Wiltshire

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, MSF group and national figures are incomplete. Therefore these figures should not be considered definitive.

Contents

Page 1	Section A1.1: Complaints and allegations logged – totals and per 1,000 employees, Section A1.2: Means of handling – reasons a complaint is recorded under Schedule 3
Page 2	Section A1.3: Allegations logged – what has been complained about
Page 3	Section A1.4: Allegations logged – what has been complained about – top five allegation categories and their subcategories
Page 4	Section A1.5: National complaint factors as a proportion of allegations logged
Page 5	Section A1.6: National complaint factors on the top five allegation categories
Page 6	Section A2: Allegations timeliness
Page 7	Section A3.1: How allegations were finalised and their decisions
Page 8	Section A3.2: Allegation decisions by what was complained about (category)
Page 9	Section B1.1 Allegation actions on allegations handled outside of Schedule 3
Page 10	Section B1.2 Allegation actions on allegations handled under Schedule 3
Page 11	Section C1: Reviews received and timeliness
Page 12	Section C2: Outcomes on reviews
Page 13	Section D1: Complaint cases timeliness on Schedule 3 complaints
Page 14	Section D2: Complaint cases timeliness on Outside Schedule 3 complaints and how complaints are finalised, Section D3: How complaints are handled
Page 15	Section E: Referrals
Page 16	Notes

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

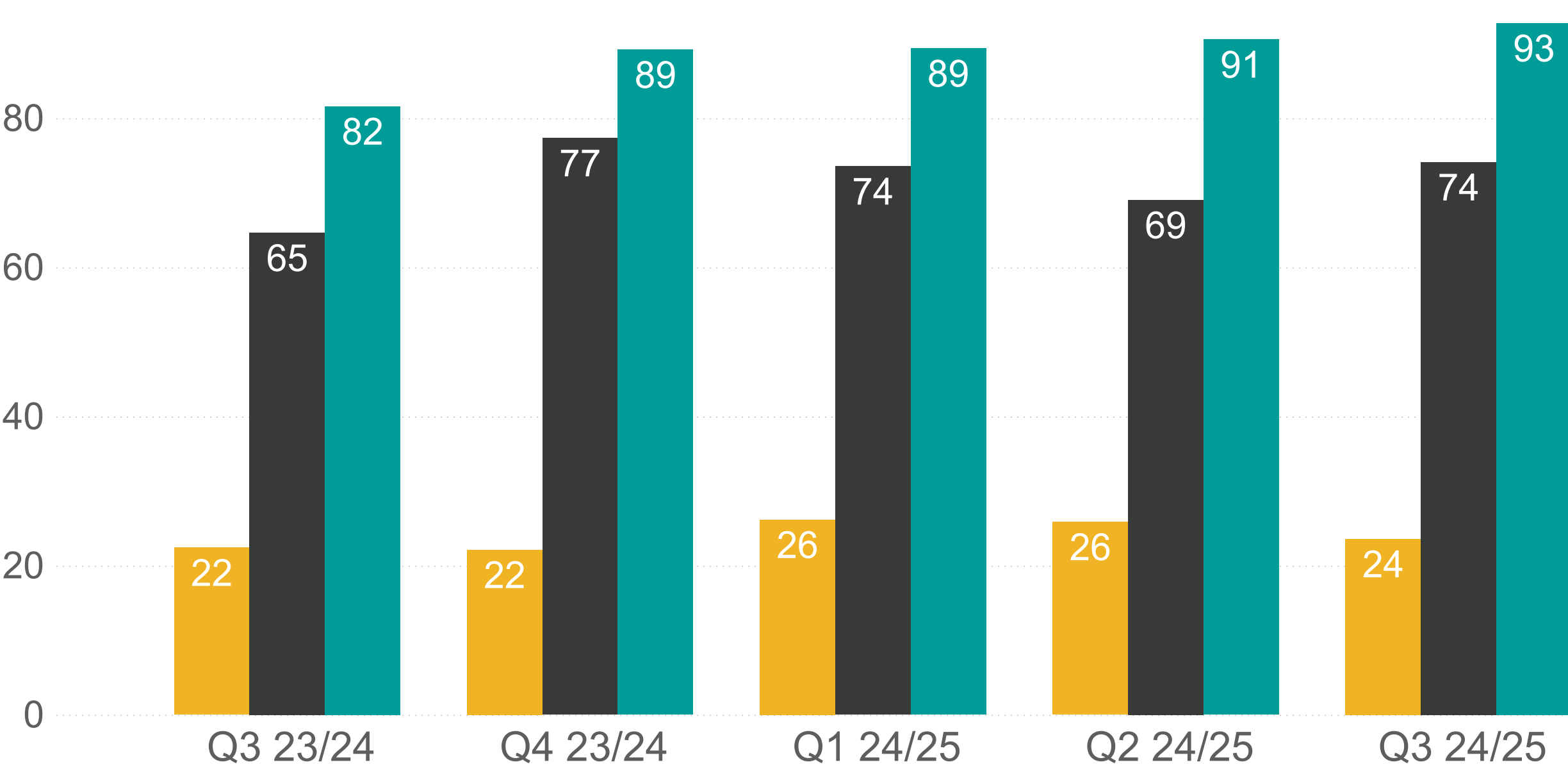
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	263	76	864	248	7	2
SPLY	260	75	900	259	9	3
MSF Average	703	217	1,253	370	16	20
National	69,504	273	122,348	480	8	7

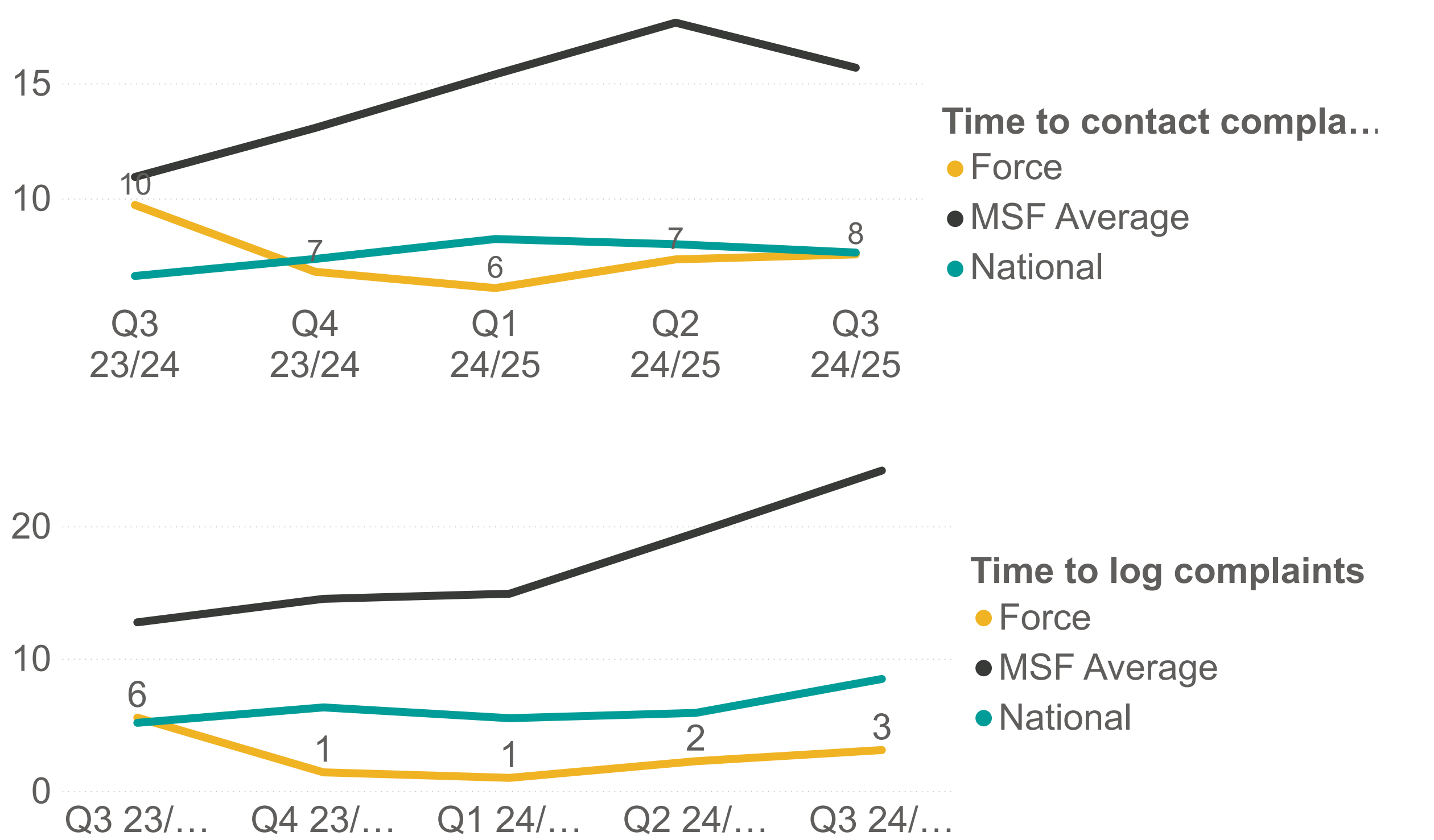
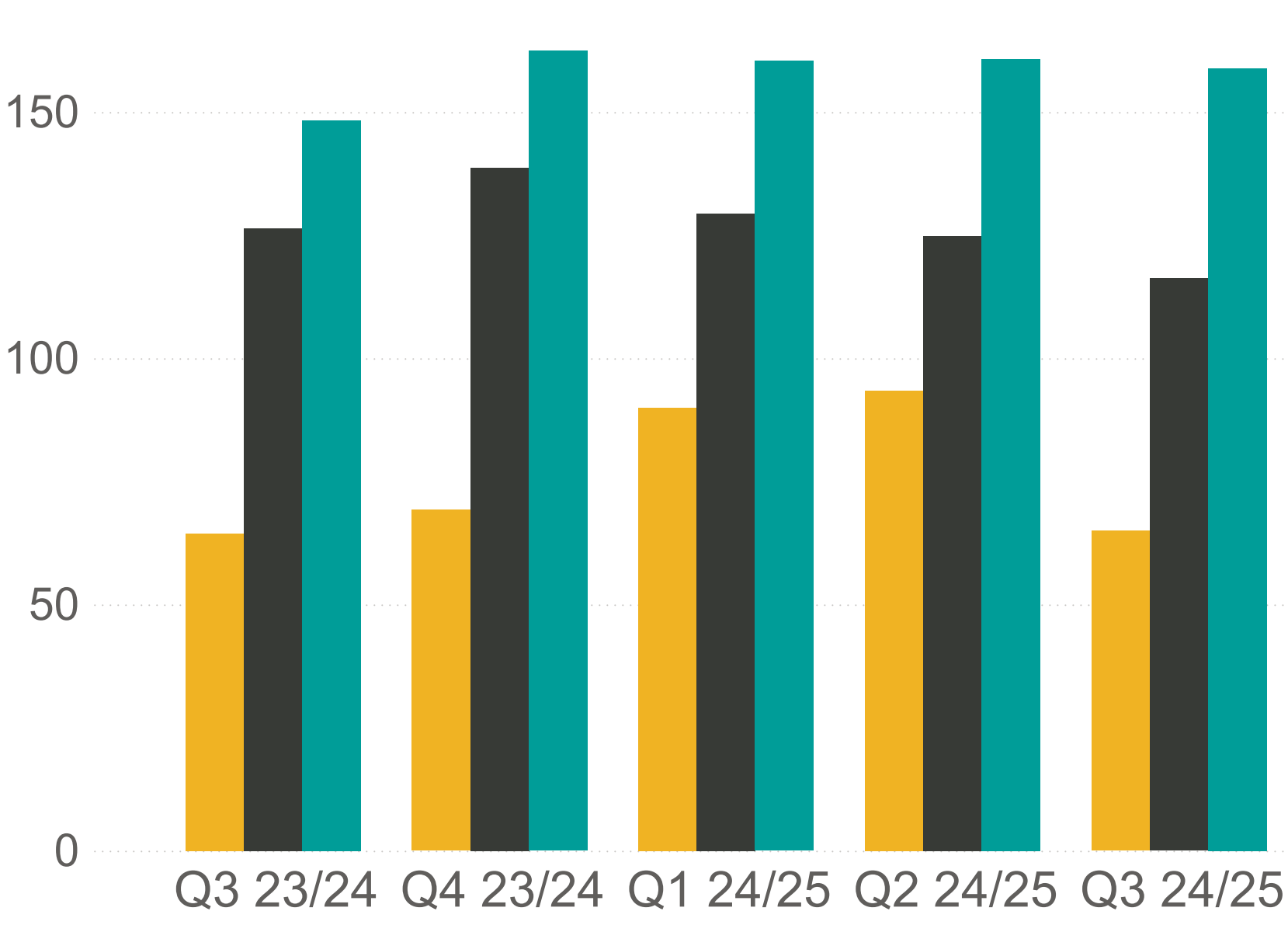
Complaints logged per 1,000 employees

