

Police Complaints Information Bulletin

Appropriate Authority: Merseyside

Reporting Period: 01 April 2021 - 31 March 2022 (Q4 2021/22)

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*. The new legislation came into effect on 1 February 2020 (4 January 2021 for the British Transport Police).

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

Data relating to complaints made prior to 1 February 2020 will be reported separately and in line with the previous performance framework

Please note: Data regarding complaints handled outside of Schedule 3 is extracted from a different system by Bedfordshire Police, Cambridgeshire Constabulary & Hertfordshire Constabulary than by other forces. This data is currently considered experimental, therefore the data may not offer a direct comparison with other forces.

As reported in the Annual Police Complaint Statistics, data for 2020/21 was considered experimental. Due to this, 'Same Period Last Year' figures are not contained in this bulletin.

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Notes

Acronyms used in this bulletin

Force – year to date force numbers

IOPC – Independent Office for Police Conduct

Inc. – including

Ind – independent investigation

Loc – local investigation

LPB – local policing body

MSF – most similar force

Nat. – national

No. – number

PRA – the *Police Reform Act 2002*

RPRP – reflective practice review process

UPP – unsatisfactory performance procedure

Section A1.1: Complaint cases logged and initial handling

This section presents information relating to the force's contact with customers and their initial handling of the complaint cases. It shows how long, on average, it takes from the customer's perspective from when they made the complaint and the force's performance of the initial handling from when it received the complaint.

Complaint cases with 'invalid dates' have been removed from timeliness measures. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for explanations of customer perspective, initial handling and invalid dates.

To contact complainants

Average number of working days...	Customer perspective	Initial handling performance
Force	9	7
MSF Average	13	13
National	13	9

To log complaint cases

Average number of working days...	Customer perspective	Initial handling performance
Force	4	3
MSF Average	3	3
National	9	5

Please note: average times presented in the above tables are rounded to the nearest whole number. In comparison, the charts present the exact result.

Complaint cases logged

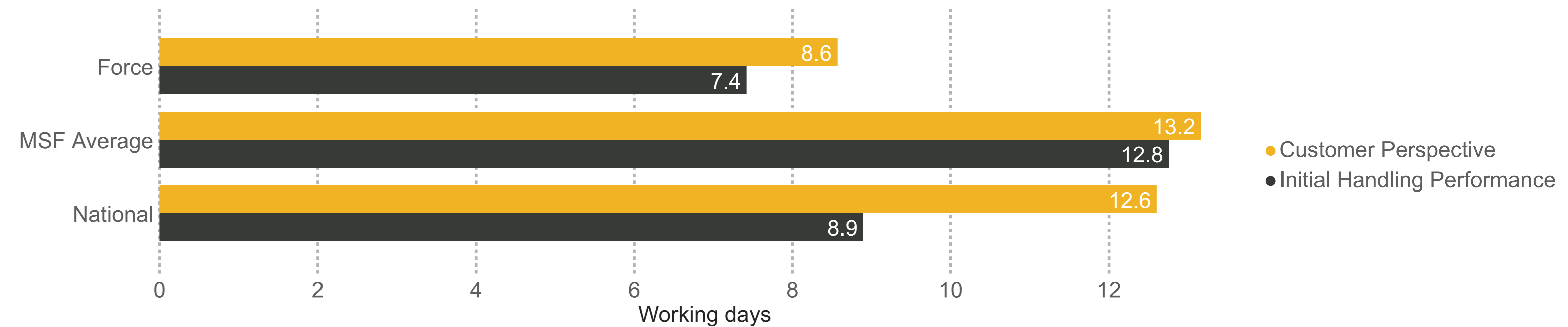
	Force	MSF Average	National
Complaint cases logged	2,336	2,764	75,022
No. of complaint cases logged per 1,000 employees	351	412	309

Reasons complaint cases are recorded under Schedule 3 of the PRA 2002

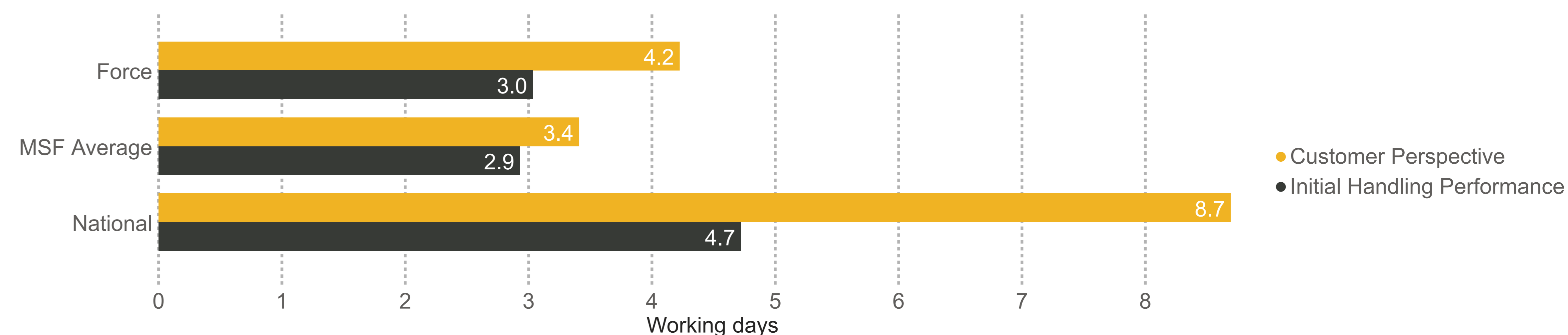
The below table presents the number of complaint cases handled under Schedule 3 of the PRA 2002 (formal handling) and the reasons why.

Reason complaint case recorded under Schedule 3	Force		MSF Average		National	
	No.	%	No.	%	No.	%
AA/body responsible for initial handling decides	50	19 %	299	27 %	14,760	41 %
Complainant wishes the complaint be recorded	55	21 %	289	27 %	11,459	32 %
Dissatisfaction after initial handling	145	56 %	148	24 %	4,021	11 %
Nature of the allegation(s) in the complaint	7	3 %	248	22 %	5,498	15 %

Average number of working days to contact complainants



Average number of working days to log complaint cases



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Section A1.2: Allegations logged - what has been complained about

This section presents information that shows what people complain about. Allegation categories capture the root of the dissatisfaction expressed in a complaint. A complaint case will contain one or more allegations and one category is selected for each allegation logged.

