

# Interim Police Complaints Information Bulletin: South Wales



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

Most Similar Force (MSF) Group: Gwent, Humberside, Lancashire, Northumbria, Nottinghamshire, South Wales, South Yorkshire, 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.

## Contents

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



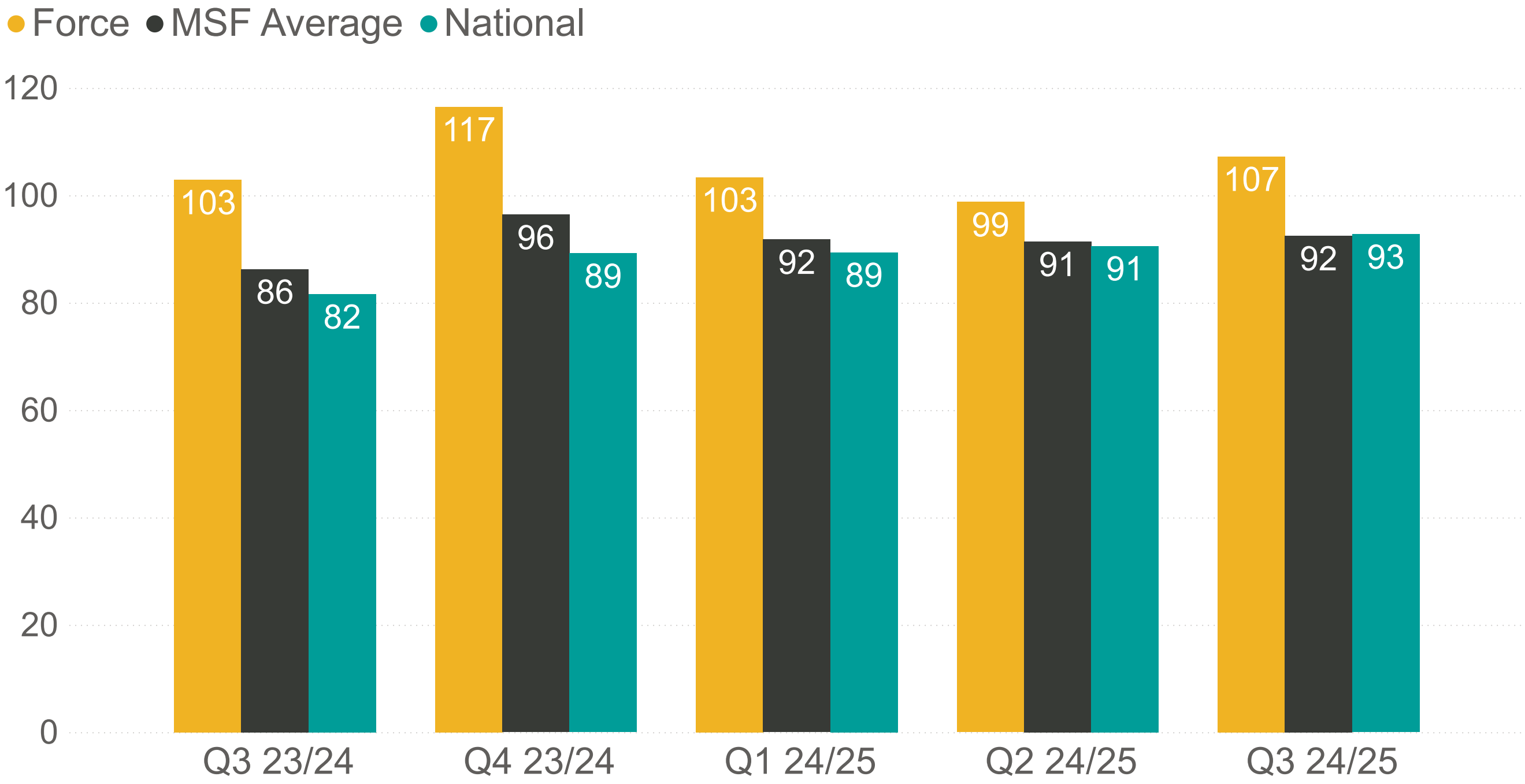
Section A1.1: Complaint cases and allegations logged

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.

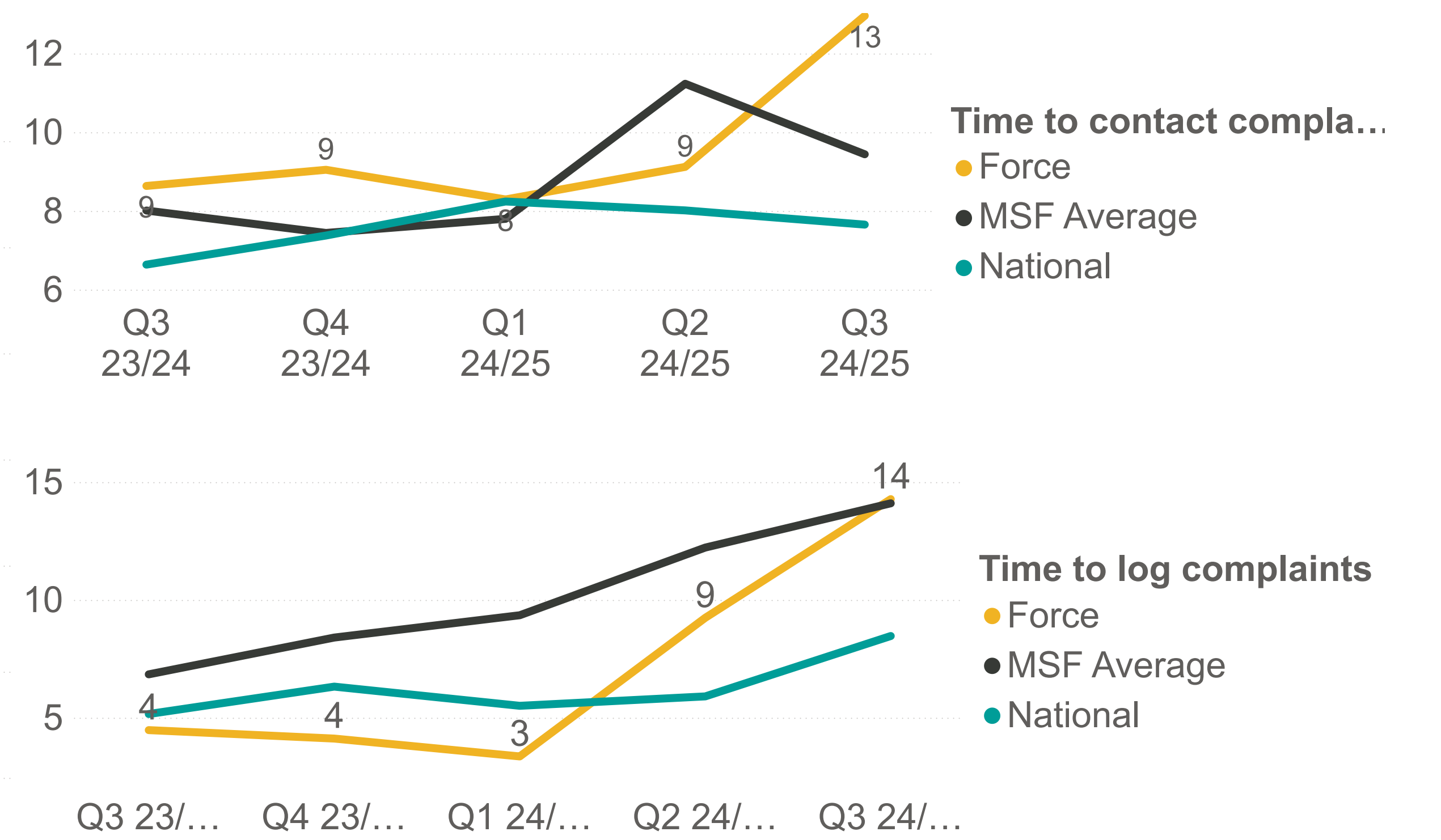
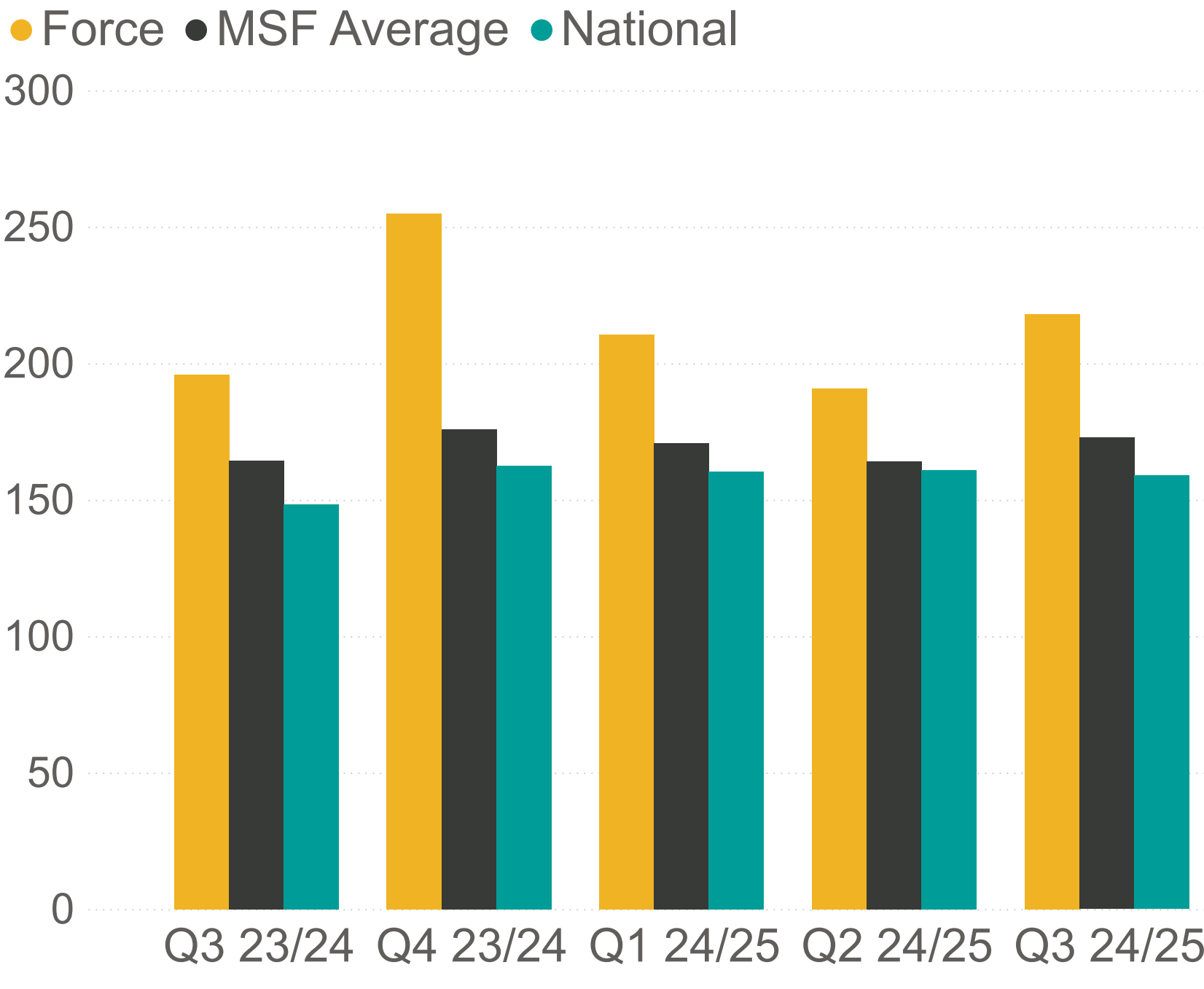
Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)