ForceMSF AverageNational



Allegations logged per 1,000 employees

ForceMSF AverageNational



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	85	90	134	9,603
Complainant wishes the complaint be recorded	39	38	50	4,564
Dissatisfaction after initial handling	21	36	88	3,723
Nature of the allegation(s) in the complaint	56	33	34	5,364
Total	201	197	306	23,254

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	42 %	46 %	47 %	41 %
Complainant wishes the complaint be recorded	19 %	19 %	22 %	20 %
Dissatisfaction after initial handling	10 %	18 %	18 %	16 %
Nature of the allegation(s) in the complaint	28 %	17 %	14 %	23 %

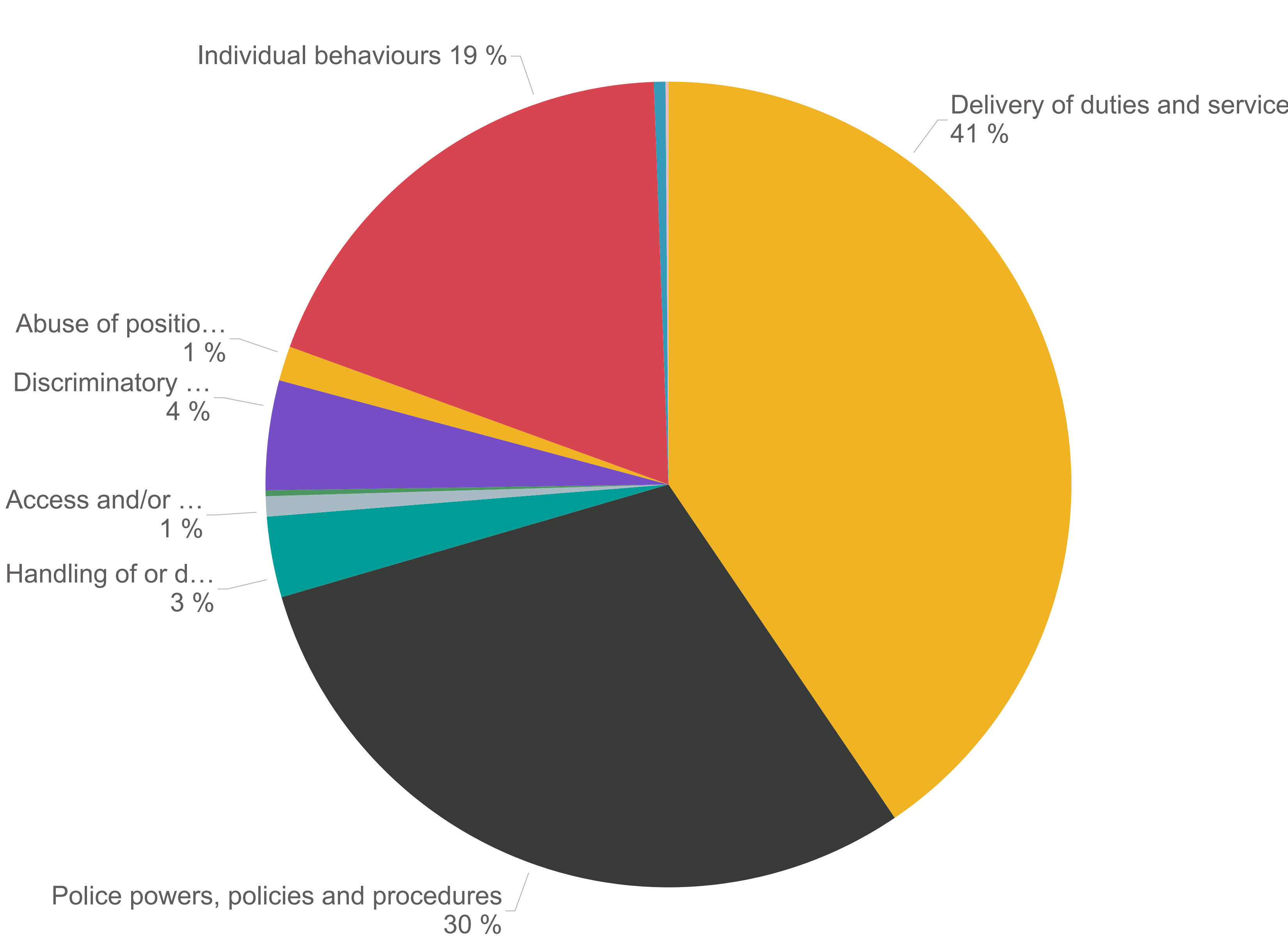
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