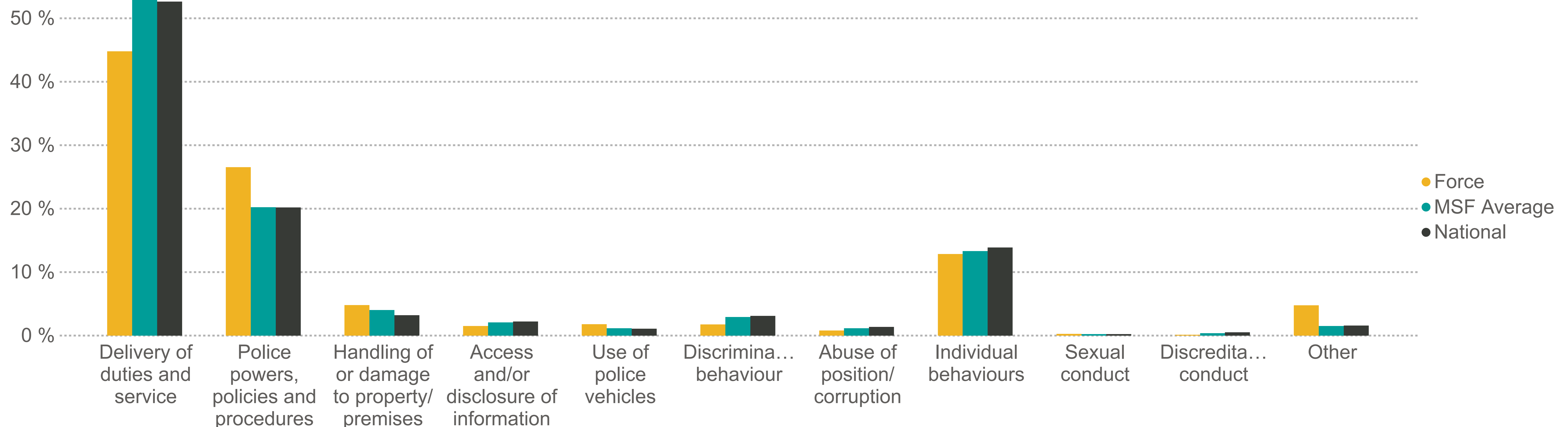
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

Allegations logged

	Force	MSF Average	National
Allegations Logged	3,209	3,780	120,694
No. of allegations logged per 1,000 employees	482	561	497

What has been complained about

	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	1,438	852	154	48	57	56	26	412	9	4	153	3,209
MSF Average	2,038	741	149	79	43	120	48	483	9	15	55	3,780
National	63,511	24,386	3,861	2,668	1,298	3,735	1,639	16,767	279	622	1,925	120,691
Force	45 %	27 %	5 %	1 %	2 %	2 %	1 %	13 %	0 %	0 %	5 %	100 %
MSF Average	53 %	20 %	4 %	2 %	1 %	3 %	1 %	13 %	0 %	0 %	1 %	100 %
National	53 %	20 %	3 %	2 %	1 %	3 %	1 %	14 %	0 %	1 %	2 %	100 %



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Section A1.3: Allegations logged – what has been complained about – top five allegation categories and their subcategories

Category	Subcategory	Force		MSF Average		National	
		No.	%	No.	%	No.	%
Delivery of duties and service	Total	1,438	45 %	2,038	53 %	63,511	53 %
	Police action following contact	805	56 %	1,142	53 %	28,043	44 %
	Decisions	144	10 %	202	11 %	8,409	13 %
	General level of service	327	23 %	566	29 %	21,444	34 %
	Information	162	11 %	128	8 %	5,614	9 %
	None	0	0 %	0	0 %	1	0 %
Police powers, policies and procedures	Total	852	27 %	741	20 %	24,386	20 %
	Stops, and stop and search	119	14 %	41	5 %	1,724	7 %
	Searches of premises and seizure of property	109	13 %	111	16 %	3,113	13 %
	Power to arrest and detain	79	9 %	113	15 %	3,718	15 %
	Detention in police custody	85	10 %	91	13 %	3,182	13 %
	Bail, identification and interview procedures	13	2 %	20	3 %	838	3 %
	Use of force	172	20 %	236	31 %	7,104	29 %
	Evidential procedures	114	13 %	47	7 %	1,517	6 %
	Out of court disposals	16	2 %	9	1 %	306	1 %
	Other policies and procedures	145	17 %	73	9 %	2,881	12 %
	Impolite and intolerant actions	0	0 %	0	0 %	0	0 %
	None	0	0 %	0	0 %	2	0 %
	Use of force and detention in custody	0	0 %	0	0 %	1	0 %
	Handling of or damage to property/ premises	Total	154	5 %	149	4 %	3,861
Handling of or damage to property/ premises		154	100 %	132	92 %	3,583	93 %
Delivery of duties and service		0	0 %	0	0 %	0	0 %
None		0	0 %	17	8 %	278	7 %
Individual behaviours	Total	412	13 %	483	13 %	16,767	14 %
	Unprofessional attitude and disrespect	103	25 %	154	31 %	4,906	29 %
	Lack of fairness and impartiality	39	9 %	55	12 %	2,528	15 %
	Overbearing or harassing behaviours	77	19 %	81	16 %	2,945	18 %
	Impolite language / tone	166	40 %	135	28 %	4,335	26 %
	Impolite and intolerant actions	27	7 %	57	12 %	2,053	12 %
	Other neglect or failure in duty	0	0 %	0	0 %	0	0 %
Other	Total	153	5 %	55	1 %	1,925	2 %
	Other	153	100 %	51	93 %	1,867	97 %
	None	0	0 %	4	7 %	58	3 %

This section presents the five 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.

Section A1.4: Allegations logged – What has been complained about (category) and the situational context of complaints (factors)

Factors	Allegation category											
	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Arrest	68	197	26	5	2	3	3	23	3	0	8	338
Call handling	74	4	2	0	0	1	0	22	0	0	0	103
Child protection / CSA / CSE	37	10	0	2	0	0	0	4	0	0	0	53
Coronavirus – other	9	8	0	0	0	0	0	10	0	0	1	28
Coronavirus – police powers on infectious	2	5	0	0	0	0	0	2	0	0	1	10
Coronavirus – police powers on restricted	15	14	0	0	0	0	0	5	0	0	1	35
Covert policing	0	0	0	0	0	0	0	1	0	0	2	3
Custody	36	115	14	6	0	2	1	17	3	0	2	196
Death	4	3	1	0	0	0	0	1	0	0	0	9
Domestic / gender abuse	65	22	3	6	0	1	0	13	0	0	1	111
Drugs / alcohol	40	31	5	0	1	0	0	4	0	0	0	81
Firearms	7	2	3	0	0	0	0	2	0	0	0	14
Fraud	7	1	0	1	0	0	0	0	0	0	0	9
Hate crime	11	0	0	1	0	3	0	1	0	0	0	16
Investigation	589	168	48	13	2	7	8	81	1	0	6	923
Mental health	69	19	3	4	0	4	0	17	2	0	4	122
Missing persons	13	3	0	0	0	0	0	6	0	0	3	25
Neighbourhood policing	271	56	6	2	3	4	0	55	1	0	6	404
None	211	99	66	18	6	17	3	88	1	4	107	620
Police dogs or horses	1	1	0	0	0	0	0	0	0	0	0	2
Premises search	22	47	12	3	1	0	0	10	0	0	2	97
Public order incident	43	12	1	0	1	1	0	7	0	0	0	65
Restraint equipment	5	16	0	0	0	0	0	1	0	0	0	22
Roads/traffic	118	103	15	0	49	2	0	61	0	0	7	355
Serious injury	3	2	0	0	0	0	0	3	0	0	0	8
Social media	13	5	0	3	0	1	0	8	0	0	7	37
Stop and/or search	42	137	10	1	3	11	5	41	1	0	2	253
Taser	1	1	0	0	0	0	0	1	0	0	0	3
VAWG - dissatisfaction handling	41	2	0	0	0	0	1	2	0	0	0	46
VAWG - police perpetrated	2	13	0	0	0	0	0	5	4	0	0	24