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	2,083	309	4,170	619	10	9
SPLY	1,973	298	3,315	501	12	4
MSF Average	1,602	276	2,878	508	9	12
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	23	35	72	9,603
Complainant wishes the complaint be recorded	1,229	724	232	4,564
Dissatisfaction after initial handling	4	10	75	3,723
Nature of the allegation(s) in the complaint	329	590	187	5,364
Total	1,585	1,359	567	23,254

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	1 %	3 %	19 %	41 %
Complainant wishes the complaint be recorded	78 %	53 %	35 %	20 %
Dissatisfaction after initial handling	0 %	1 %	17 %	16 %
Nature of the allegation(s) in the complaint	21 %	43 %	29 %	23 %



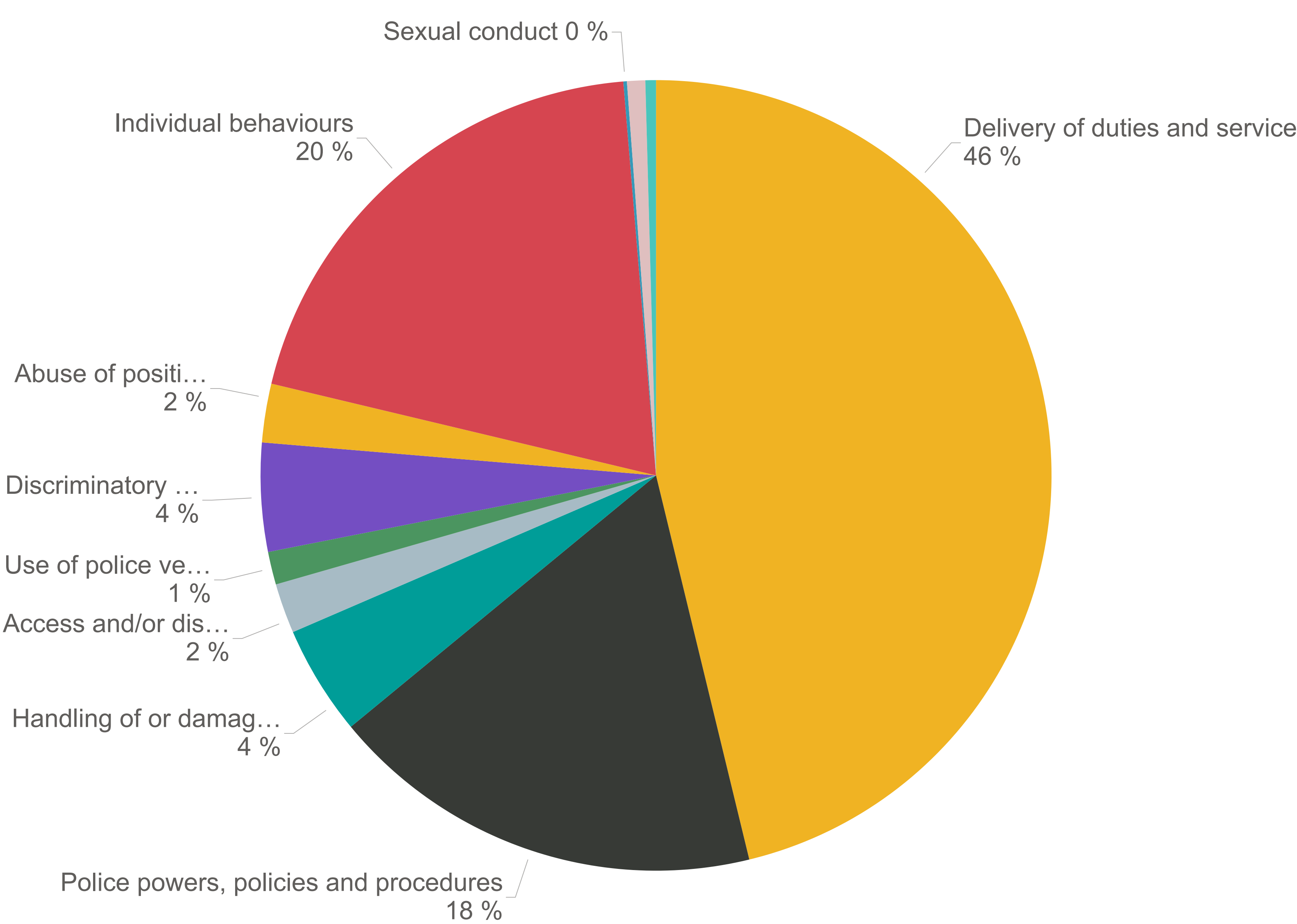
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

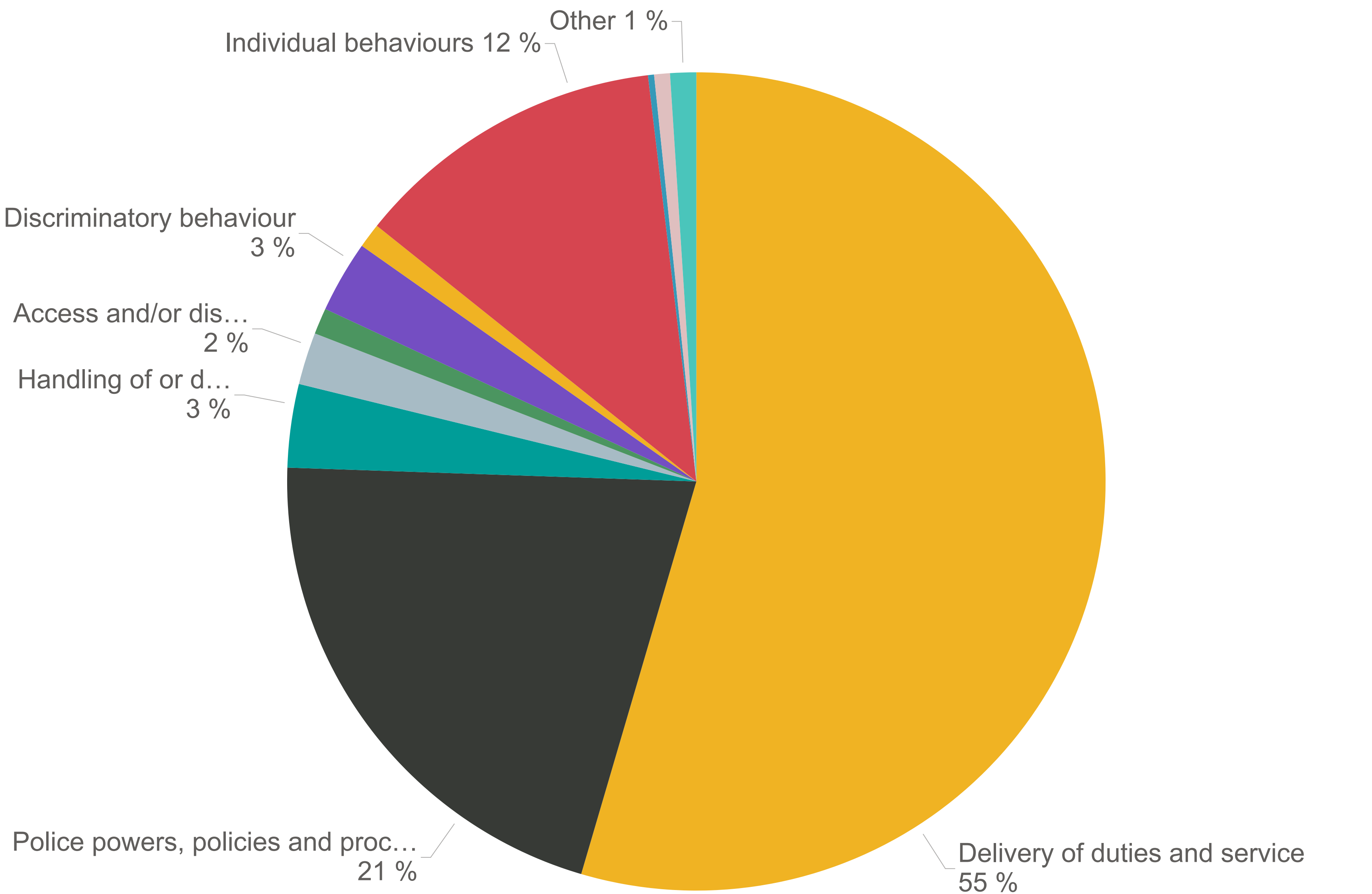
What has been complained about (YTD)