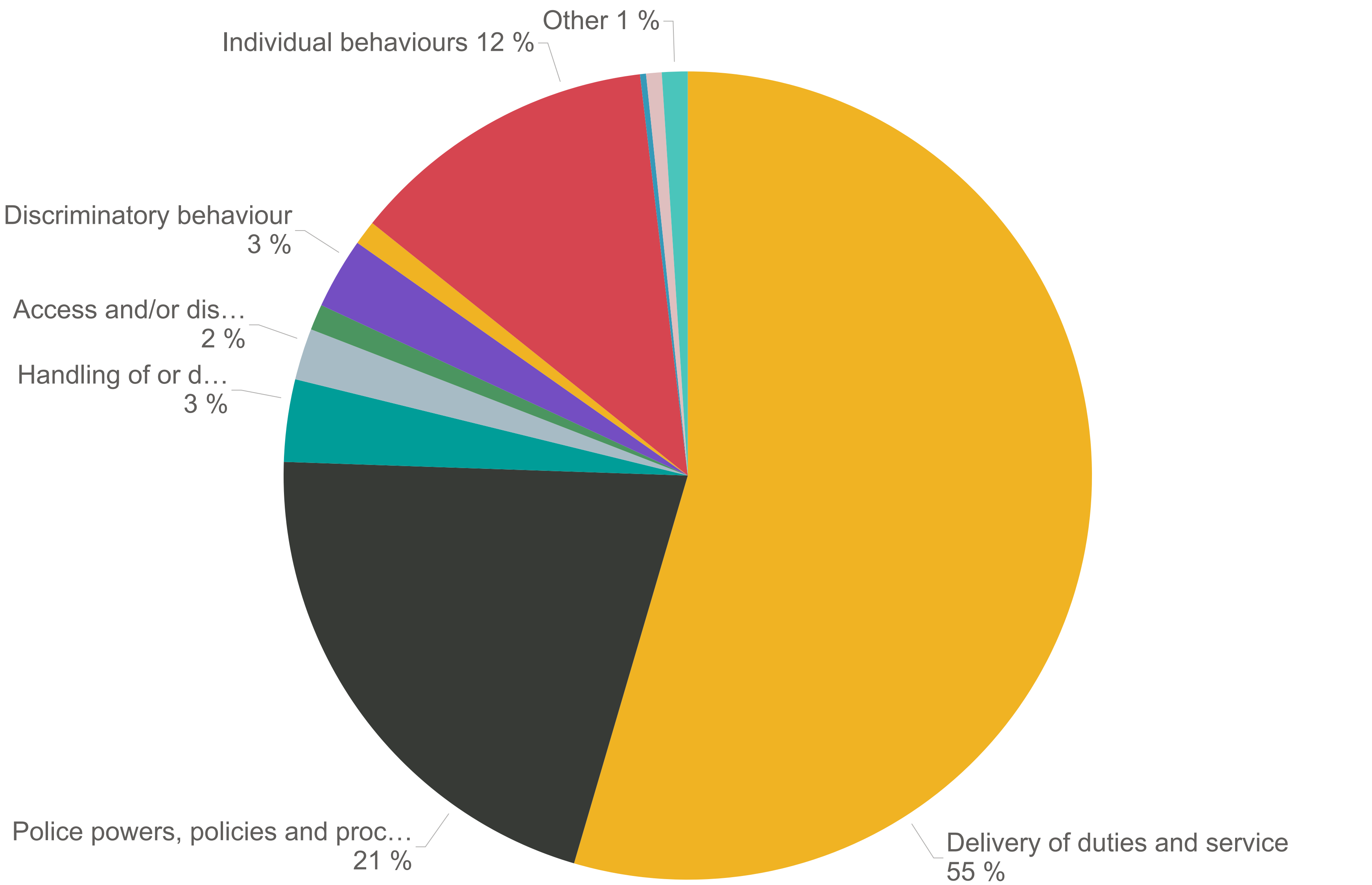
What has been complained about (YTD)

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	350	259	28	7	2	38	12	163	4	1	0	864
SPLY	392	208	26	18	8	31	20	194	1	2	0	900
MSF Average	624	308	38	26	15	34	16	164	4	12	12	1,253
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	350	41 %	392	43 %	624	47 %	66,726	55 %
	Police action following contact	137	39 %	172	44 %	275	43 %	27,618	41 %
	Information	97	28 %	101	26 %	87	17 %	7,682	12 %
	General level of service	74	21 %	74	19 %	162	23 %	21,727	33 %
	Decisions	42	12 %	45	11 %	100	18 %	9,699	15 %
Police powers, policies and procedures	Total	259	30 %	208	23 %	308	25 %	25,687	21 %
	Use of force	76	29 %	54	26 %	74	24 %	6,584	26 %
	Detention in police custody	60	23 %	54	26 %	51	17 %	3,661	14 %
	Power to arrest and detain	44	17 %	27	13 %	54	18 %	4,643	18 %
	Searches of premises and seizure of property	22	8 %	11	5 %	37	12 %	3,261	13 %
	Bail, identification and interview procedures	22	8 %	16	8 %	23	8 %	1,489	6 %
	Other policies and procedures	15	6 %	26	12 %	29	9 %	2,576	10 %
	Evidential procedures	12	5 %	10	5 %	24	9 %	1,861	7 %
	Stops, and stop and search	6	2 %	6	3 %	11	4 %	1,218	5 %
	Out of court disposals	2	1 %	4	2 %	5	1 %	393	2 %
	Information	0	0 %	0	0 %	0	0 %	1	0 %
Individual behaviours	Total	163	19 %	194	21 %	164	14 %	15,132	12 %
	Impolite language / tone	52	32 %	57	29 %	43	27 %	3,890	26 %
	Overbearing or harassing behaviours	45	28 %	63	32 %	33	20 %	2,570	17 %
	Unprofessional attitude and disrespect	29	18 %	39	20 %	41	25 %	4,272	28 %
	Lack of fairness and impartiality	26	16 %	20	10 %	26	16 %	2,089	14 %
Discriminatory behaviour	Impolite and intolerant actions	11	7 %	15	8 %	21	12 %	2,311	15 %
	Total	38	4 %	31	3 %	34	3 %	3,476	3 %
	Race	14	37 %	12	39 %	12	36 %	1,655	48 %
	Disability	12	32 %	7	23 %	9	27 %	663	19 %
	Sex	9	24 %	4	13 %	6	18 %	561	16 %
	Age	1	3 %	3	10 %	1	2 %	53	2 %
	Gender reassignment	1	3 %	1	3 %	1	1 %	36	1 %
	Sexual orientation	1	3 %	2	6 %	2	7 %	105	3 %
	Marriage and civil partnership	0	0 %	1	3 %	0	0 %	2	0 %
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %
	Religion or belief	0	0 %	0	0 %	0	1 %	84	2 %
	Other	0	0 %	1	3 %	3	8 %	316	9 %
Handling of or damage to property/ premises	Total	28	3 %	26	3 %	38	3 %	3,932	3 %
	Handling of or damage to property/ premises	28	100 %	26	100 %	38	100 %	3,931	98 %
	Police action following contact	0	0 %	0	0 %	0	0 %	1	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	376	44 %	380	42 %	438	38 %	46,292	38 %
Arrest	219	25 %	167	18 %	176	15 %	15,683	13 %
VAWG - dissatisfaction handling	149	17 %	110	12 %	90	9 %	5,179	4 %
Domestic / gender abuse	136	16 %	126	14 %	91	9 %	6,828	6 %
Child protection / CSA / CSE	122	14 %	100	11 %	50	5 %	2,199	2 %
Custody	102	12 %	96	11 %	90	7 %	7,020	6 %
None	44	5 %	78	9 %	307	20 %	22,863	19 %
Mental health	43	5 %	47	5 %	29	3 %	3,667	3 %
Premises search	42	5 %	12	1 %	40	3 %	2,989	2 %
VAWG - police perpetrated	39	5 %	22	2 %	15	2 %	848	1 %
Roads/traffic	34	4 %	62	7 %	60	5 %	7,298	6 %
Stop and/or search	30	3 %	29	3 %	22	2 %	2,543	2 %
Drugs / alcohol	27	3 %	37	4 %	23	2 %	1,408	1 %
Restraint equipment	24	3 %	16	2 %	13	1 %	1,321	1 %
Call Handling	19	2 %	15	2 %	43	3 %	5,209	4 %
Neighbourhood policing	19	2 %	21	2 %	57	4 %	5,699	5 %
Public order incident	12	1 %	21	2 %	5	1 %	972	1 %
Death	11	1 %	30	3 %	15	1 %	1,105	1 %
Hate Crime	9	1 %	6	1 %	12	1 %	699	1 %
Missing persons	7	1 %	2	0 %	5	0 %	771	1 %
Serious injury	7	1 %	2	0 %	4	0 %	256	0 %
Taser	4	0 %	1	0 %	2	0 %	146	0 %
Firearms	2	0 %	1	0 %	8	1 %	559	0 %
Fraud	2	0 %	6	1 %	6	0 %	779	1 %
PPDA	2	0 %	0	0 %	0	0 %	27	0 %
Social media	1	0 %	8	1 %	5	0 %	506	0 %
Unknown	1	0 %	2	0 %	1	0 %	23	0 %
Coronavirus - other	0	0 %	1	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 %
Covert policing	0	0 %	0	0 %	0	0 %	66	0 %
Police dogs or horses	0	0 %	0	0 %	1	0 %	76	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	3	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %	4	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	16	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	23	0 %
VAWG - police victim	0	0 %	0	0 %	1	0 %	107	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	Discriminatory behaviour	Individual behaviours
▼					
VAWG - police perpetrated	4	24	0	1	8
VAWG - dissatisfaction handling	88	21	2	7	28
Unknown	1	0	0	0	0
Taser	0	4	0	0	0
Stop and/or search	7	11	1	2	8
Social media	0	0	0	1	0
Serious injury	1	5	0	0	0
Roads/traffic	22	5	1	0	5
Restraint equipment	1	20	0	0	3
Public order incident	1	6	0	1	4
Premises search	7	21	5	1	8
PPDA	1	0	0	0	1
None	18	1	3	5	13
Neighbourhood policing	8	1	0	1	8
Missing persons	4	0	0	0	3
Mental health	20	13	0	2	6
Investigation	218	47	14	17	67
Hate Crime	7	0	0	1	1
Fraud	1	0	1	0	0
Firearms	0	2	0	0	0
Drugs / alcohol	7	13	2	1	2
Domestic / gender abuse	70	28	4	13	17
Death	6	0	1	0	4
Custody	10	73	1	4	13
Child protection / CSA / CSE	66	22	3	7	22
Call Handling	17	0	0	0	2
Arrest	42	120	7	7	38
Total	350	259	28	38	162