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

Section A2: Allegations timeliness

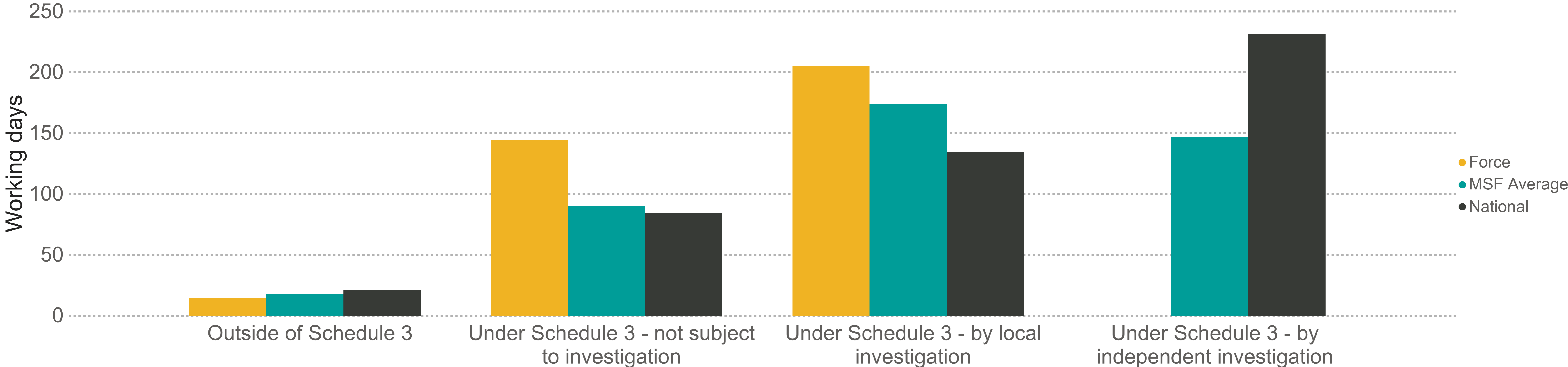
Average number of working days to finalise allegations	Force	MSF Average	National
Outside of Schedule 3	15	18	21
Under Schedule 3 - not subject to investigation	144	90	84
Under Schedule 3 - by local investigation	205	174	134
Under Schedule 3 - by directed investigation	0	0	0
Under Schedule 3 - by independent investigation	0	147	231

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.

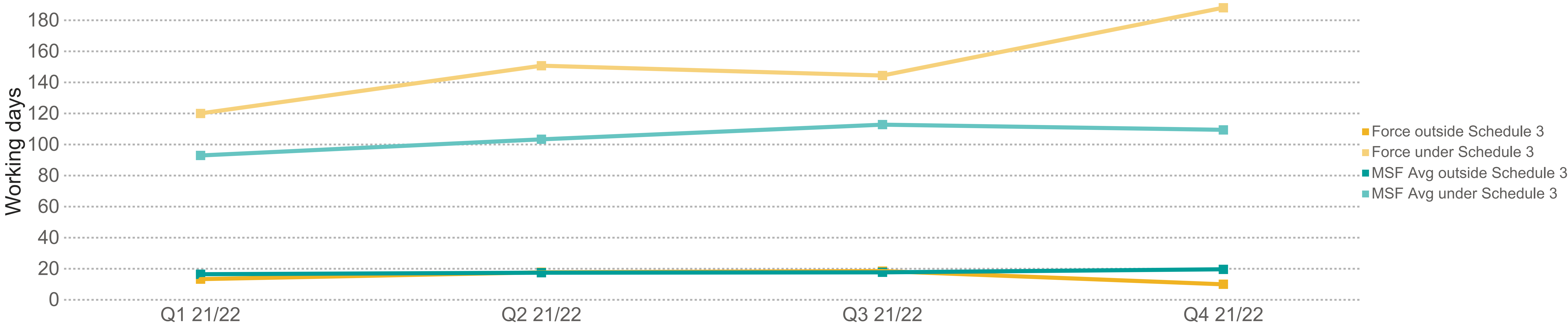
At present, allegations finalised by directed investigations are being included under 'local investigation'. This breakdown will be available in future bulletins.

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.

Average number of working days to finalise allegations



Average number of working days to finalise allegations



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	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	116	4 %	381	9 %	16,810	14 %
Under Schedule 3 investigated (subject to special procedures)	2	0 %	33	1 %	1,359	1 %
Under Schedule 3 - not investigated	923	28 %	1364	41 %	56,077	48 %
Outside of Schedule 3	2,199	68 %	1873	49 %	43,127	37 %
Total	3,240	100 %	3651	100 %	117,373	100 %

Please note that figures presented in these tables may be under-representing the number of allegations finalised under Schedule 3 and investigated (not subject to special procedures), instead grouping some of these allegations as finalised under Schedule 3 and not investigated. This is because police forces were not able to consistently and accurately collect this data on their systems until the implementation of an upgrade from November 2020.

How allegations were handled	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)			
	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.
No further action			0 %	1	4 %	39	11 %	6,063			1 %	20	1 %	1	10 %	1,746
Regulation 41 applies					0 %	2	0 %	185					3 %	3	1 %	114
Service provided - unable to determine					8 %	71	5 %	2,872			2 %	23	2 %	2	5 %	788
Service provided - not acceptable					11 %	97	12 %	6,916			4 %	58	14 %	16	10 %	1,724
Service provided - acceptable					76 %	698	67 %	37,733			16 %	224	79 %	92	71 %	11,912
Not Resolved	0 %	10	6 %	2,671												
Resolved	100 %	2189	94 %	40,449												
No Case to Answer									100 %	2	52 %	704				
Case to Answer											22 %	294				
Withdrawal					2 %	16	4 %	2,306			3 %	36	2 %	2	3 %	525
Total	68 %	2199	37 %	43,121	28 %	923	48 %	56,075	0 %	2	1 %	1,359	4 %	116	14 %	16,809

Section A3.2: Allegation decisions by what was complained about (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.