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	1,927	743	187	85	56	185	100	832	6	31	18	4,170
SPLY	1,565	590	155	81	42	150	88	610	4	22	8	3,315
MSF Average	1,529	575	96	72	30	88	36	384	5	13	50	2,878
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	1,927	46 %	1,565	47 %	1,528	55 %	66,726	55 %
	Police action following contact	1,254	65 %	976	62 %	556	38 %	27,618	41 %
	Decisions	414	21 %	362	23 %	254	16 %	9,699	15 %
	Information	234	12 %	176	11 %	168	11 %	7,682	12 %
	General level of service	25	1 %	51	3 %	551	35 %	21,727	33 %
Individual behaviours	Total	832	20 %	610	18 %	384	13 %	15,132	12 %
	Unprofessional attitude and disrespect	241	29 %	207	34 %	113	34 %	4,272	28 %
	Impolite language / tone	235	28 %	183	30 %	88	23 %	3,890	26 %
	Overbearing or harassing behaviours	154	19 %	109	18 %	60	13 %	2,570	17 %
	Impolite and intolerant actions	116	14 %	53	9 %	74	17 %	2,311	15 %
Police powers, policies and procedures	Lack of fairness and impartiality	86	10 %	58	10 %	49	13 %	2,089	14 %
	Total	743	18 %	590	18 %	575	20 %	25,687	21 %
	Use of force	245	33 %	257	44 %	177	30 %	6,584	26 %
	Detention in police custody	144	19 %	99	17 %	89	14 %	3,661	14 %
	Power to arrest and detain	115	15 %	75	13 %	96	16 %	4,643	18 %
	Searches of premises and seizure of property	105	14 %	82	14 %	84	16 %	3,261	13 %
	Bail, identification and interview procedures	38	5 %	24	4 %	24	5 %	1,489	6 %
	Evidential procedures	35	5 %	14	2 %	34	6 %	1,861	7 %
	Stops, and stop and search	28	4 %	15	3 %	19	3 %	1,218	5 %
	Other policies and procedures	28	4 %	19	3 %	46	8 %	2,576	10 %
	Out of court disposals	5	1 %	5	1 %	7	1 %	393	2 %
	Information	0	0 %	0	0 %	0	0 %	1	0 %
	Total	187	4 %	155	5 %	96	3 %	3,932	3 %
	Handling of or damage to property/ premises	187	100 %	155	100 %	96	100 %	3,931	98 %
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %
Discriminatory behaviour	Total	185	4 %	150	5 %	88	3 %	3,476	3 %
	Race	60	32 %	64	43 %	37	42 %	1,655	48 %
	Sex	53	29 %	29	19 %	18	20 %	561	16 %
	Disability	39	21 %	32	21 %	17	19 %	663	19 %
	Other	21	11 %	17	11 %	10	11 %	316	9 %
	Religion or belief	4	2 %	1	1 %	2	1 %	84	2 %
	Sexual orientation	4	2 %	3	2 %	3	3 %	105	3 %
	Gender reassignment	2	1 %	0	0 %	1	1 %	36	1 %
	Age	1	1 %	3	2 %	1	2 %	53	2 %
	Pregnancy and maternity	1	1 %	0	0 %	0	0 %	1	0 %
	Marriage and civil partnership	0	0 %	1	1 %	0	0 %	2	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	2,479	59 %	1,948	59 %	985	35 %	46,292	38 %
Arrest	1,223	29 %	846	26 %	403	13 %	15,683	13 %
Domestic / gender abuse	656	16 %	380	11 %	174	6 %	6,828	6 %
Custody	521	12 %	348	10 %	179	6 %	7,020	6 %
VAWG - dissatisfaction handling	489	12 %	180	5 %	119	4 %	5,179	4 %
Mental health	414	10 %	234	7 %	108	3 %	3,667	3 %
Roads/traffic	334	8 %	261	8 %	162	6 %	7,298	6 %
Neighbourhood policing	273	7 %	263	8 %	125	4 %	5,699	5 %
Drugs / alcohol	253	6 %	231	7 %	52	2 %	1,408	1 %
None	235	6 %	160	5 %	402	16 %	22,863	19 %
Call Handling	205	5 %	170	5 %	104	4 %	5,209	4 %
Child protection / CSA / CSE	155	4 %	132	4 %	49	2 %	2,199	2 %
Premises search	148	4 %	104	3 %	68	2 %	2,989	2 %
Restraint equipment	122	3 %	186	6 %	25	1 %	1,321	1 %
Public order incident	117	3 %	103	3 %	32	1 %	972	1 %
Death	80	2 %	61	2 %	34	1 %	1,105	1 %
Stop and/or search	76	2 %	86	3 %	30	1 %	2,543	2 %
Hate Crime	74	2 %	60	2 %	23	1 %	699	1 %
Missing persons	51	1 %	58	2 %	23	1 %	771	1 %
Social media	49	1 %	71	2 %	13	0 %	506	0 %
Fraud	46	1 %	44	1 %	13	0 %	779	1 %
VAWG - police perpetrated	41	1 %	25	1 %	16	1 %	848	1 %
Firearms	29	1 %	16	0 %	9	0 %	559	0 %
Serious injury	29	1 %	20	1 %	8	0 %	256	0 %
VAWG - police victim	19	0 %	1	0 %	3	0 %	107	0 %
Taser	13	0 %	6	0 %	3	0 %	146	0 %
PPDA	4	0 %	0	0 %	2	0 %	27	0 %
PPDA - Police victim	3	0 %	0	0 %	0	0 %	3	0 %
Covert policing	1	0 %	4	0 %	2	0 %	66	0 %
Police dogs or horses	1	0 %	7	0 %	2	0 %	76	0 %
Unknown	1	0 %	0	0 %	0	0 %	23	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 %
Prejudicial and improper behaviour	0	0 %	0	0 %	1	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 %

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 victim	8	3	0	1	3
VAWG - police perpetrated	9	14	2	0	12
VAWG - dissatisfaction handling	277	64	14	13	89
Unknown	1	0	0	0	0
Taser	3	6	1	1	2
Stop and/or search	7	42	6	6	13
Social media	21	7	0	2	11
Serious injury	16	7	0	0	4
Roads/traffic	138	68	13	10	58
Restraint equipment	15	78	5	2	18
Public order incident	44	31	1	8	29
Premises search	21	59	23	6	36
PPDA - Police victim	0	0	0	0	1
PPDA	1	0	0	0	1
Police dogs or horses	0	0	0	0	1
None	85	16	23	10	56
Neighbourhood policing	168	12	4	11	70
Missing persons	19	11	1	1	18
Mental health	158	114	17	27	75
Investigation	1,365	303	84	123	462
Hate Crime	36	4	1	11	19
Fraud	32	1	0	3	6
Firearms	13	5	3	0	6
Drugs / alcohol	79	96	10	14	44
Domestic / gender abuse	271	137	33	31	132
Death	49	5	8	0	15
Custody	103	252	34	20	87
Covert policing	0	0	0	0	1
Child protection / CSA / CSE	78	34	5	5	26
Call Handling	111	3	0	13	74
Arrest	336	492	82	47	200
Total	1,916	738	187	181	831

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	58	5	0	63
Q4 23/24	82	26	6	112
Q1 24/25	84	4	8	96
Q2 24/25	128	8	9	142
Q3 24/25	277	29	2	300
Total	629	72	25	713