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	35	2	0	37
Q4 23/24	40	4	0	44
Q1 24/25	49	13	0	62
Q2 24/25	50	17	0	66
Q3 24/25	50	9	0	58
Total	224	45	0	267

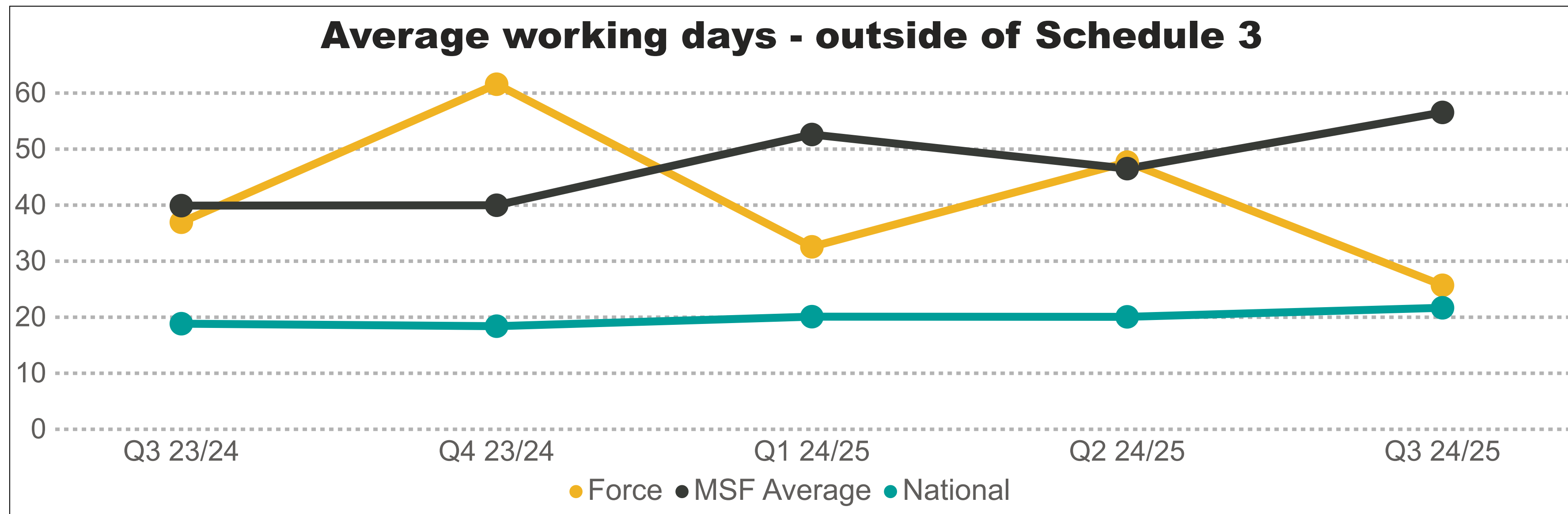
Section A2: Allegations timeliness

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.

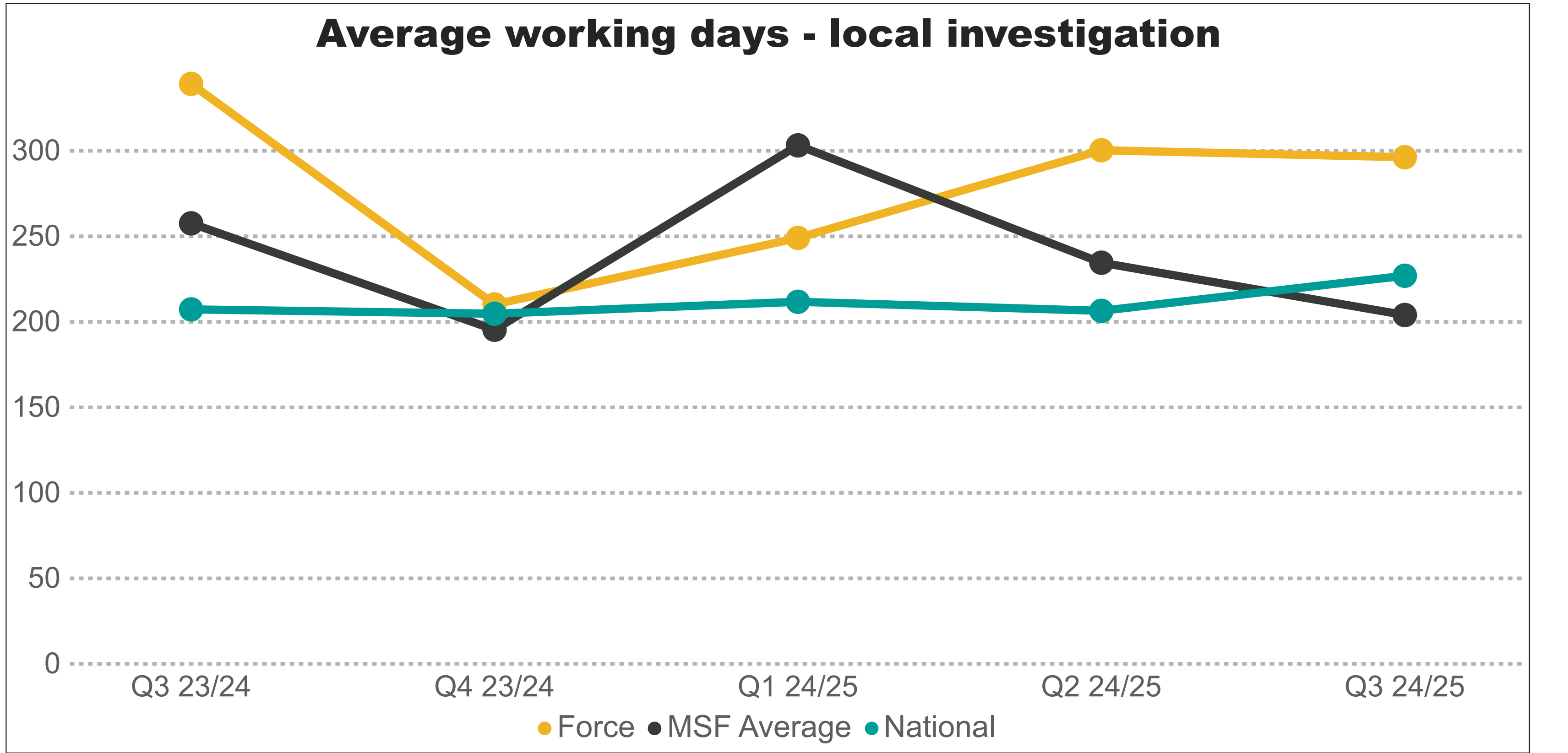
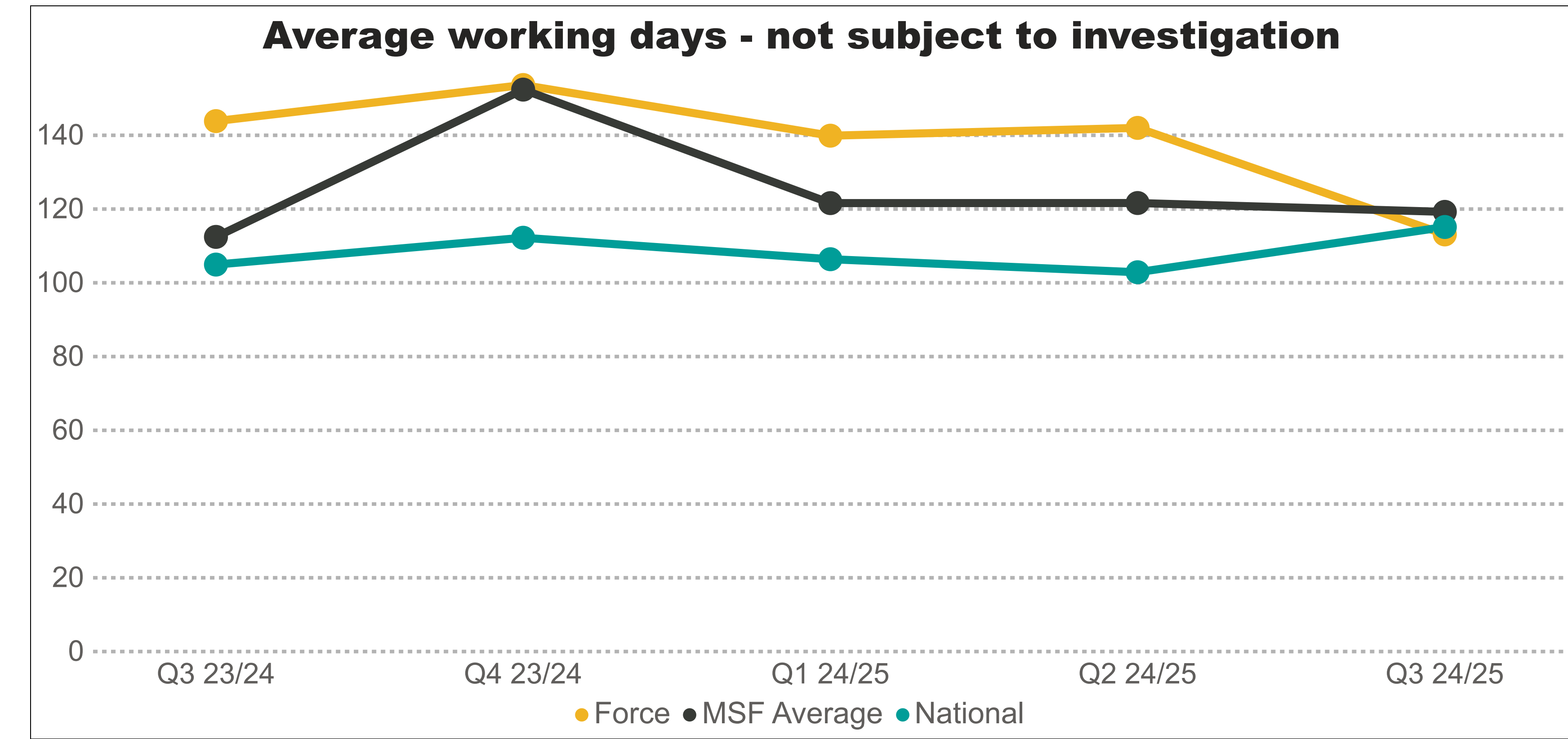
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	101	38	518	133	58	263	0	0
SPLY	91	46	682	133	164	370	0	0
MSF Average	400	54	643	122	112	240	0	0
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	0
National	17	574