Allegation decisions	Allegation category											
	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
No further action	17	13	1	1	0	0	2	6	0	0	0	40
Regulation 41 applies	1	2	0	0	0	0	0	1	0	1	0	5
Service provided - unable to determine	16	19	5	4	1	1	2	25	0	0	0	73
Service provided - not acceptable	57	26	4	2	0	4	0	20	0	0	0	113
Service provided - acceptable	294	286	11	20	8	20	9	136	4	1	1	790
Not Resolved	1	7	0	0	0	0	0	1	0	0	1	10
Resolved	1,066	518	131	23	48	18	3	227	5	1	149	2,189
No Case to Answer	0	2	0	0	0	0	0	0	0	0	0	2
Case to Answer	0	0	0	0	0	0	0	0	0	0	0	0
Withdrawal	4	10	2	1	0	1	0	0	0	0	0	18

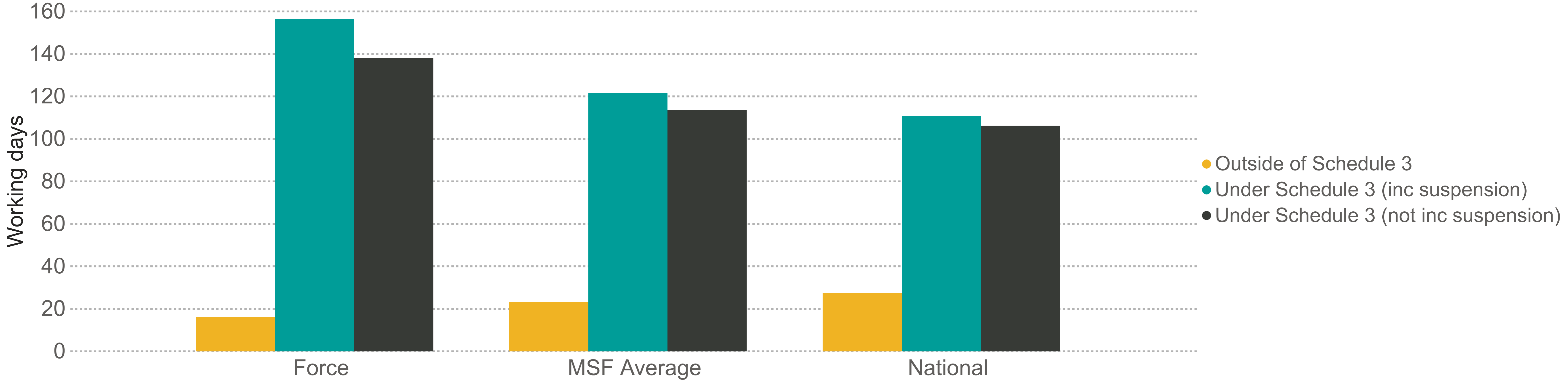
Section A4: Complaint cases finalised - timeliness

Average number of working days to finalise complaint cases	Force	MSF Average	National
Outside of Schedule 3	16	23	27
Under Schedule 3 (inc suspension)	156	121	111
Under Schedule 3 (not inc suspension)	138	113	106

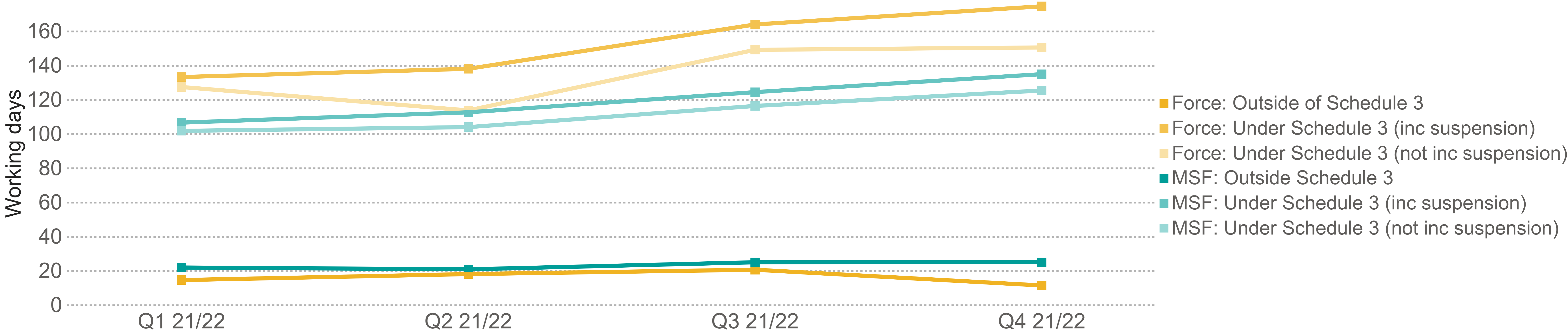
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled informally and those that are handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made.

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.

Average number of working days to finalise complaint cases



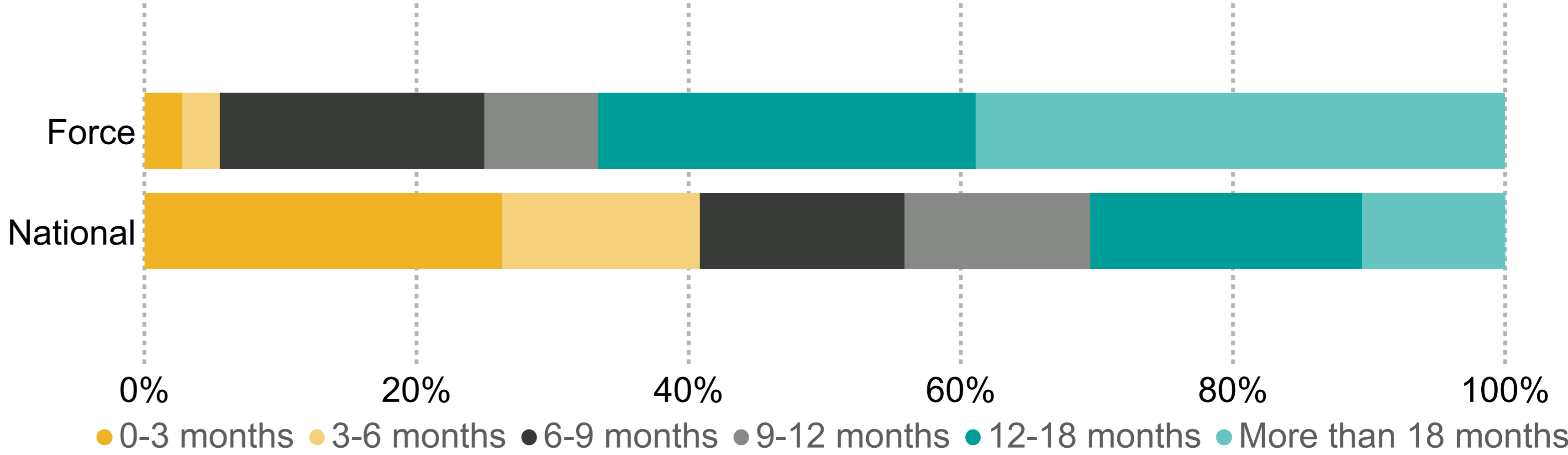
Average number of working days to finalise complaint cases by quarter