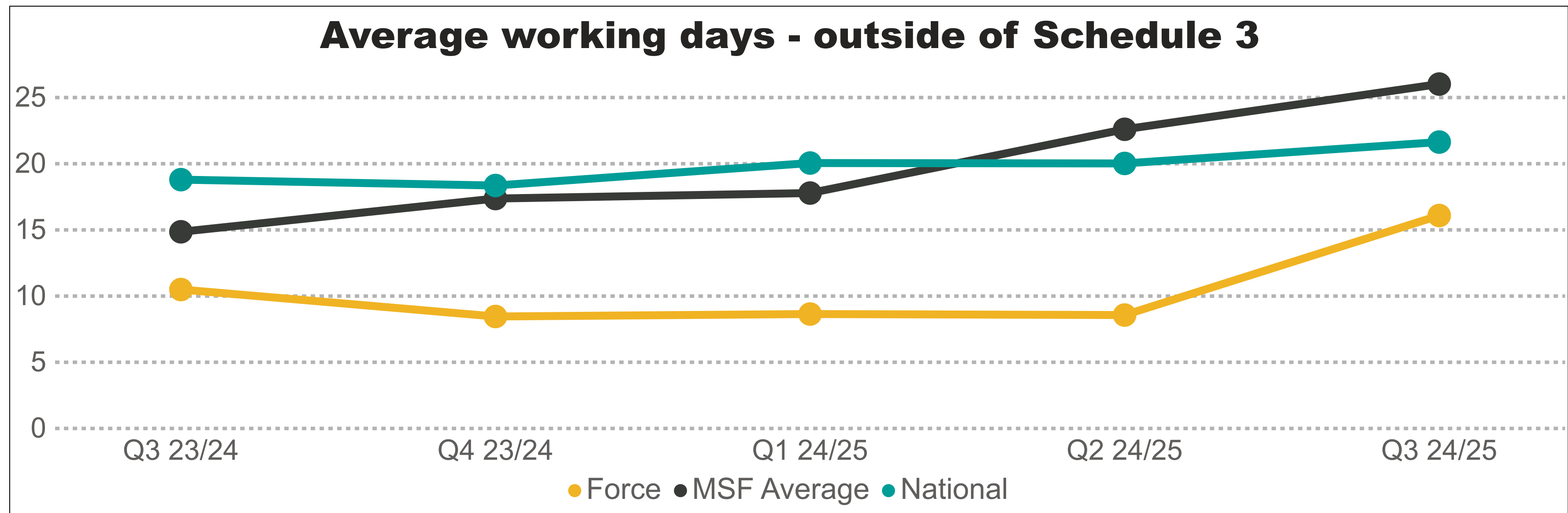
Section A2: Allegations timeliness

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.

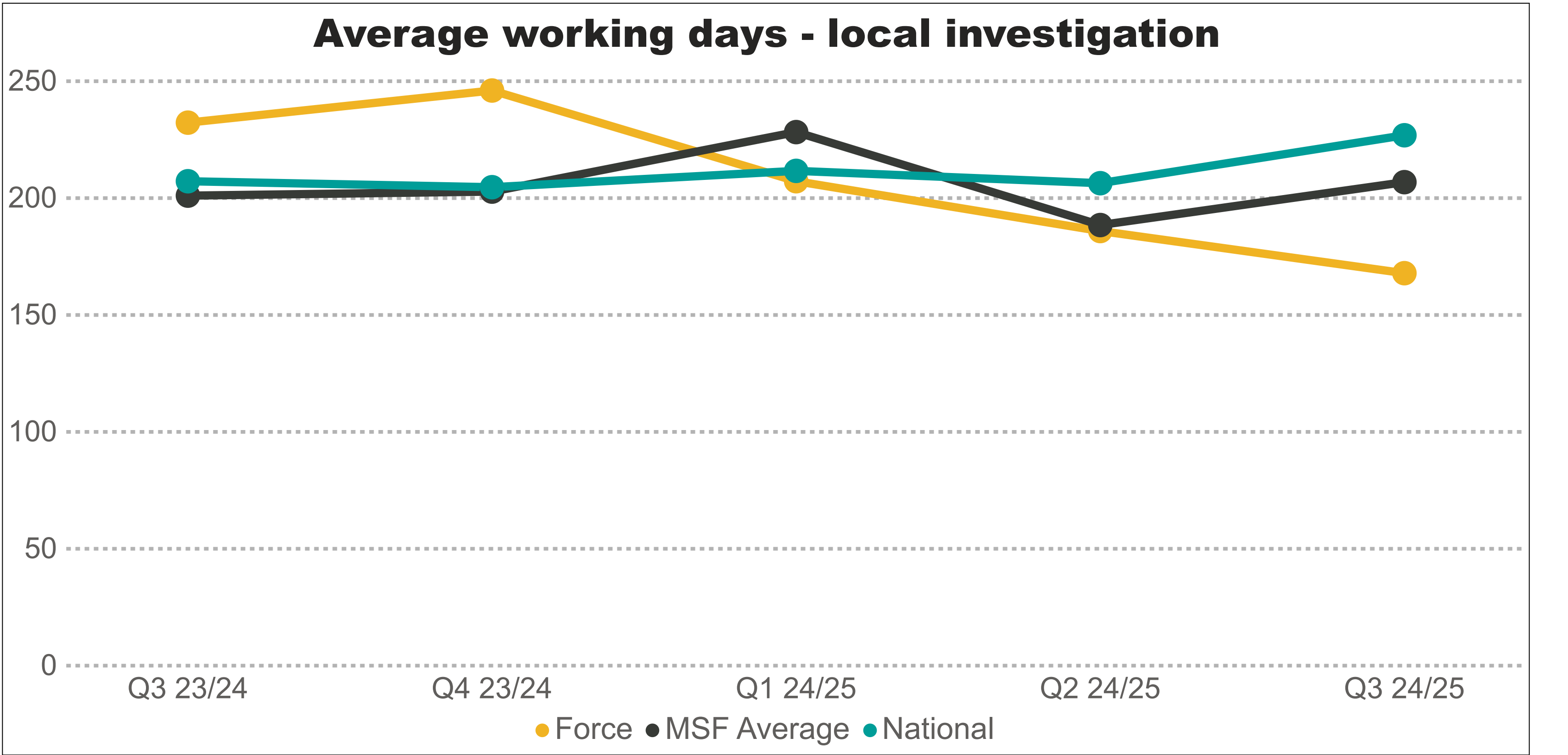
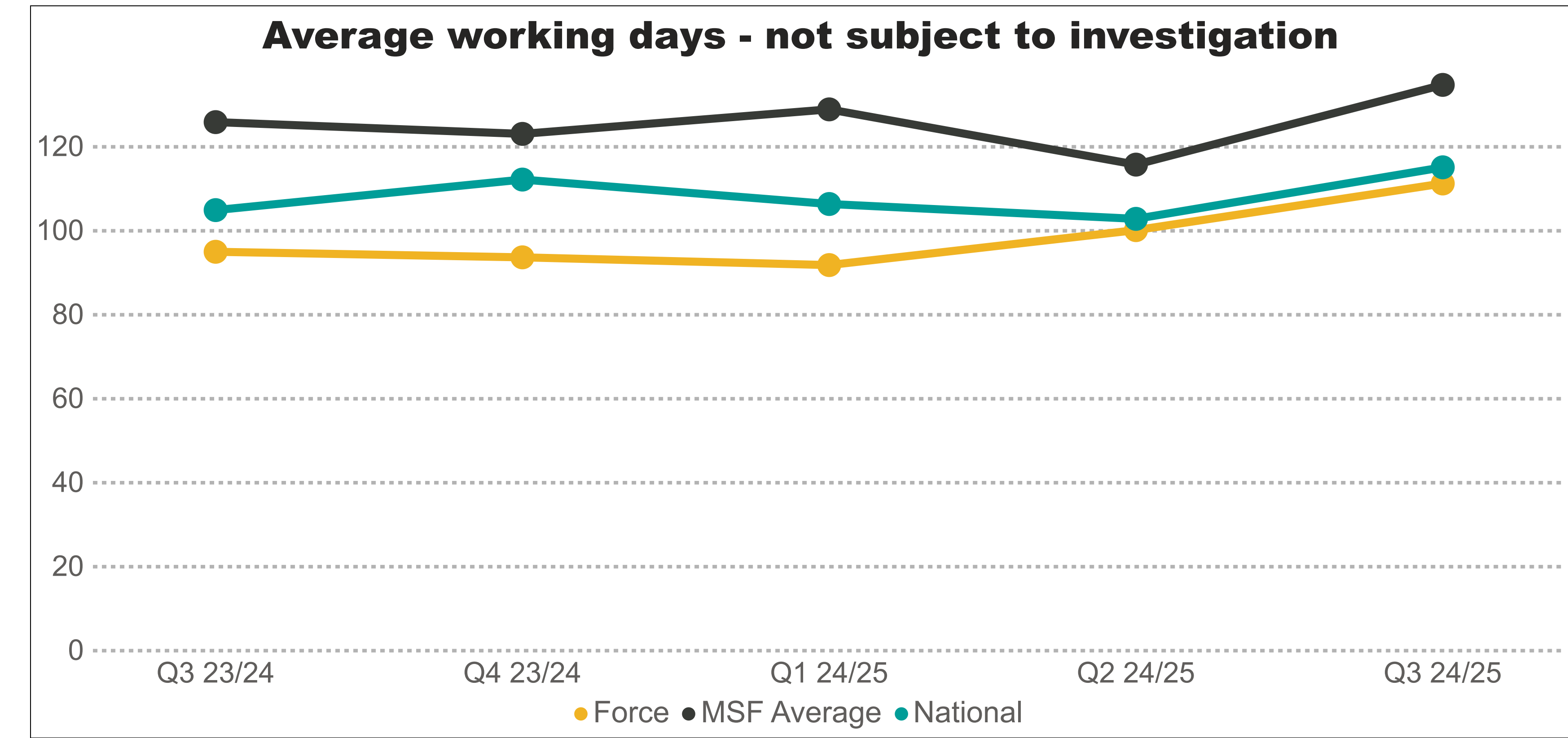
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	571	11	3,057	102	445	190	6	404
SPLY	681	12	1,782	94	225	193	1	566
MSF Average	1,158	22	1,086	126	347	208	6	301
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	130
National	17	574