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

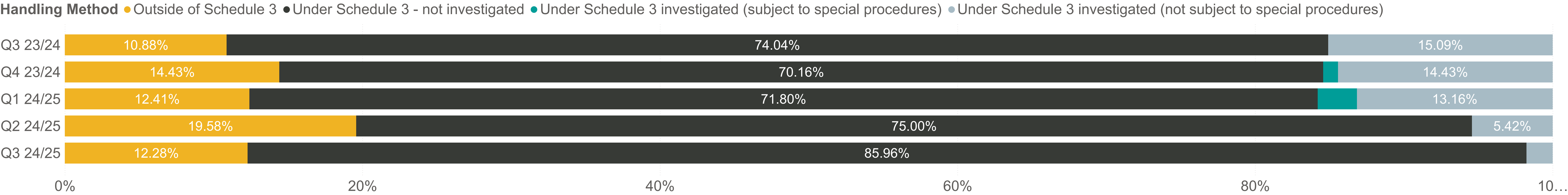
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

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)	51	8 %	101	10 %	12,092	10 %
Under Schedule 3 investigated (subject to special procedures)	7	1 %	11	1 %	1,408	1 %
Under Schedule 3 - not investigated	518	77 %	643	57 %	53,990	45 %
Outside of Schedule 3	101	15 %	400	32 %	51,937	43 %
Total	677	100 %	1154	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					29	6 %	4,006	7 %			22	2 %			347	3 %
Regulation 41 applies							77	0 %			3	0 %	3	6 %	155	1 %
Service provided - unable to determine					19	4 %	4,930	9 %	1	14 %	18	1 %	3	6 %	1,148	9 %
Service provided - not acceptable					59	11 %	7,176	13 %	3	43 %	43	3 %	8	16 %	1,461	12 %
Service provided - acceptable					360	69 %	36,299	67 %	1	14 %	199	14 %	37	73 %	8,649	72 %
Not Resolved	4	4 %	2,767	5 %												
Resolved	97	96 %	49,169	95 %												
No Case to Answer									1	14 %	796	57 %				
Case to Answer									1	14 %	301	21 %				
Withdrawal					51	10 %	1,501	3 %			26	2 %			332	3 %

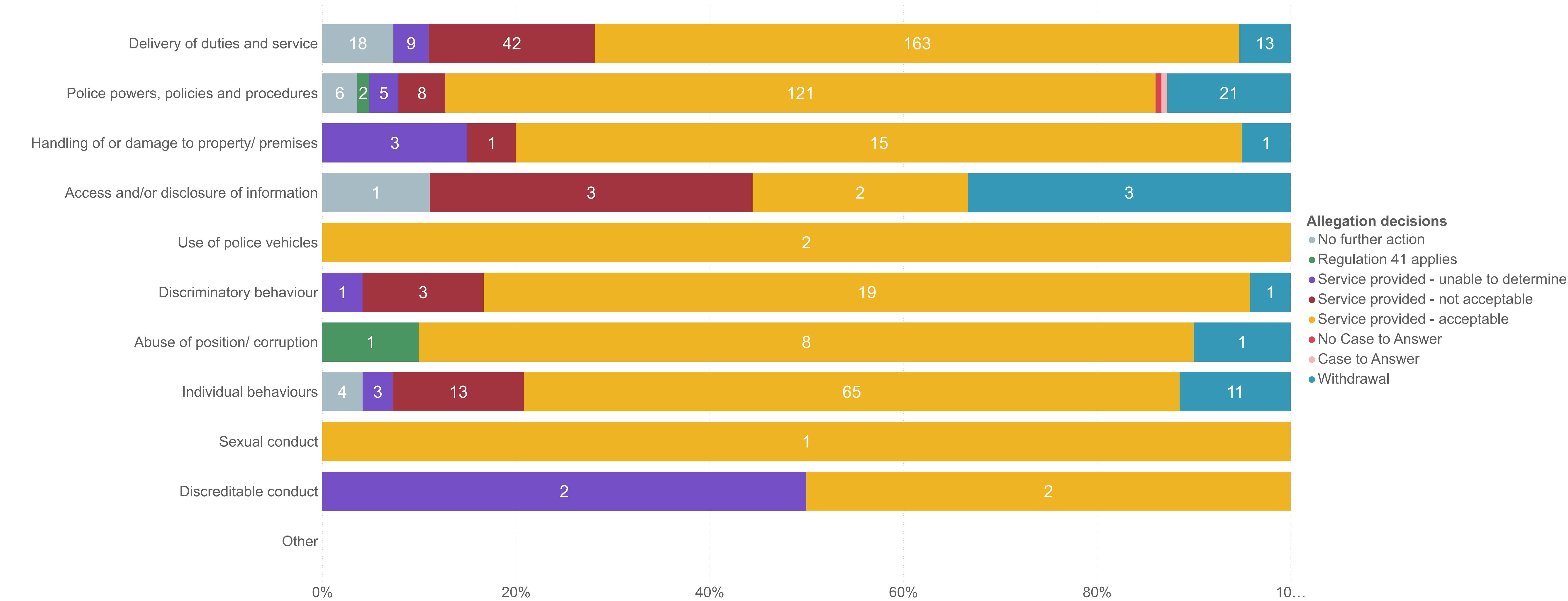
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	65	11	4	5	0	2	1	8	1	0	0	97
Not Resolved	2	0	0	1	0	0	0	1	0	0	0	4

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	2	2 %	0	0 %	2	1 %	199	0 %
Learning from reflection	14	14 %	17	19 %	6	4 %	1,462	3 %
Policy review	1	1 %	0	0 %	1	0 %	48	0 %
Goodwill gesture	0	0 %	0	0 %	0	0 %	80	0 %
Apology	31	31 %	9	10 %	57	14 %	4,995	10 %
Debrief	1	1 %	1	1 %	1	0 %	436	1 %
Explanation	42	42 %	48	53 %	193	52 %	32,190	62 %
No further action	10	10 %	12	13 %	47	14 %	5,660	11 %
Other action	0	0 %	4	4 %	85	14 %	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	18	3 %	32	4 %	7	1 %	586	1 %
Apology	40	7 %	47	6 %	39	4 %	2,663	4 %
Debrief	21	4 %	17	2 %	6	1 %	1,928	3 %
Explanation	353	61 %	491	57 %	462	59 %	41,875	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	27	0 %
No further action	61	11 %	133	16 %	180	25 %	14,539	22 %
Other action	0	0 %	6	1 %	5	1 %	670	1 %
Learning from reflection	66	11 %	101	12 %	34	6 %	3,600	5 %
Referral to RPRP	2	0 %	4	0 %	9	1 %	1,026	2 %

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

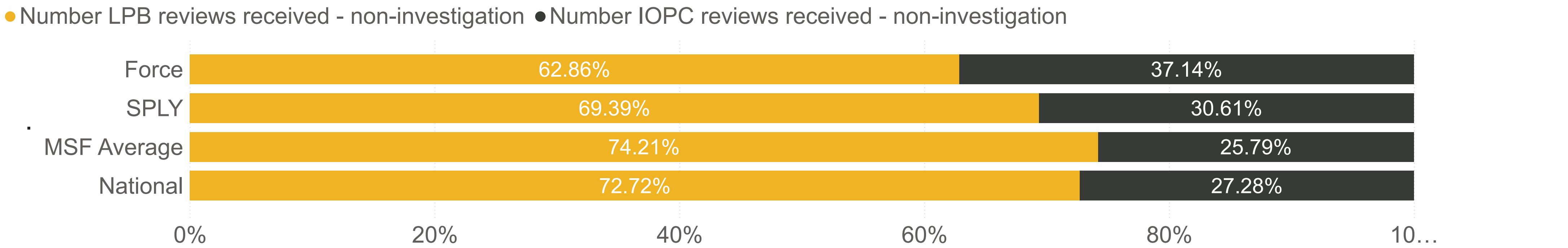
Complaint cases handled under Schedule 3 that are investigated **and** subject to Special Procedures can result in misconduct proceedings

. 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 %	5	42 %	3	18 %	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	29 %	0	0 %	2	13 %	230	16 %