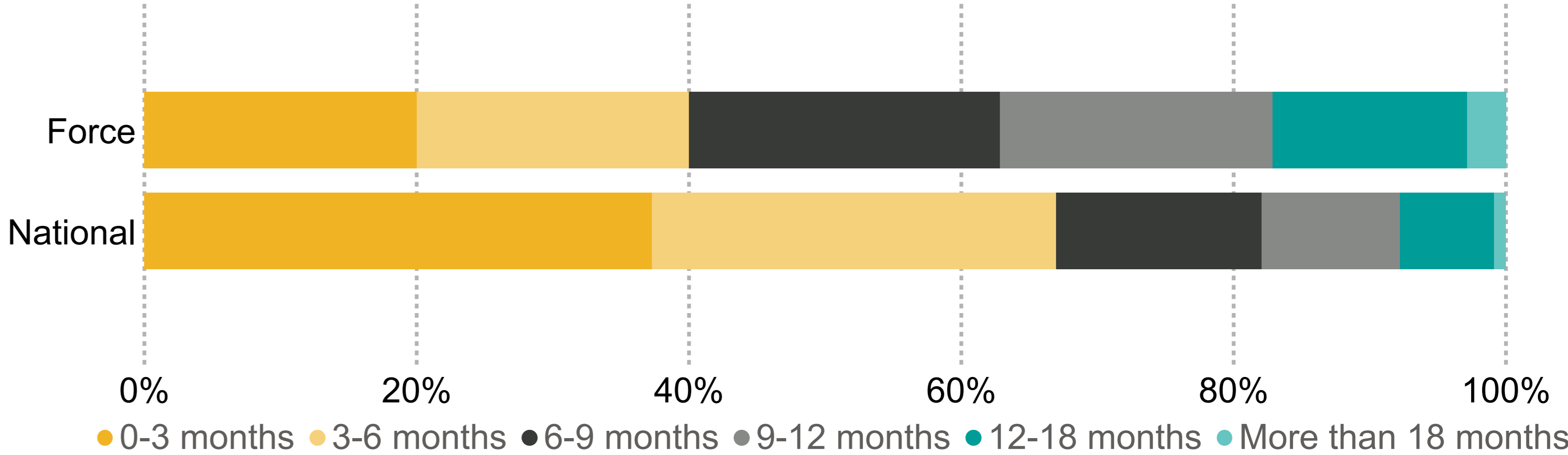
Section B1: Investigations (all investigation types) - timeliness

This section presents information about complaints handled under Schedule 3 that are investigated. It covers complaint cases investigated by both the force and the IOPC. The data shows how long investigations have been open (active) at the end of the period being reported. Also, the time it takes for allegations that have been investigated to be finalised. Allegations with 'invalid dates' have been removed from finalised timeliness. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for an explanation of invalid dates.

Investigations active for...	Force	MSF Average	National
0-3 months	3 %	20 %	26 %
3-6 months	3 %	11 %	15 %
6-9 months	19 %	12 %	15 %
9-12 months	8 %	11 %	14 %
12-18 months	28 %	20 %	20 %
More than 18 months	39 %	27 %	11 %



Investigations completed in...	Force	MSF Average	National
0-3 months	20 %	27 %	37 %
3-6 months	20 %	30 %	30 %
6-9 months	23 %	11 %	15 %
9-12 months	20 %	15 %	10 %
12-18 months	14 %	14 %	7 %
More than 18 months	3 %	3 %	1 %



Allegations finalised by investigation (all investigation types) - timeliness

Average number of working days	Year allegation finalised
	2021/22
Force	205
MSF Average	174
National	135

Data for 2020/21 was considered experimental. Due to this, figures for that financial year are not reported in this bulletin.

Section B2: Investigations (by type of investigation) - timeliness

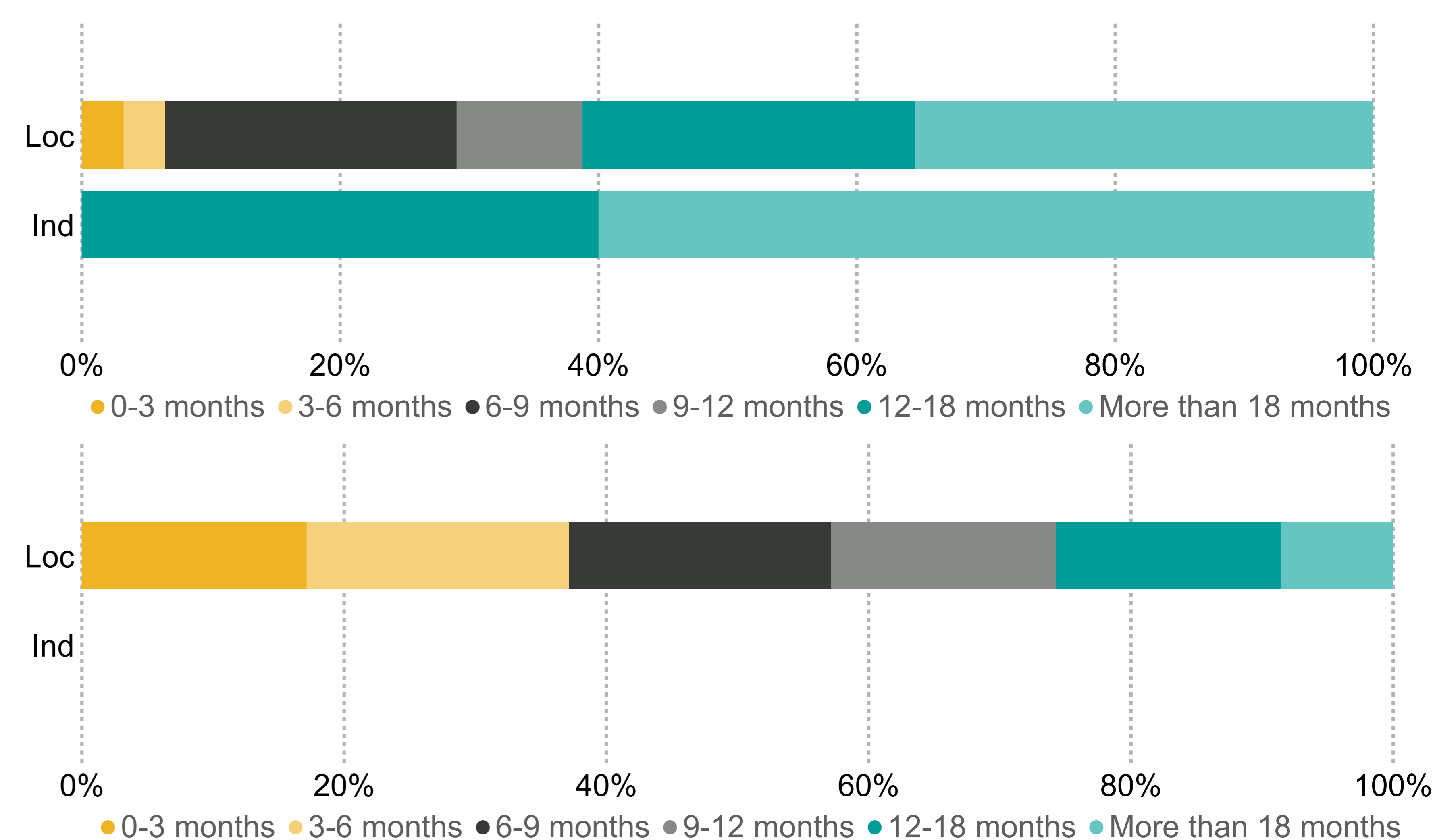
This section presents information about complaint cases handled under Schedule 3 that are investigated, by the type of investigation. It covers complaint cases investigated by both the force and the IOPC.

