

Police Complaints Information Bulletin

Surrey

Reporting period: 01 April 2019 to 31 March 2020

Table A: Key Indicators					
Measure	Year to date actual	Count	Same period last year	MSF average	National result
IOPC appeals upheld					
% IOPC investigation appeals upheld	25%	3	50%	33%	34%
% IOPC local resolution appeals upheld	33%	2	100%	50%	49%
% IOPC non recording appeals upheld	64%	9	41%	36%	40%
% IOPC disapplication appeals upheld	0%	0	0%	0%	10%
% IOPC discontinuance appeals upheld	0%	0	0%	0%	22%
Force appeals upheld and completed					
% force investigation appeals upheld	0%	0	11%	6%	15%
% force local resolution appeals upheld	6%	4	10%	5%	16%
% force disapplication appeals upheld	0%	0	0%	3%	13%
% force discontinuance appeals upheld	0%	0	0%	0%	11%
Ave number days to complete all force appeals	25		33	25	46
Complaint cases - timeliness					
% complaint cases recorded within 10 days	81%	286	77%	91%	86%
Ave number of days to finalise complaint cases (not inc suspension)	69		70	78	100
Ave number of days to finalise complaint cases (inc suspension)	73		74	86	107
Allegations - timeliness					
Ave number of days to locally resolve allegations	59		74	65	73
Ave number of days to finalise allegations by local investigation	127		179	148	151
Ave number of days to finalise allegations by supervised investigation	0		0	0	863
Table B: Allegations					
Measure	Year to date actual	Count	Same period last year	MSF average	National result
Allegations recorded					
Number of allegations recorded per 1000 employees	311		353	270	243
% of Other neglect or Failure in duty allegations	48%	557	47%	43%	41%
% of Incivility, impoliteness and intolerance allegations	9%	103	12%	11%	12%
% of Lack of fairness and impartiality allegations	7%	83	6%	6%	4%
% of Other assault allegations	5%	64	5%	7%	7%
% of Oppressive conduct or harassment allegations	4%	52	5%	6%	5%
Allegations finalised					
% allegations locally resolved	68%	848	63%	64%	48%
% allegations investigated	26%	325	29%	22%	39%
% allegations discontinued	0%	2	1%	1%	1%
% allegations disappplied	3%	35	3%	8%	5%
% allegations dispensed	0%	0	0%	0%	0%
% allegations withdrawn	3%	38	3%	4%	6%

Police Complaints Information Bulletin

Surrey

Table C: IOPC performance

Measure	Year to date actual	Count	Same period last year	MSF average	National result
Ave number of days to complete referrals	3		3		
Casework - timeliness					
Ave number of days to forward appeals to the RAB	3		1		
Ave number of days to complete IOPC dispensations, disapplications and discontinuances	0		0		
Ave number of days to complete IOPC investigation appeals	41		41		
Ave number of days to complete IOPC local resolution appeals	26		27		
Ave number of days to complete IOPC non-recording appeals	44		23		
Ave number of days to complete IOPC disapplication appeals	36		0		
Ave number of days to complete IOPC discontinuance appeals	0		11		
Investigations - timeliness					
Ave number of days to finalise allegations by independent investigation	0		0	181	409
Ave number of days to finalise allegations by managed investigation	0		0	0	0

Notes

This bulletin presents figures on complaints recorded under the 2012 complaints regime only. The 2012 complaints regime is governed by the Police (Complaints and Misconduct) Regulations 2012. On 1 February 2020, these were replaced by the Police (Complaints and Misconduct) Regulations 2020. Complaints recorded from 1 February 2020 are not included in this bulletin.

Table C:

RAB refers to 'relevant appeal body'. Both Chief Officers of police forces and the IOPC are appeal bodies and consider appeals. The measure 'Ave number of days to forward appeals to the RAB' captures how long it takes the IOPC to determine that an appeal it has received should have been made to the force and to forward it to that force.

Data sources:

Complaint case and allegation data is taken from XML data submissions made by forces to the IOPC every quarter.

IOPC performance data is taken from the IOPC case management system.

Police force employee numbers are taken from the publication *Police Workforce, England and Wales, 31 March 2019* (National Statistics).