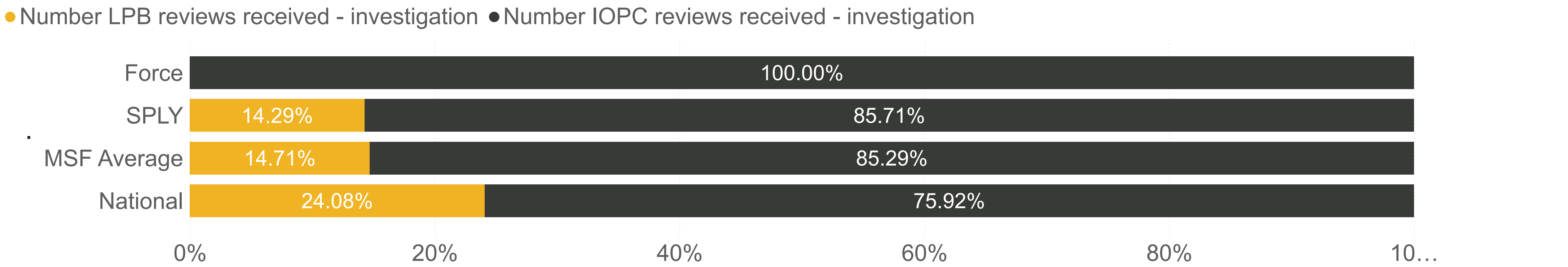
Section C1: Reviews received and timeliness (Year to date)

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	22	13
SPLY	34	15
MSF Average	38	13
National	2,868	1,076



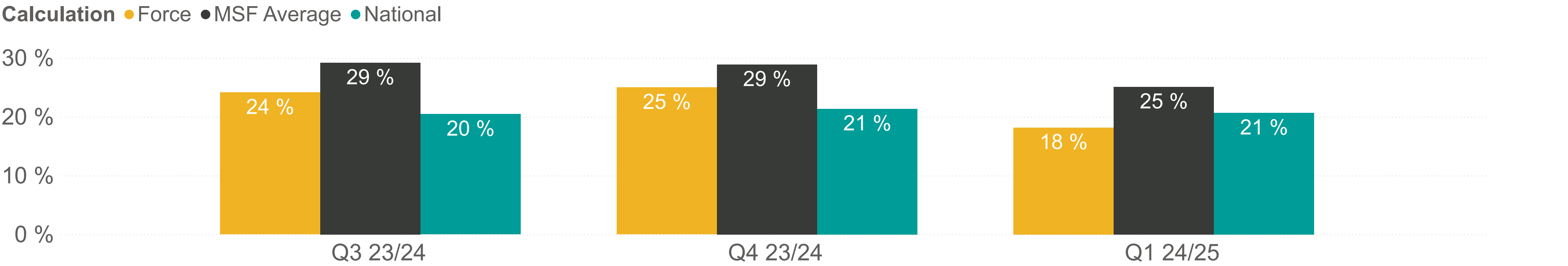
Investigation reviews received	LPB	IOPC
Force	0	3
SPLY	1	6
MSF Average	1	7
National	230	725



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	38	184
SPLY	56	257
MSF Average	60	309
National	4,899	23,364

Reviews received as a proportion of Schedule 3 cases



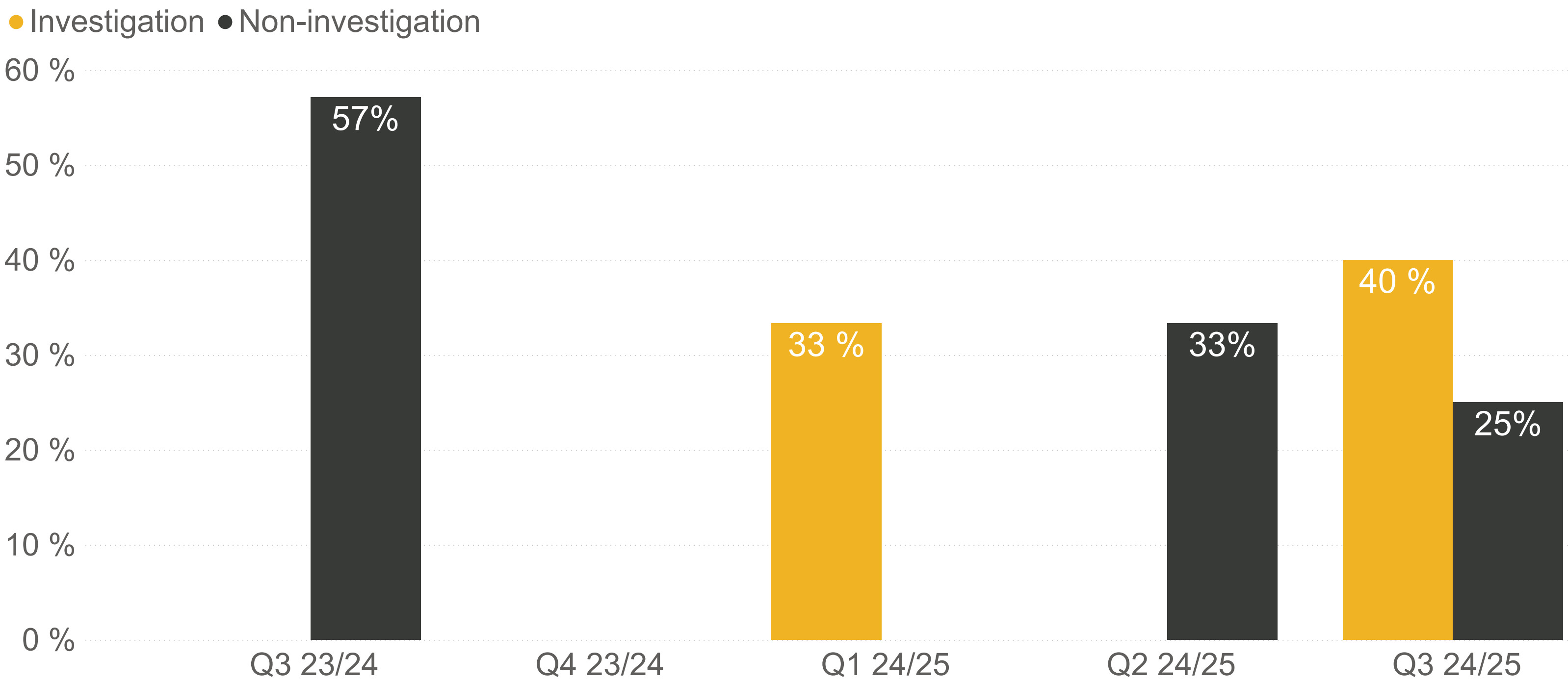
	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	21	65	62	48
Average number of working days to complete IOPC reviews	189	137	147	137

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.

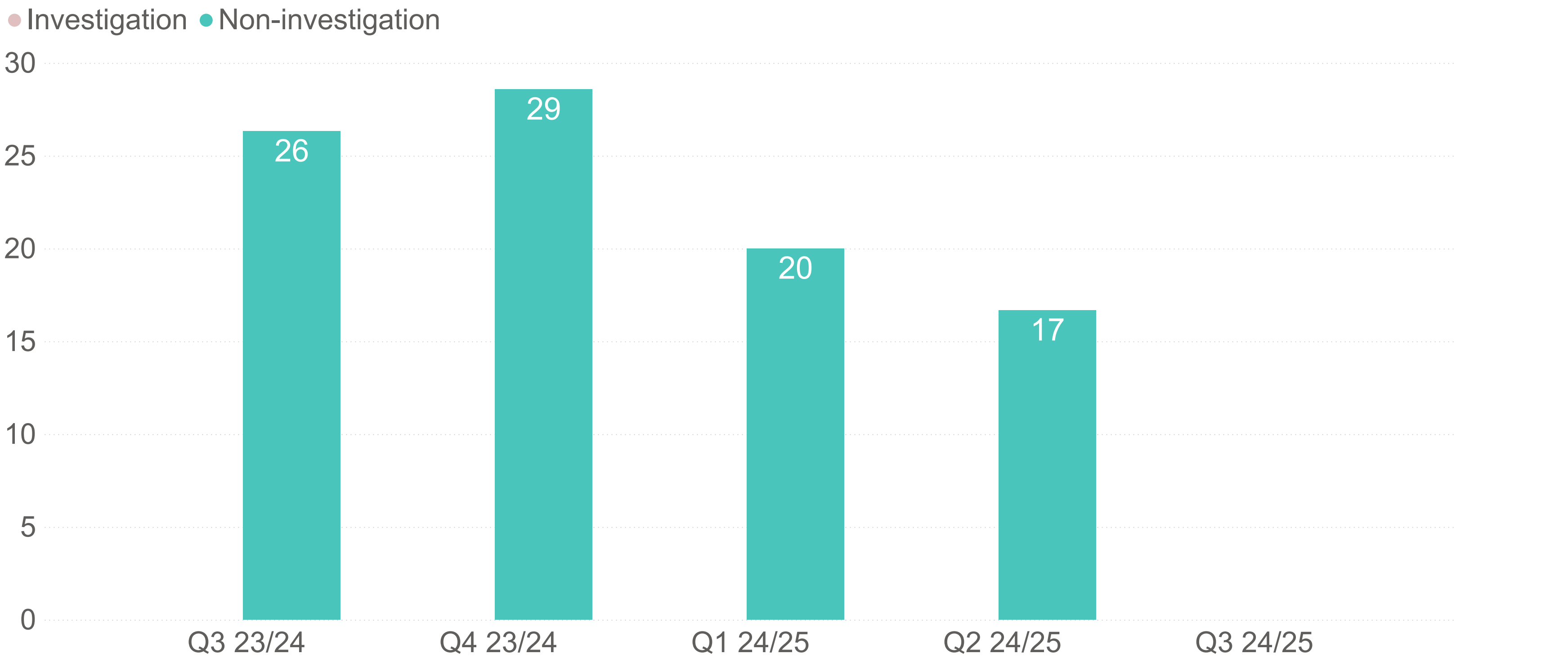
Investigation reviews (YTD)▲	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	10	3	0	
SPLY	7	2	2	
MSF Average	7	2	1	1
National	631	201	215	57