The data shows how long investigations have been open (active) at the end of the period being reported. Also, the time it takes for allegations that have been investigated to be finalised by the type of investigation. At present, allegations finalised by directed investigations are being included under 'local investigation'. The IOPC is working with force IT suppliers to ensure that reporting on this is possible in the future.

Allegations with 'invalid dates' have been removed from finalised timeliness. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for an explanation of invalid dates.

Investigations active for...	Loc	Dir	Ind	All
0-3 months	3 %	0 %	0 %	3 %
3-6 months	3 %	0 %	0 %	3 %
6-9 months	23 %	0 %	0 %	19 %
9-12 months	10 %	0 %	0 %	8 %
12-18 months	26 %	0 %	40 %	28 %
More than 18 months	35 %	0 %	60 %	39 %

Investigations completed in...	Loc	Ind	All
0-3 months	20 %	0 %	20 %
3-6 months	20 %	0 %	20 %
6-9 months	23 %	0 %	23 %
9-12 months	20 %	0 %	20 %
12-18 months	14 %	0 %	14 %
More than 18 months	3 %	0 %	3 %



Allegations finalised by investigation (by type of investigation) - timeliness

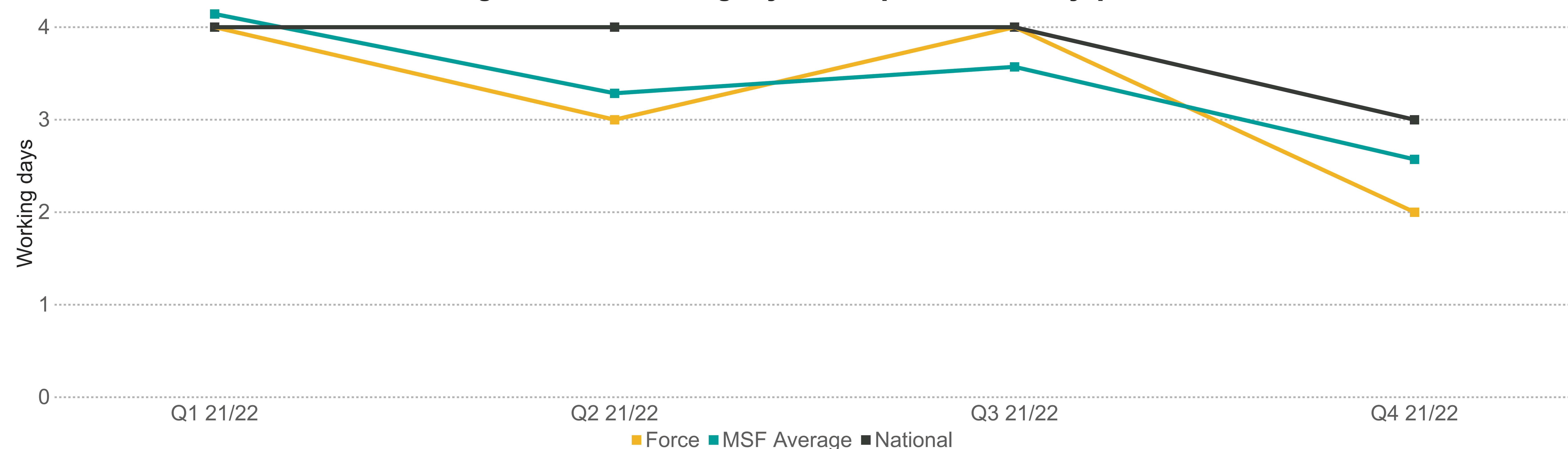
Average number of working days	Year allegation finalised
	2021/22
Local	205
Directed	0
Independent	0
All	205

Data for 2020/21 was considered experimental. Due to this, figures that financial year are not reported in this bulletin.

Section C: Referrals

	Force	Force %	MSF Average	MSF Average %	National	National %
Number referrals received	112		181		5,284	
Number referrals completed	111		180		5,261	
Decision: Independent Investigation	11	10%	22	11%	504	10%
Decision: Directed Investigation	2	2%	2	1%	47	1%
Decision: Local Investigation	51	46%	93	50%	3,073	58%
Decision: Return to Force	46	41%	61	36%	1,591	30%
Decision: Invalid	0	0%	1	0%	31	1%

Average number of working days to complete referrals by quarter



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.