The Most Similar Force (MSF) groups for the calculation of the MSF averages used in this bulletin are those determined by the Home Office. Please note that 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:

<https://policeconduct.gov.uk/research-and-learning/statistics/complaints-statistics>

Performance Framework counting rules and calculations:

The counting rules and calculations used to produce the data shown in this bulletin can be found on the IOPC website:

<https://policeconduct.gov.uk/research-and-learning/statistics/complaints-statistics>

Data constraints:

The data is sourced from live case management systems and provides a snap shot 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:

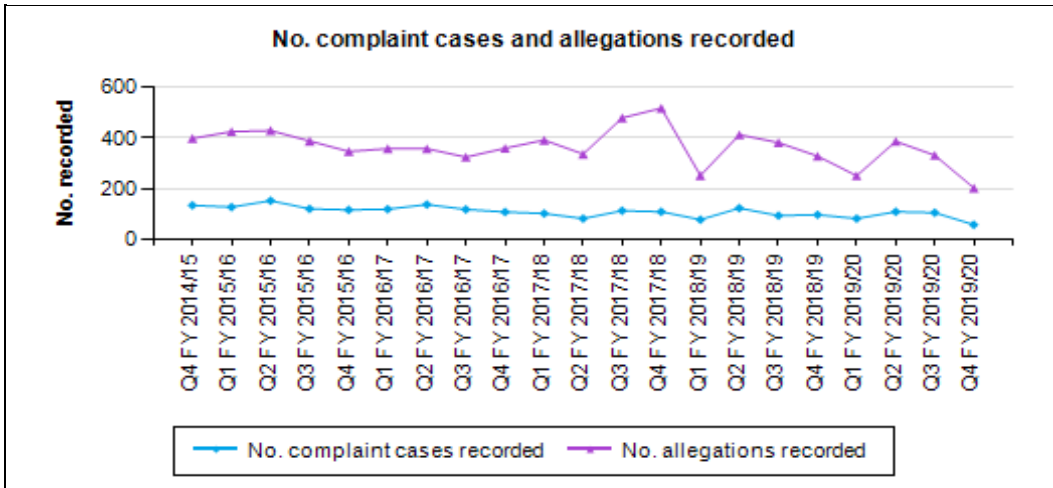
A glossary providing a full list of definitions used in these bulletins, can be found on the IOPC website: <https://policeconduct.gov.uk/research-and-learning/statistics/complaints-statistics>

Additional information about the recording of police complaints, including the definitions of the allegation categories, can be found in the *Guidance on the Recording of Complaints Under the Police Reform Act 2002* on the IOPC website: <https://policeconduct.gov.uk/research-and-learning/statistics/complaints-statistics>

Information about how the police complaints system operates, who can complain and how appeals are dealt with can be found in the *IOPC Statutory Guidance (2015)* on the IOPC website: <https://policeconduct.gov.uk/complaints-and-appeals/statutory-guidance>.

Surrey

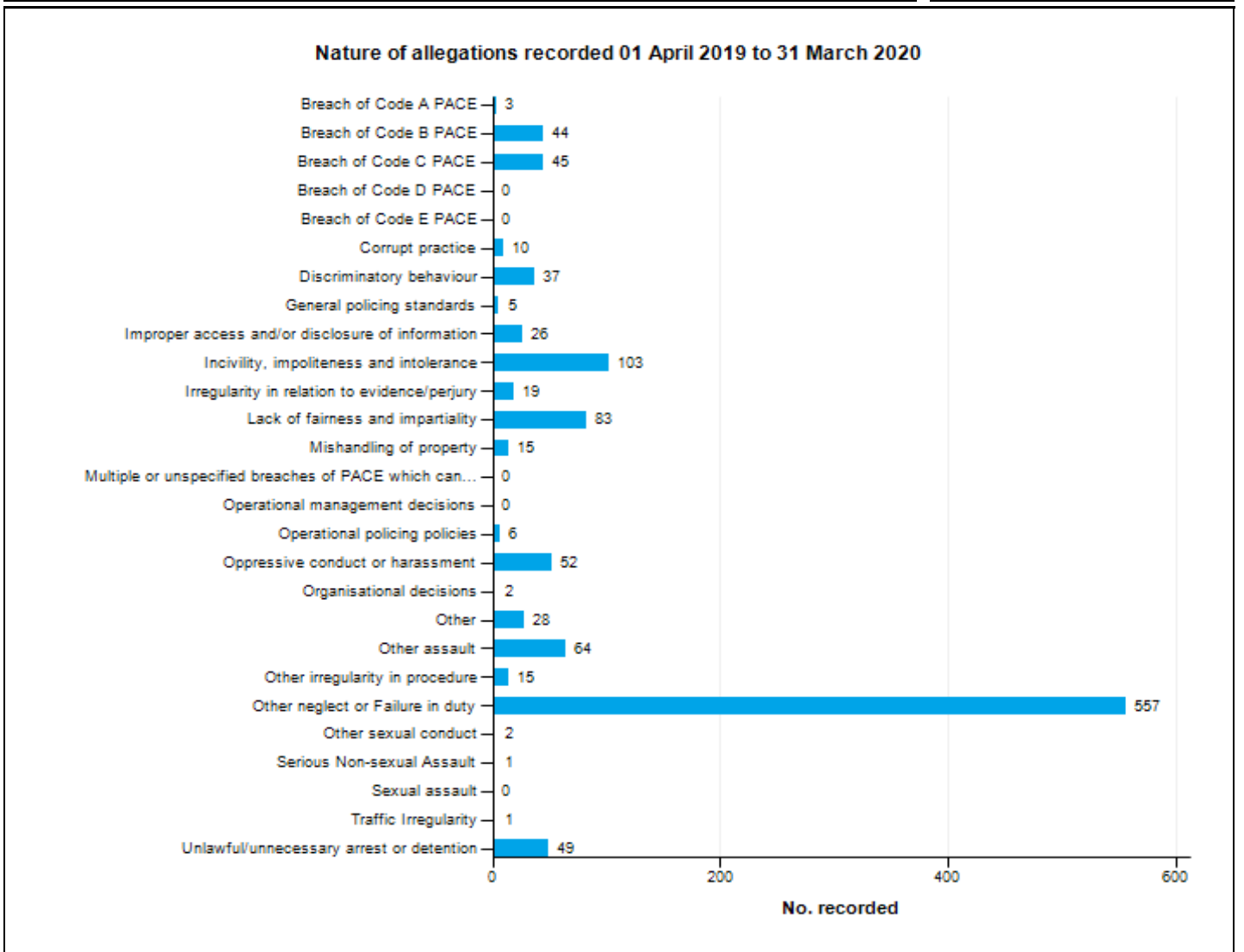
Complaint cases and allegations recorded