% IOPC reviews upheld - Force



Non-investigation reviews (YTD)▲	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	8	2	25	3
SPLY	24	13	31	6
MSF Average	12	4	39	10
National	729	226	2,774	578

% LPB Reviews upheld - Force



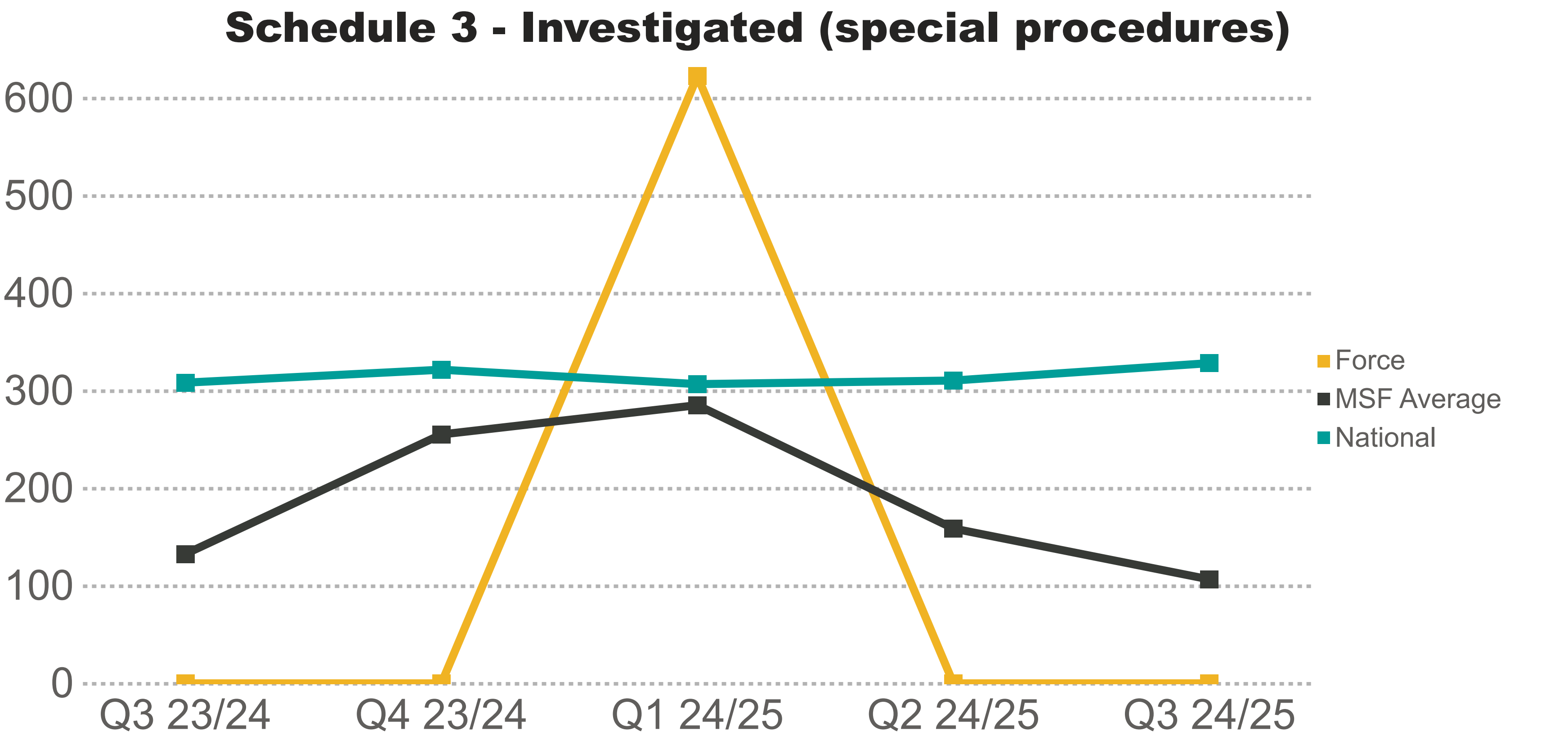
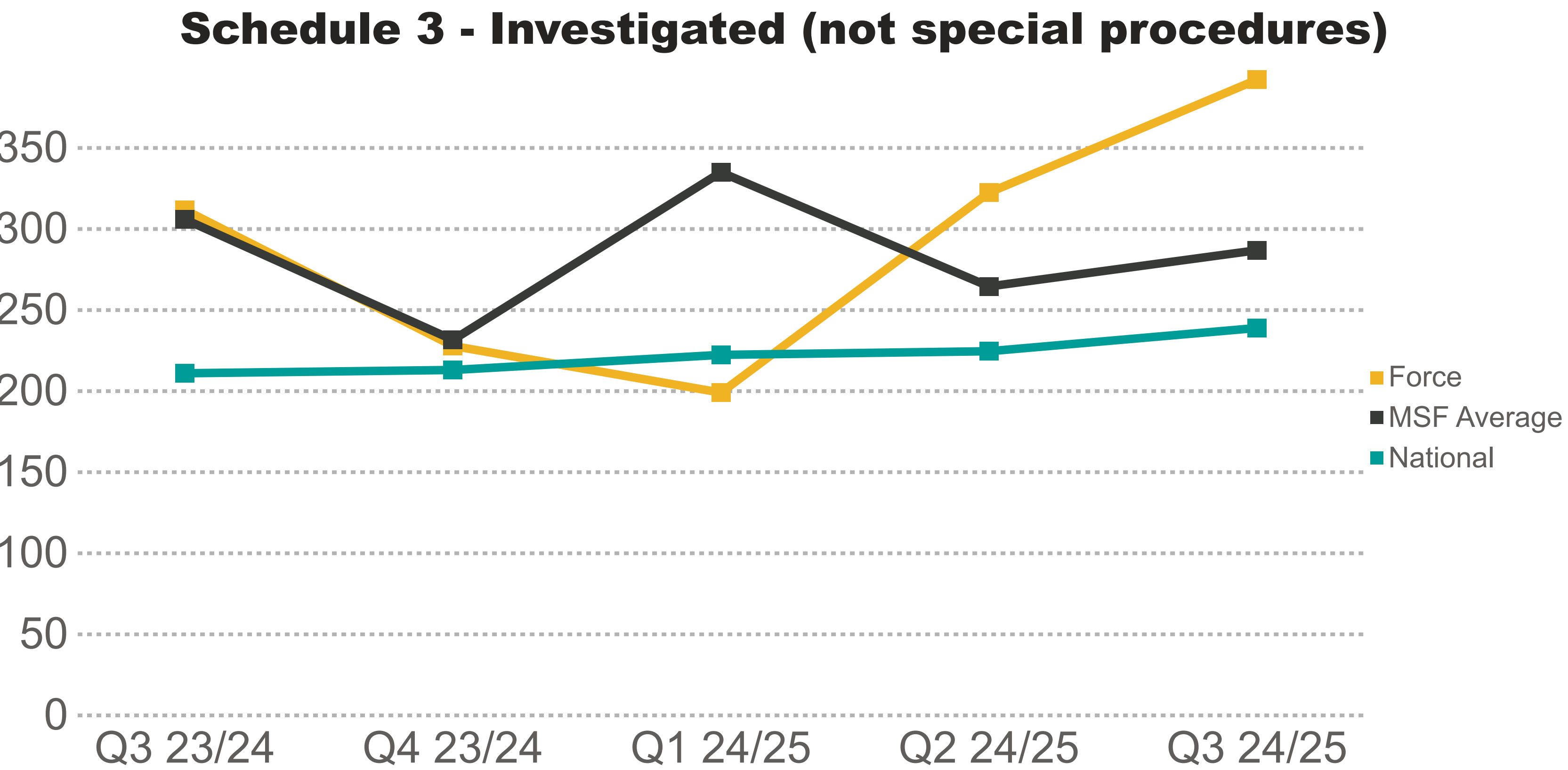
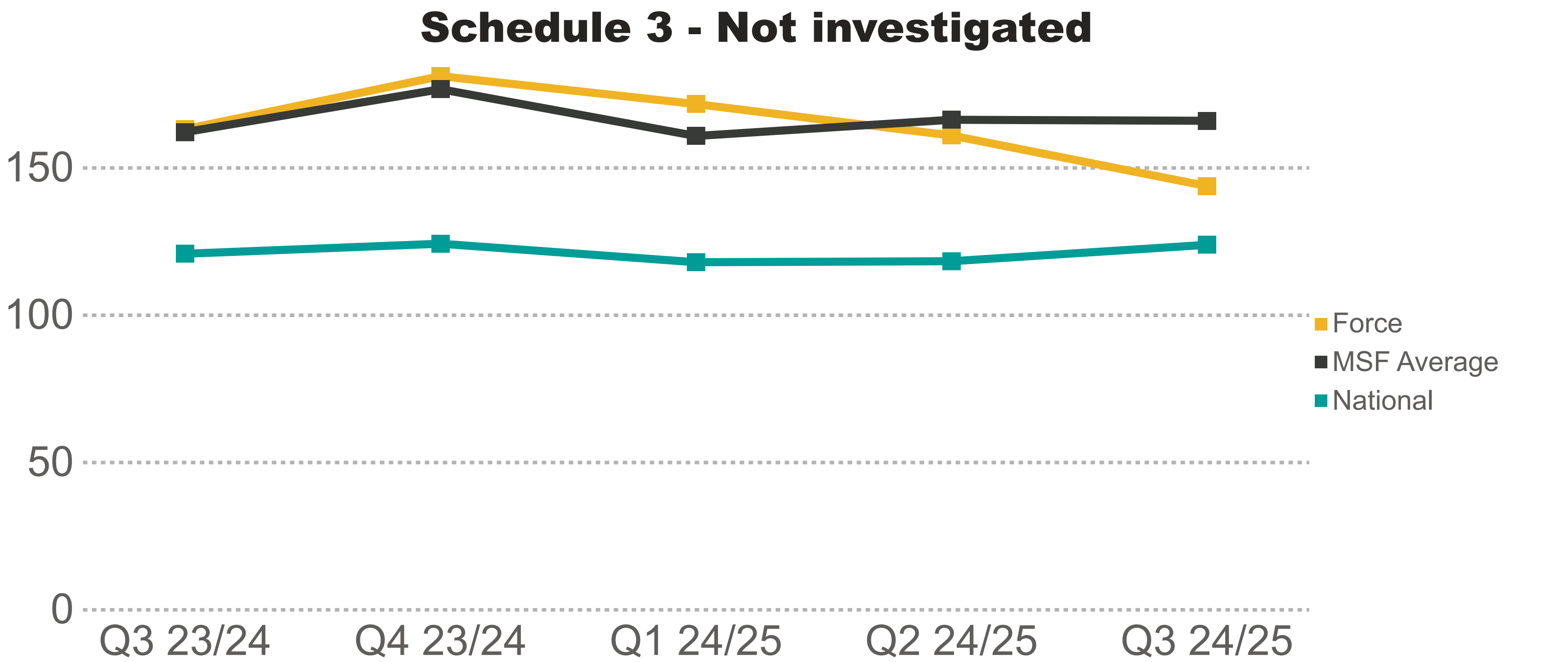
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	623	161	311	315
Under Schedule 3 investigated (not subject to special procedures)	314	286	298	228
Under Schedule 3 - not investigated	159	151	162	120
Total	183	165	177	142