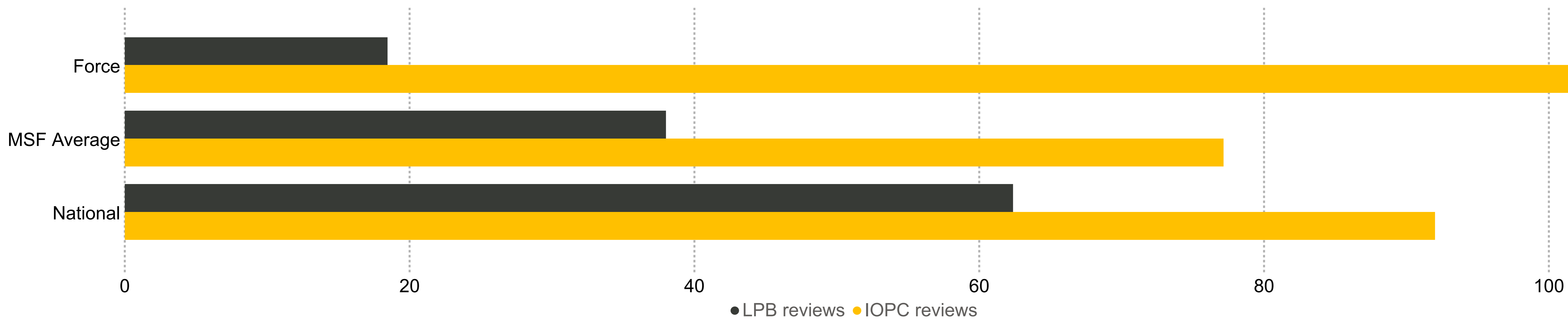
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

Section D1: Reviews received

	Complaint cases finalised under Schedule 3	Reviews received	Reviews received as proportion of complaint cases finalised under Schedule 3	Number LPB reviews received - investigation	Number LPB reviews received - non-investigation	Number IOPC reviews received - investigation	Number IOPC reviews received - non-investigation
Force	286	88	31 %	5	52	9	22
MSF Average	940	189	22 %	16	121	23	28
National	33,602	6,635	20 %	574	4,456	788	817

Section D2: Reviews timeliness

	Force	MSF Average	National
Average number of working days to complete Local Policing Body reviews	18	38	62
Average number of working days to complete IOPC reviews	102	77	92



Where a complaint has been recorded under Schedule 3 to the *Police Reform Act 2002*, the complainant has a right to apply for a review. A person can apply for review if they are unhappy with the way their complaint was handled, or with the outcome. This applies whether the complaint has been investigated by the appropriate authority or handled otherwise than by investigation (non-investigation). The application for a review will be considered either by the local policing body or the IOPC; the relevant review body depends on the circumstances of the complaint.

This section presents information about applications for review handled by both local policing bodies and the IOPC.

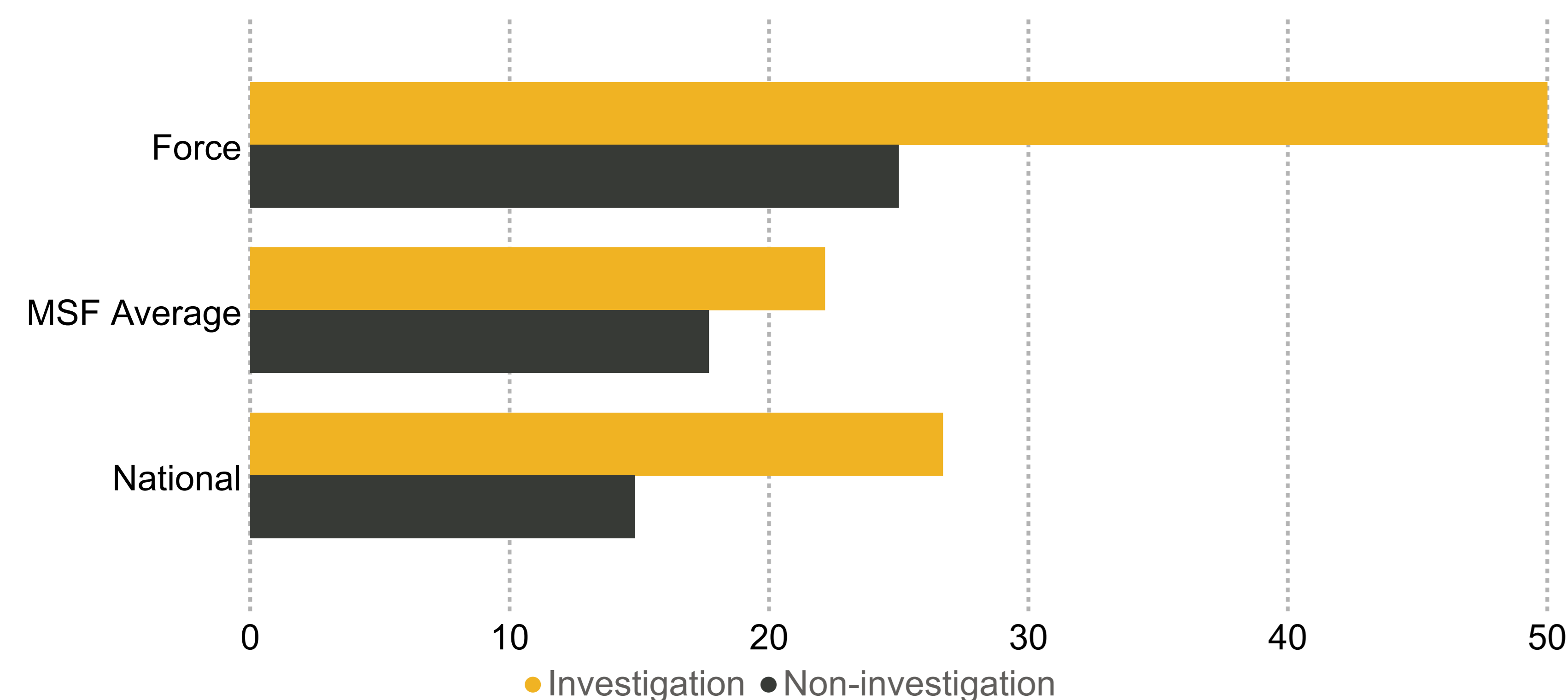
Information about the right of review and who is the relevant review body is available in [chapter 18 of the IOPC's Statutory Guidance on the police complaints system \(February 2020\)](#).