The line chart shows the number of complaint cases and allegations recorded in each quarter of each financial year. The bar chart shows the number of allegations recorded in each category this year to date.

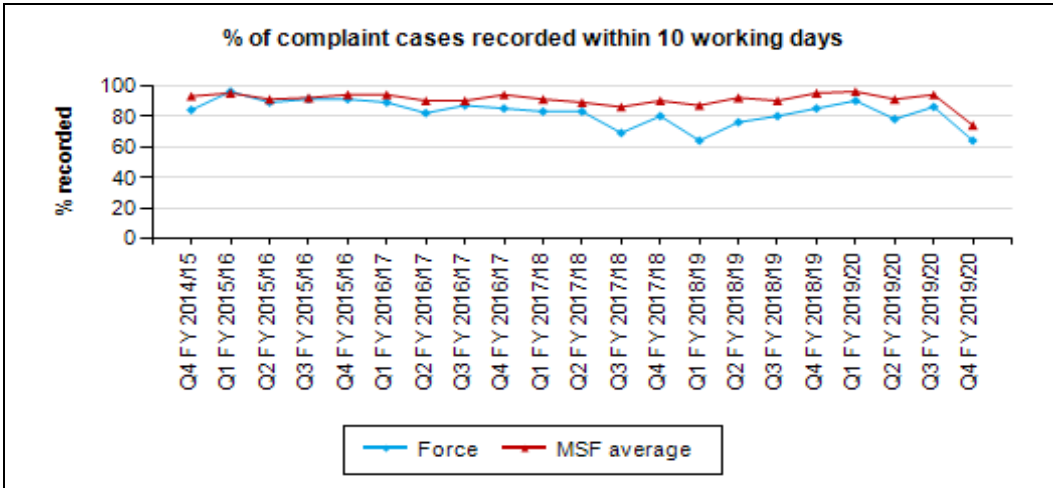
A complaint case can have more than one allegation attached to it. From Q3 2012/13, the number of allegations recorded includes allegation categories that previously did not fall within the police complaints system.

Definitions of the allegation categories can be found in the *IOPC Guidance Recording of Complaints Under the Police Reform Act 2002*.