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

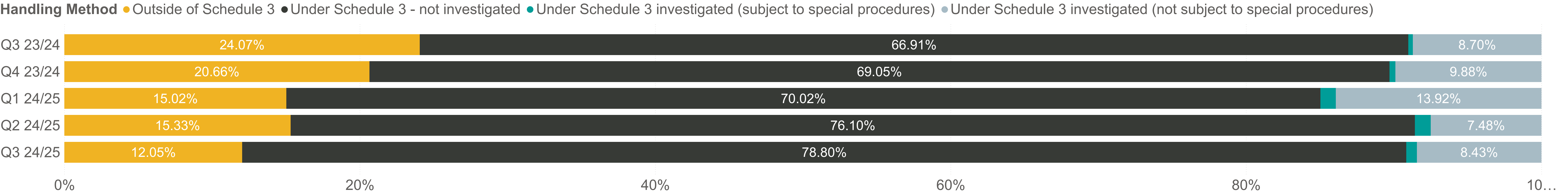
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

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)	413	10 %	328	12 %	12,092	10 %
Under Schedule 3 investigated (subject to special procedures)	38	1 %	25	1 %	1,408	1 %
Under Schedule 3 - not investigated	3,057	75 %	1086	40 %	53,990	45 %
Outside of Schedule 3	571	14 %	1158	47 %	51,937	43 %
Total	4,079	100 %	2596	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					401	13 %	4,006	7 %	1	3 %	22	2 %	29	7 %	347	3 %
Regulation 41 applies							77	0 %			3	0 %			155	1 %
Service provided - unable to determine					272	9 %	4,930	9 %			18	1 %	55	13 %	1,148	9 %
Service provided - not acceptable					535	18 %	7,176	13 %	2	5 %	43	3 %	53	13 %	1,461	12 %
Service provided - acceptable					1718	56 %	36,299	67 %	1	3 %	199	14 %	250	61 %	8,649	72 %
Not Resolved			2,767	5 %												
Resolved	571	100 %	49,169	95 %												
No Case to Answer									22	58 %	796	57 %				
Case to Answer									12	32 %	301	21 %				
Withdrawal					131	4 %	1,501	3 %			26	2 %	26	6 %	332	3 %



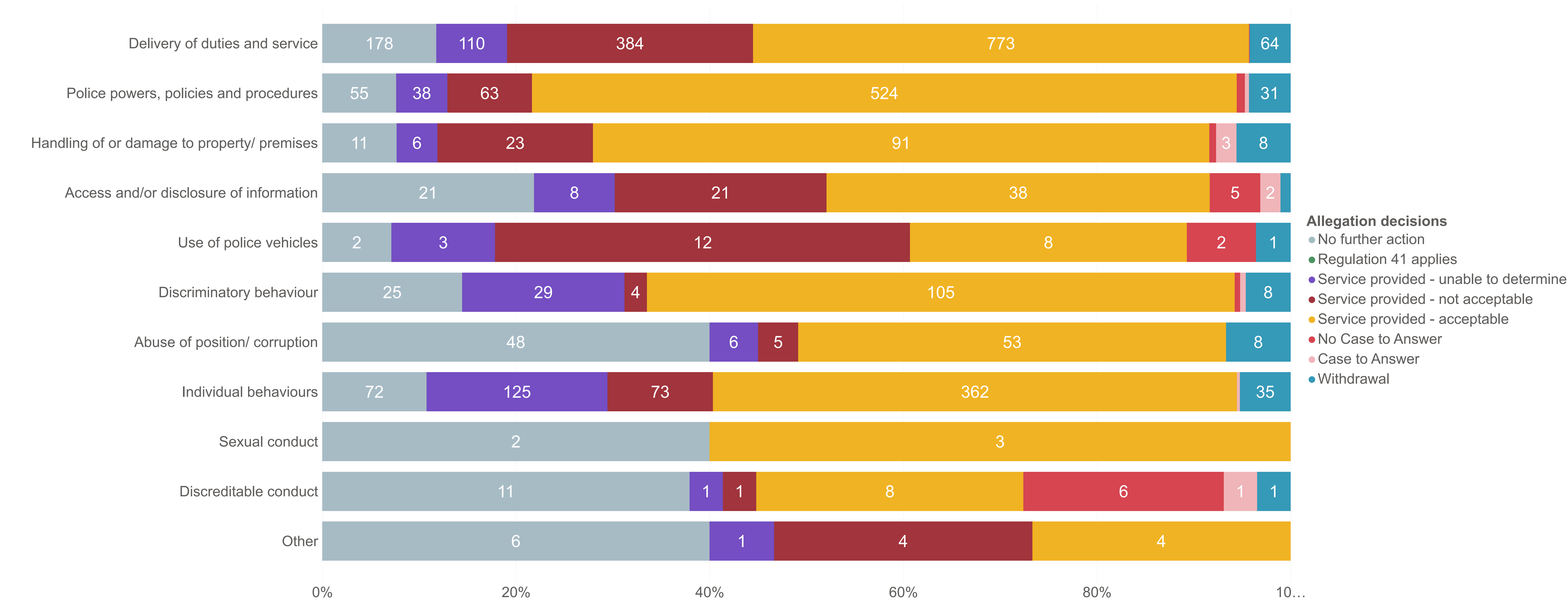
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	377	17	45	3	22	1	0	100	0	2	4	571
Not Resolved	0	0	0	0	0	0	0	0	0	0	0	0

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	0	0 %	0	0 %	3	0 %	199	0 %
Learning from reflection	19	3 %	6	1 %	35	3 %	1,462	3 %
Policy review	0	0 %	1	0 %	1	0 %	48	0 %
Goodwill gesture	0	0 %	0	0 %	1	0 %	80	0 %
Apology	234	41 %	258	38 %	133	15 %	4,995	10 %
Debrief	38	7 %	9	1 %	11	1 %	436	1 %
Explanation	238	42 %	364	54 %	666	58 %	32,190	62 %
No further action	10	2 %	20	3 %	153	11 %	5,660	11 %
Other action	32	6 %	22	3 %	127	9 %	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	40	1 %	23	1 %	12	1 %	586	1 %
Apology	248	7 %	152	8 %	63	4 %	2,663	4 %
Debrief	76	2 %	52	3 %	12	0 %	1,928	3 %
Explanation	2,082	59 %	1,249	62 %	900	61 %	41,875	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	27	0 %
No further action	684	19 %	288	14 %	306	23 %	14,539	22 %
Other action	3	0 %	10	0 %	9	1 %	670	1 %
Learning from reflection	330	9 %	203	10 %	101	6 %	3,600	5 %
Referral to RPRP	8	0 %	8	0 %	19	2 %	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

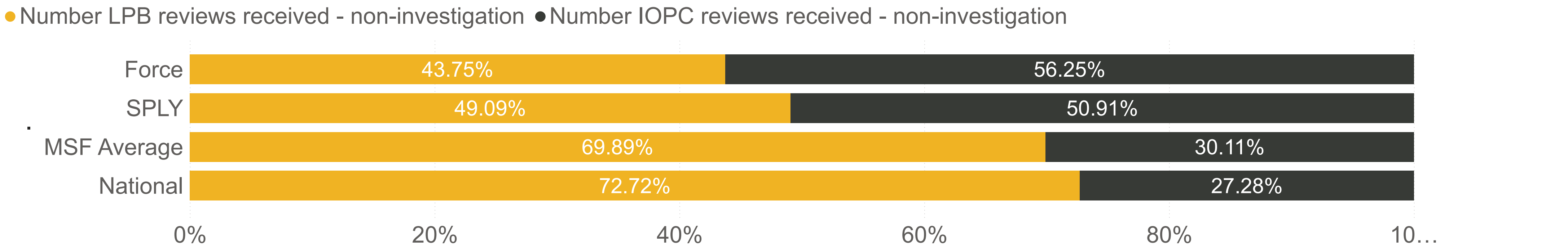
. Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	11	29 %	3	23 %	5	15 %	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 %	3	9 %	93	7 %
Referral to RPRP	5	13 %	6	46 %	2	9 %	230	16 %



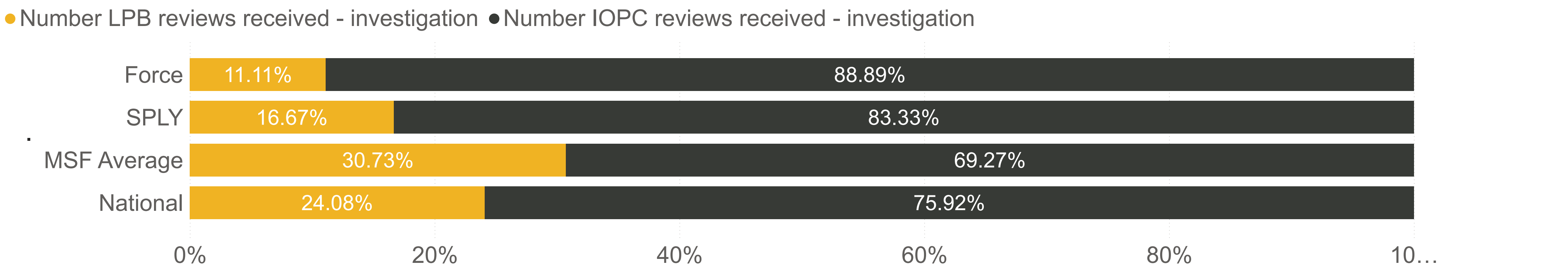
Section C1: Reviews received and timeliness (Year to date)