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

Section D3: Decisions on reviews

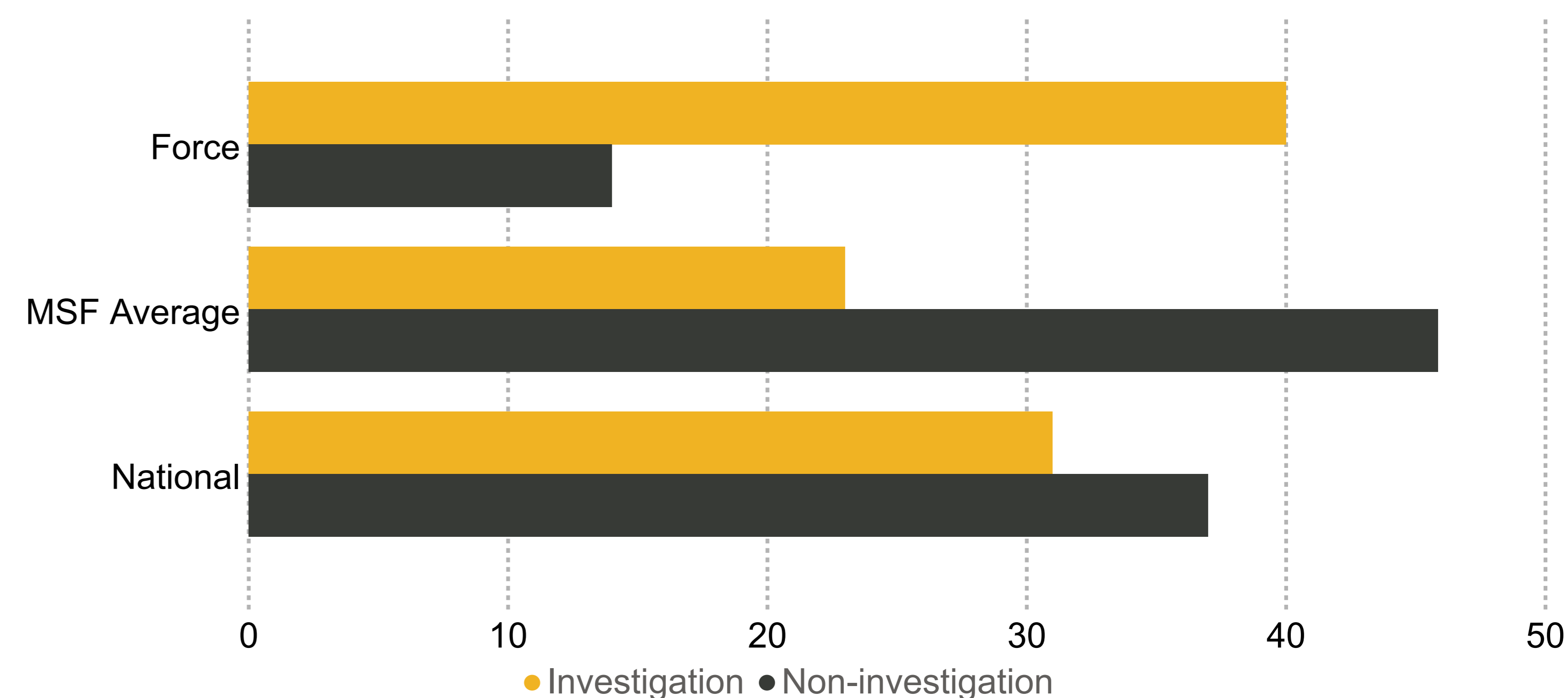
% LPB reviews found outcome not reasonable and proportionate

	Force	MSF Average	National
Investigation	50	22	27
Non-investigation	25	18	15



% IOPC reviews found outcome not reasonable and proportionate

	Force	MSF Average	National
Investigation	40	23	31
Non-investigation	14	46	37



% LPB reviews resulting in...

	Force	MSF Average	National
Recommendation made	67	68	86

% IOPC reviews resulting in...

	Force	MSF Average	National
Recommendation made	0	3	2
Direction	25	27	22
Extra work commissioned	8	2	1

This section presents information about the decisions made on reviews by local policing bodies and the IOPC. It includes the proportion of reviews where the relevant review body found the outcome of the complaint was not reasonable and proportionate and those that resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police.

The percentage of reviews the relevant review body determines to be not reasonable and proportionate excludes any reviews that were deemed invalid. Invalid reviews may, for example, include applications that were made outside of the 28 day period to submit an application. Some caution is advised when looking at the percentage of reviews that found the complaint case outcome was not reasonable and proportionate due to the sometimes small number of reviews involved.

Where the IOPC does not have enough information to decide on a review of a police force investigation, they are able to request that the force undertakes further work to gather additional evidential material. This is known as commissioning further work. The proportion of reviews completed where additional work was commissioned are shown in this section.

Section E1.1: Allegation actions - on complaint cases handled outside of Schedule 3

Actions following outside of Schedule 3 complaint cases	Force		MSF Average		National	
	No.	%	No.	%	No.	%
Organisational learning	4	0 %	3	0 %	169	0 %
Individual learning	0	0 %	0	0 %	348	1 %
Policy review	2	0 %	1	0 %	31	0 %
Goodwill gesture	2	0 %	1	0 %	135	0 %
Apology	172	8 %	97	7 %	3312	9 %
Debrief	16	1 %	25	1 %	562	1 %
Explanation	1101	51 %	841	54 %	18482	48 %
No further action	633	29 %	614	27 %	11157	29 %
Learning from Reflection	41	2 %	30	2 %	696	2 %

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.

Section E1.2: Allegation actions - on complaint cases handled under Schedule 3

Actions following Schedule 3 complaint cases	Force		MSF Average		National	
	No.	%	No.	%	No.	%
Referral to RPRP	3	1 %	13	1 %	1003	3 %
Learning from Reflection	54	19 %	67	8 %	3364	10 %
Other actions following a case to answer decision	0	0 %	1	0 %	20	0 %
Other action	4	1 %	9	1 %	517	2 %
No further action	245	86 %	332	43 %	15965	48 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	14	0 %
Misconduct proceedings	0	0 %	2	0 %	68	0 %
Explanation	6	2 %	490	42 %	12350	37 %
Debrief	0	0 %	15	1 %	259	1 %
Apology	8	3 %	44	4 %	1737	5 %
Goodwill gesture	0	0 %	0	0 %	14	0 %
Policy review	0	0 %	0	0 %	41	0 %
Individual learning	0	0 %	1	0 %	86	0 %
Organisational learning	2	1 %	7	1 %	588	2 %

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.

Section E2: Focus on RPRP, UPP, misconduct and criminal outcomes (for complaint cases handled under Schedule 3)

RPRP and learning

This section focusses on what happened as a result of the complaint case (action) in relation to RPRP, UPP, and a case to answer for misconduct.

Actions are captured at allegation level and multiple actions can be selected, where appropriate, on a 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%. More than one UPP, RPRP, misconduct meeting and misconduct hearing can result from a single allegation, therefore the numbers shown do not represent the number of these processes which occurred in the period.

Number of complaint cases resulting in below actions	2021/22
RPRP	
National	1003
Force	3
Learning	
National	673
Force	2

Percentage of complaint cases resulting in below actions	2021/22
RPRP	
National	3 %
Force	1 %
Learning	
National	2 %
Force	1 %

RPRP, UPP, misconduct and criminal

Percentage of complaint cases resulting in below actions	Force		MSF Average		National	
	No.	%	No.	%	No.	%
RPRP	3	1 %	13	1 %	1003	3 %
Misconduct meeting	0	0 %	2	0 %	55	0 %
Misconduct hearing	0	0 %	0	0 %	14	0 %
UPP	0	0 %	0	0 %	14	0 %

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 \(February 2020\)](#).