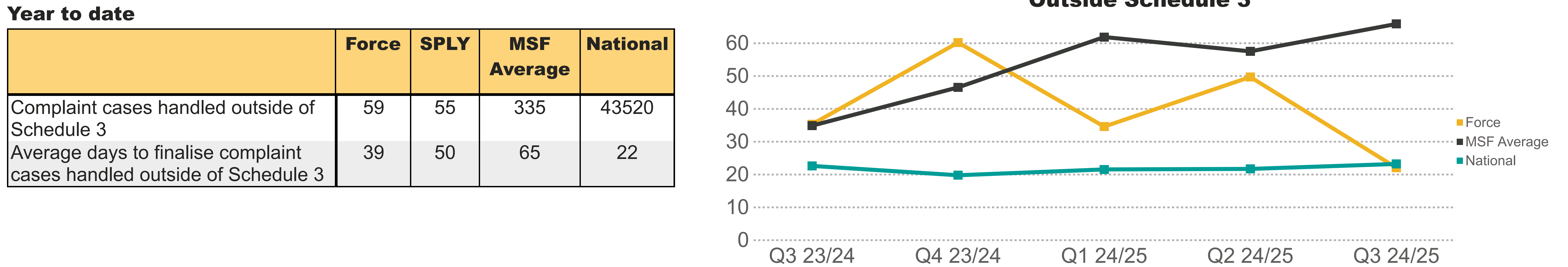
Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	159	227	279	19,007
Under Schedule 3 investigated (not subject to special procedures)	23	28	25	3,833
Under Schedule 3 investigated (subject to special procedures)	2	2	5	524
Total	184	257	309	23,364



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.

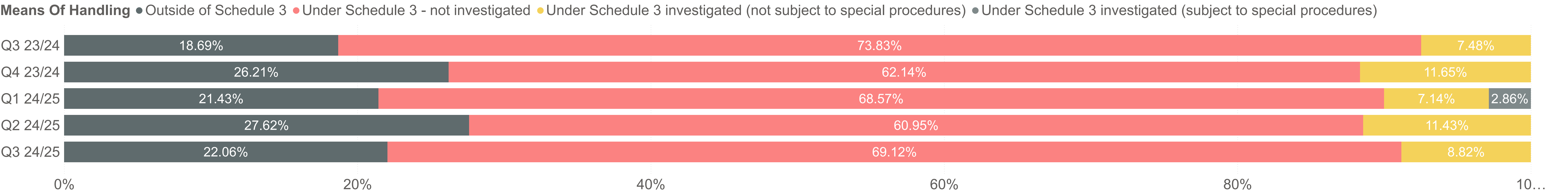


Section D3: How complaint cases handled

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	59	24%	55	18%	335	52%	43,520	65%
Under Schedule 3 - not investigated	159	65%	227	73%	279	43%	19,007	28%
Under Schedule 3 investigated (not subject to special procedures)	23	9%	28	9%	25	4%	3,834	6%
Under Schedule 3 investigated (subject to special procedures)	2	1%	2	1%	5	1%	524	1%
Total	243	100%	312	100%	644	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.

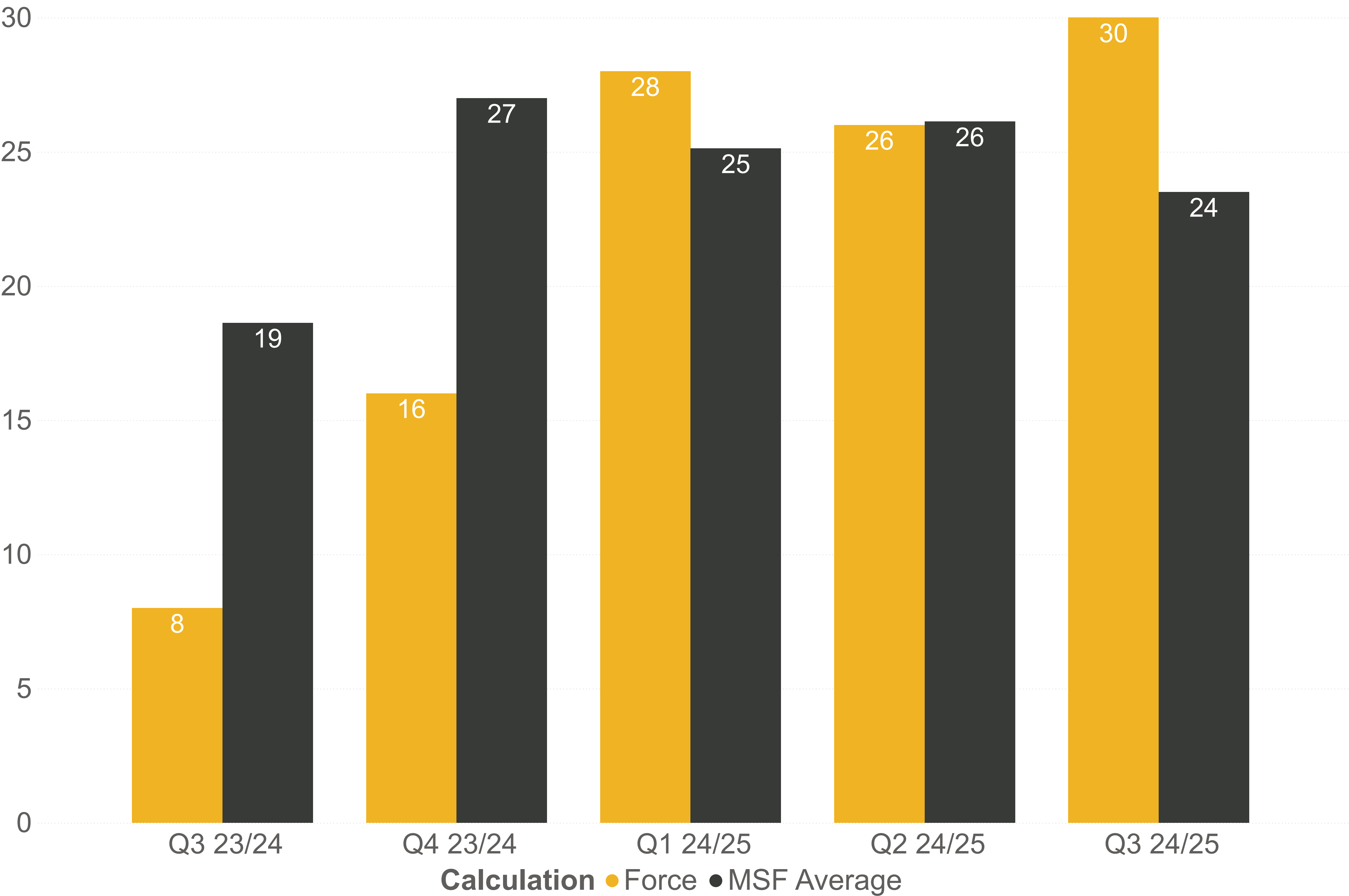
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	84	80	75	5,168
Number referrals completed	77	81	72	5,081
Decision: Independent Investigation	5	1	4	279
Decision: Directed Investigation	0	0	0	23
Decision: Local Investigation	41	54	41	2,754
Decision: Return to Force	30	26	25	1,907
Decision: Invalid	1	0	3	116

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Devon And Cornwall, Lincolnshire, Norfolk, North Wales, North Yorkshire, Suffolk, West Mercia, Wiltshire

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 \(February 2020\)](#).