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	70	90
SPLY	54	56
MSF Average	65	28
National	2,868	1,076

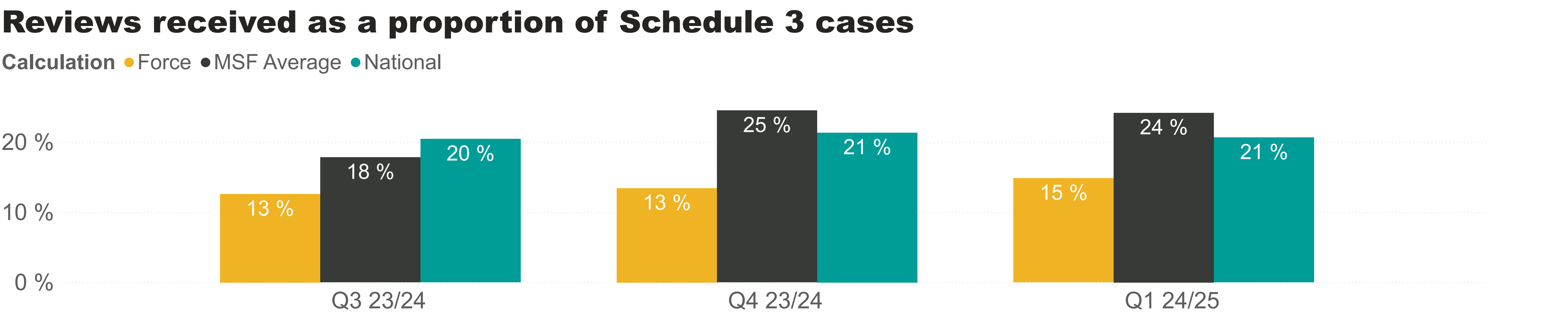


Investigation reviews received	LPB	IOPC
Force	3	24
SPLY	4	20
MSF Average	8	18
National	230	725



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	187	1,519
SPLY	134	1,042
MSF Average	119	572
National	4,899	23,364



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	40	33	32	48
Average number of working days to complete IOPC reviews	113	123	123	137

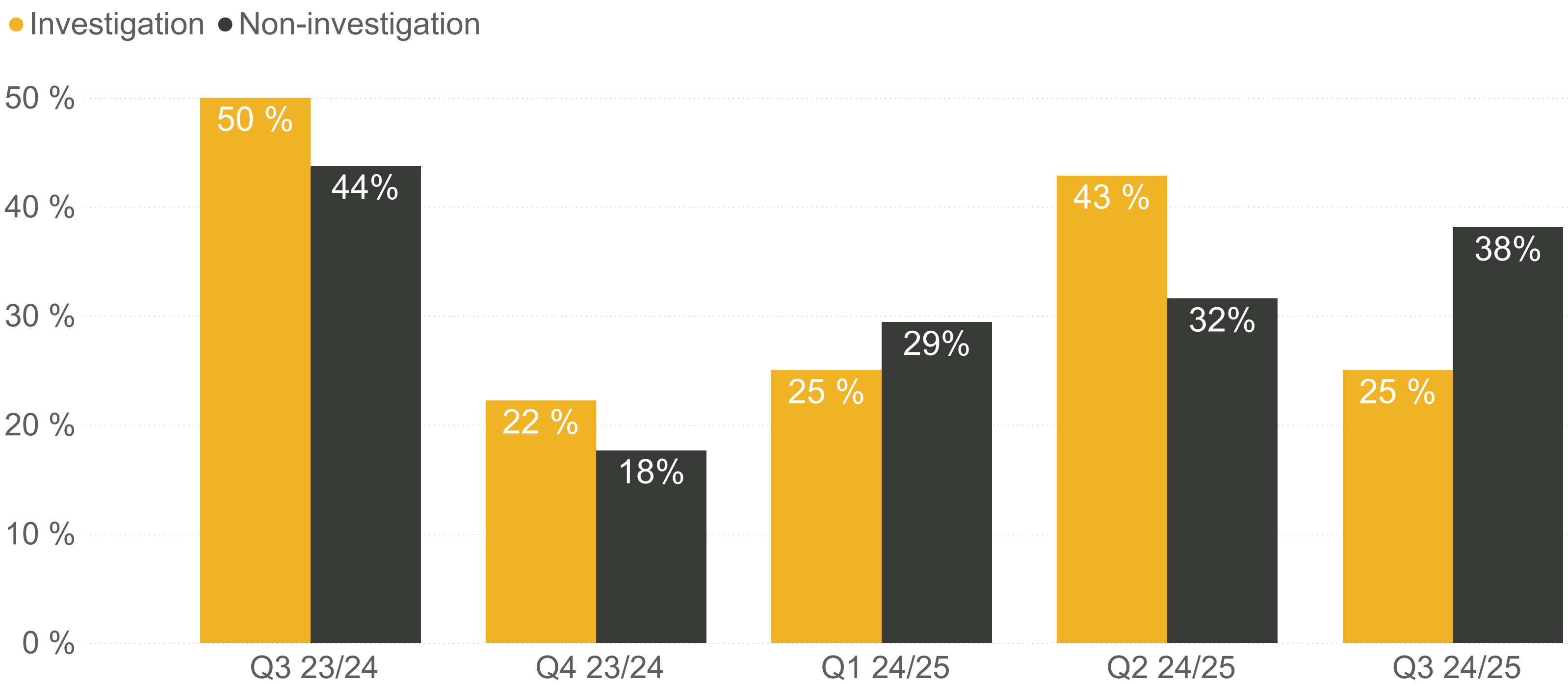


Section C2: Outcomes on reviews

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.

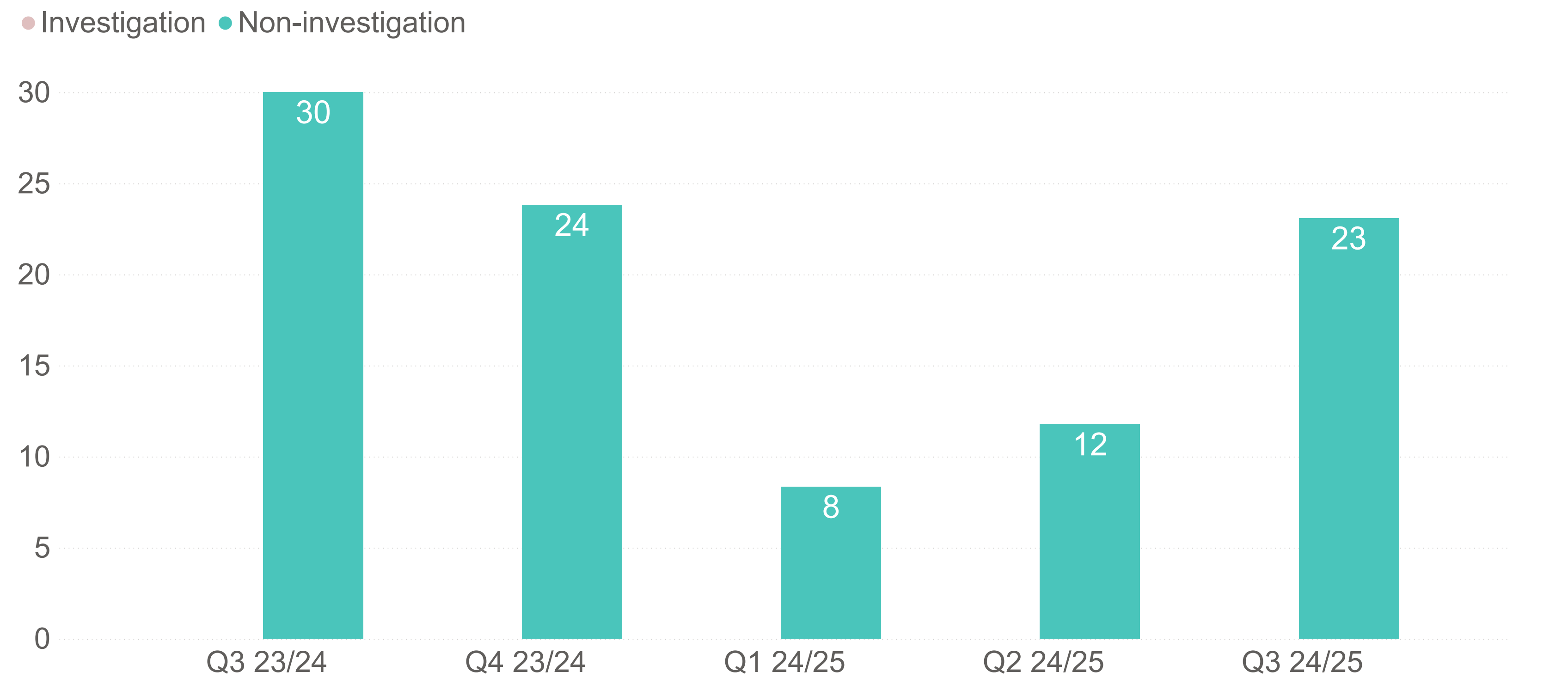
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	19	6	1	
SPLY	23	10	4	
MSF Average	15	4	7	7
National	631	201	215	57

% 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	57	19	54	7
SPLY	57	19	50	10
MSF Average	22	7	62	11
National	729	226	2,774	578

% LPB Reviews upheld - Force





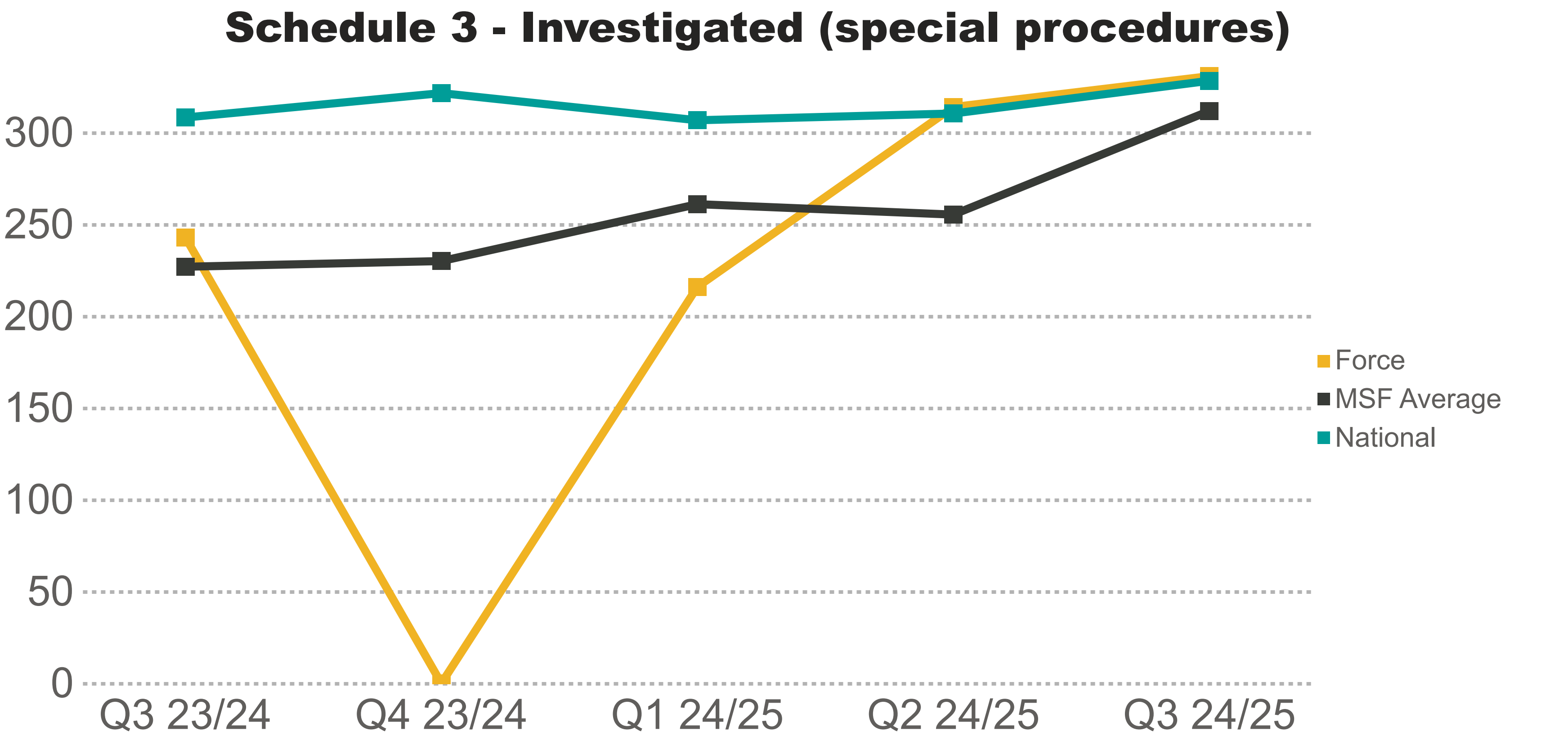
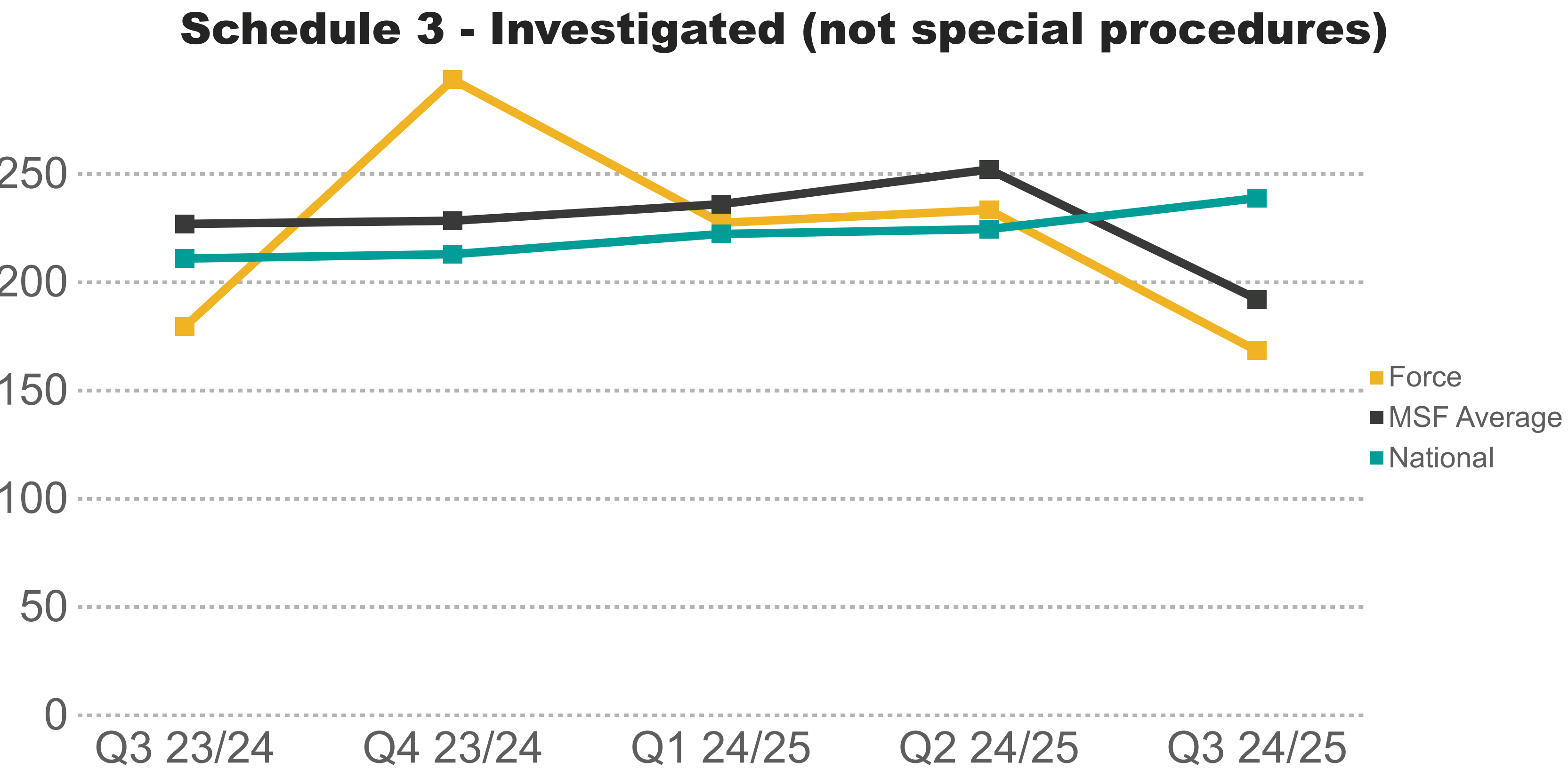
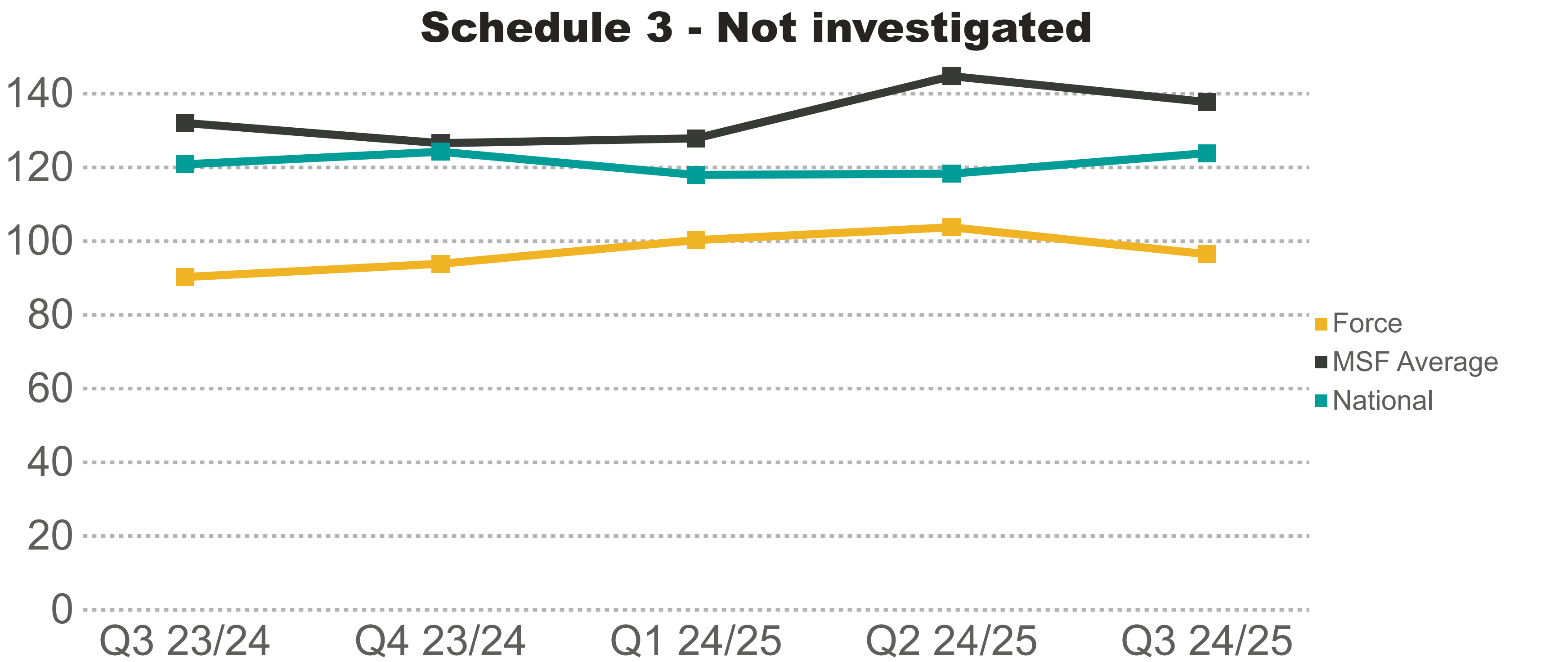
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	268	307	311	315
Under Schedule 3 investigated (not subject to special procedures)	214	209	239	228
Under Schedule 3 - not investigated	100	94	134	120
Total	110	103	153	142

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	1,384	968	452	19,007
Under Schedule 3 investigated (not subject to special procedures)	122	68	109	3,833
Under Schedule 3 investigated (subject to special procedures)	13	6	11	524
Total	1,519	1,042	572	23,364

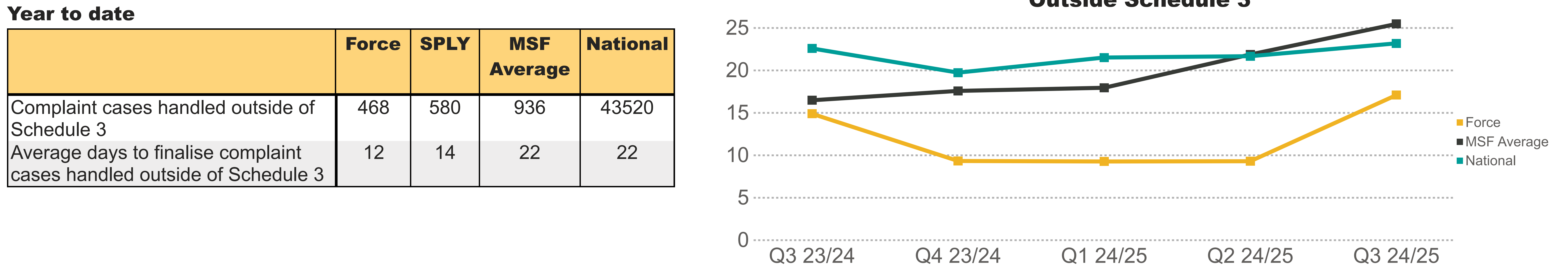




Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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.

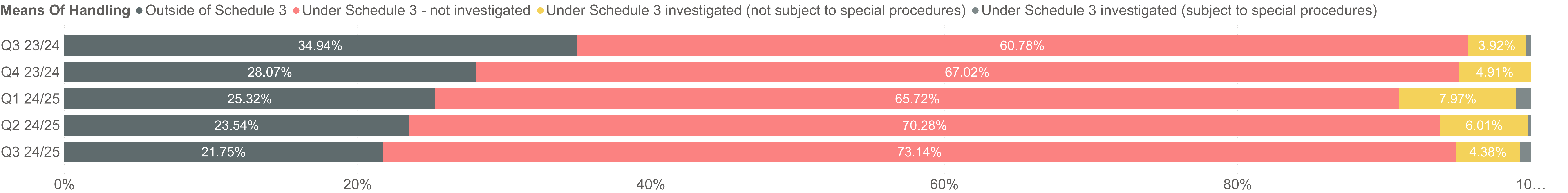


Section D3: How complaint cases handled

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	468	24%	580	36%	936	62%	43,520	65%
Under Schedule 3 - not investigated	1,384	70%	968	60%	452	30%	19,007	28%
Under Schedule 3 investigated (not subject to special procedures)	122	6%	68	4%	109	7%	3,834	6%
Under Schedule 3 investigated (subject to special procedures)	13	1%	6	0%	11	1%	524	1%
Total	1,987	100%	1,622	100%	1,508	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.

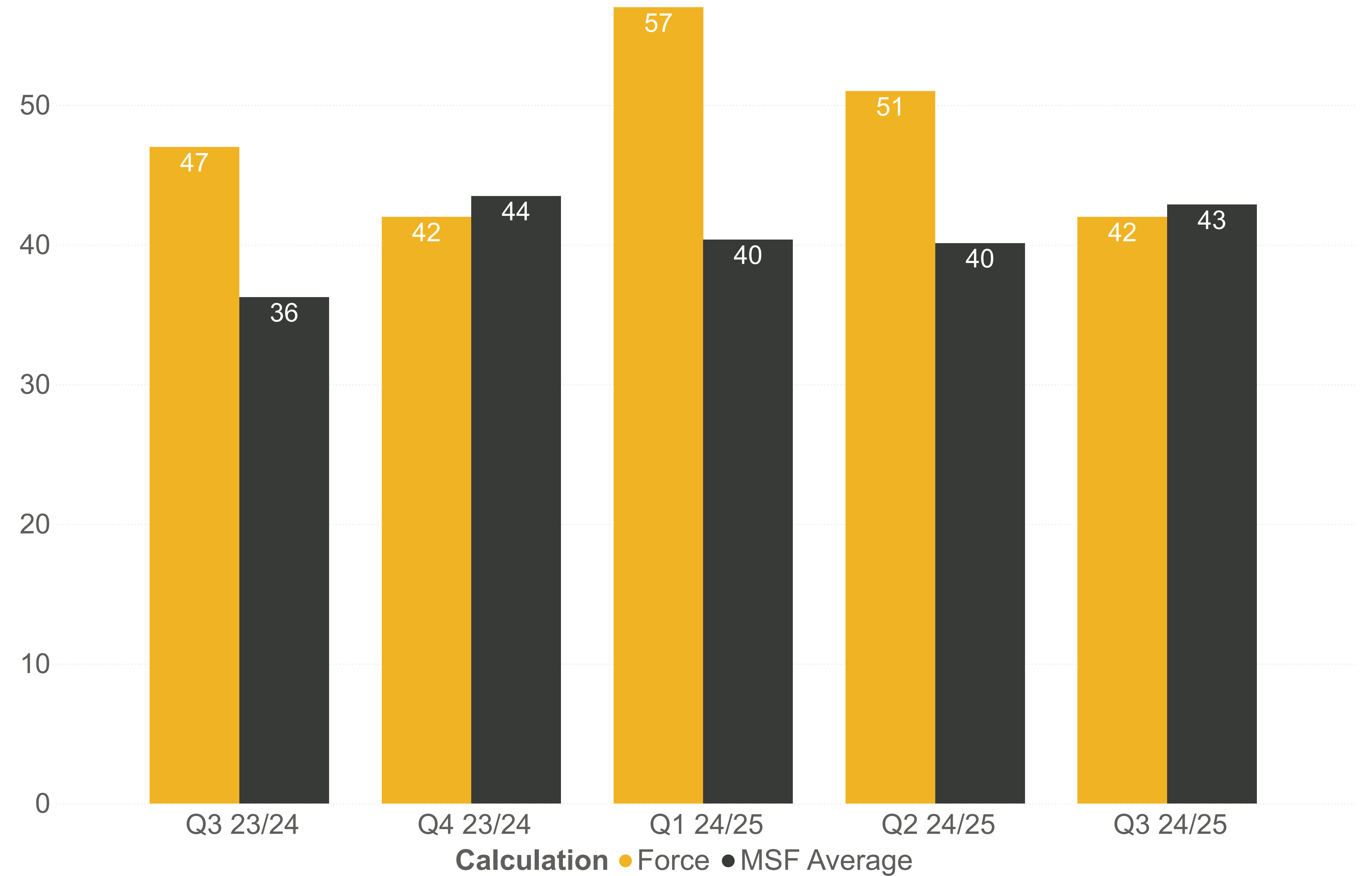
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	150	148	123	5,168
Number referrals completed	148	144	120	5,081
Decision: Independent Investigation	4	7	7	279
Decision: Directed Investigation	0	0	1	23
Decision: Local Investigation	84	111	60	2,754
Decision: Return to Force	54	26	50	1,907
Decision: Invalid	5	0	3	116

Force and MSF Group referrals received





Most Similar Force (MSF) Group: Gwent, Humberside, Lancashire, Northumbria, Nottinghamshire, South Wales, South Yorkshire, 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 \(February 2020\)](#).