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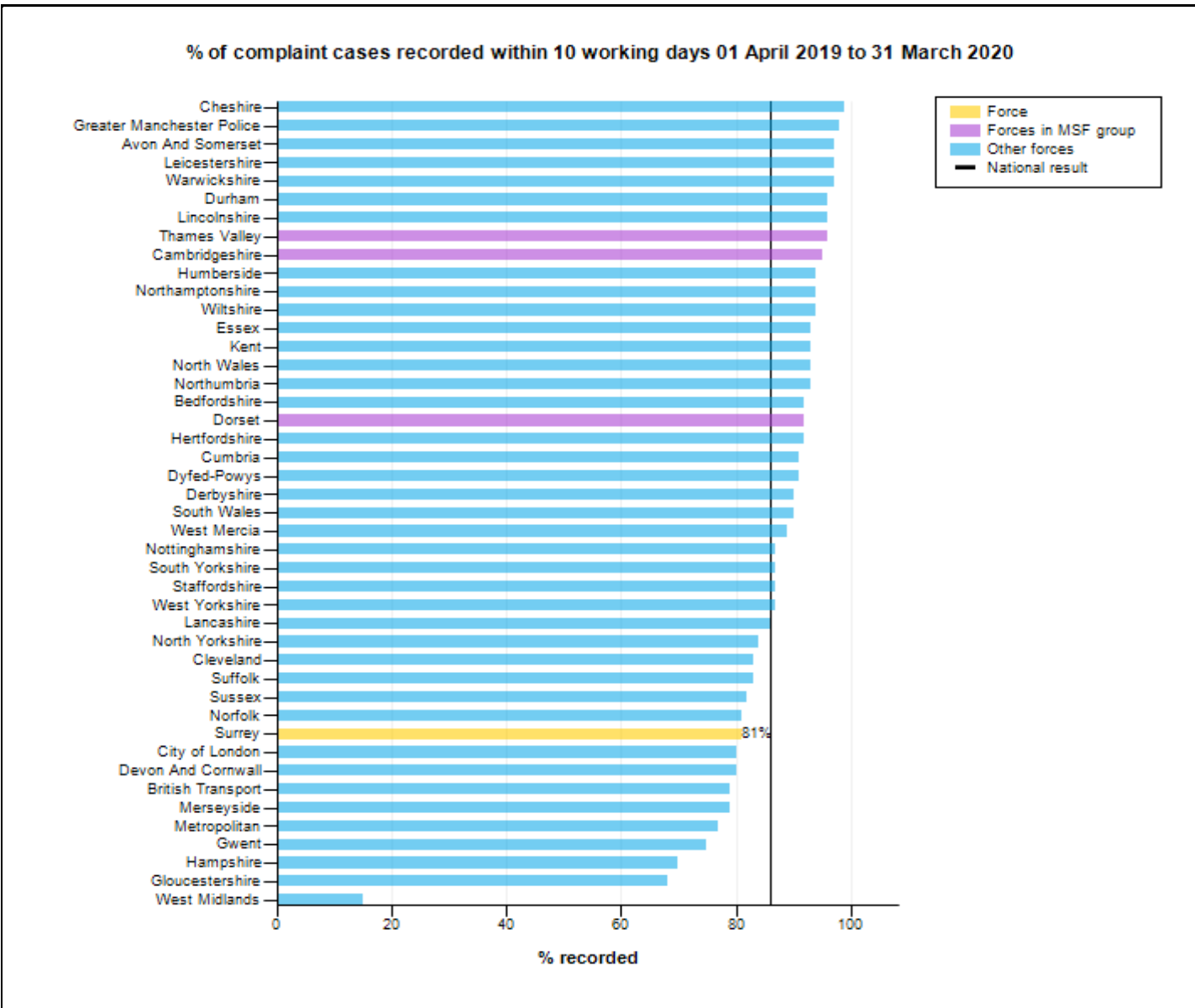
Complaint cases recorded within 10 working days



The line chart shows the percentage of complaint cases recorded within 10 working days in each quarter in each financial year.

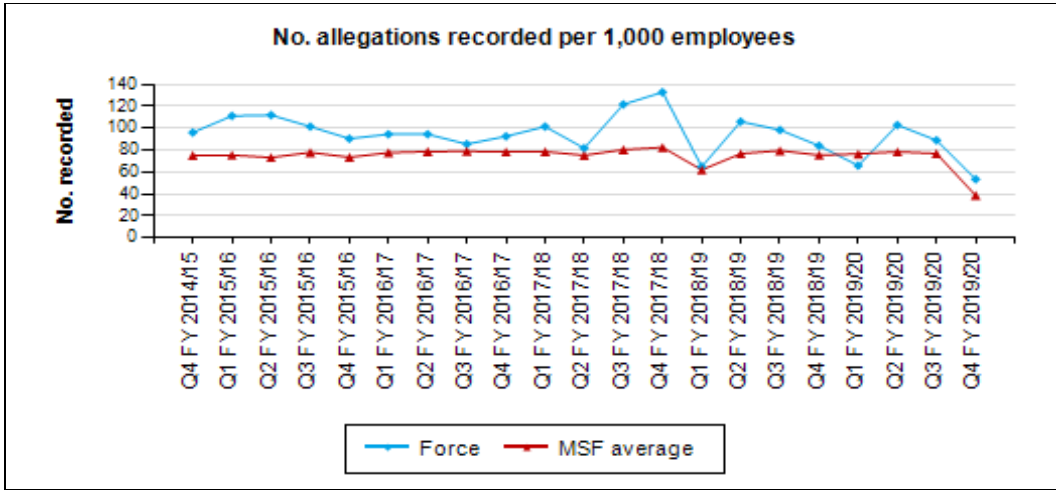
The bar chart shows this information for each force for this year to date, compared to the national result.

Complaint cases with 'invalid dates' have been removed from the data shown in these charts – refer to the *Performance Framework counting rules and calculations* on the IOPC website for an explanation of invalid dates.



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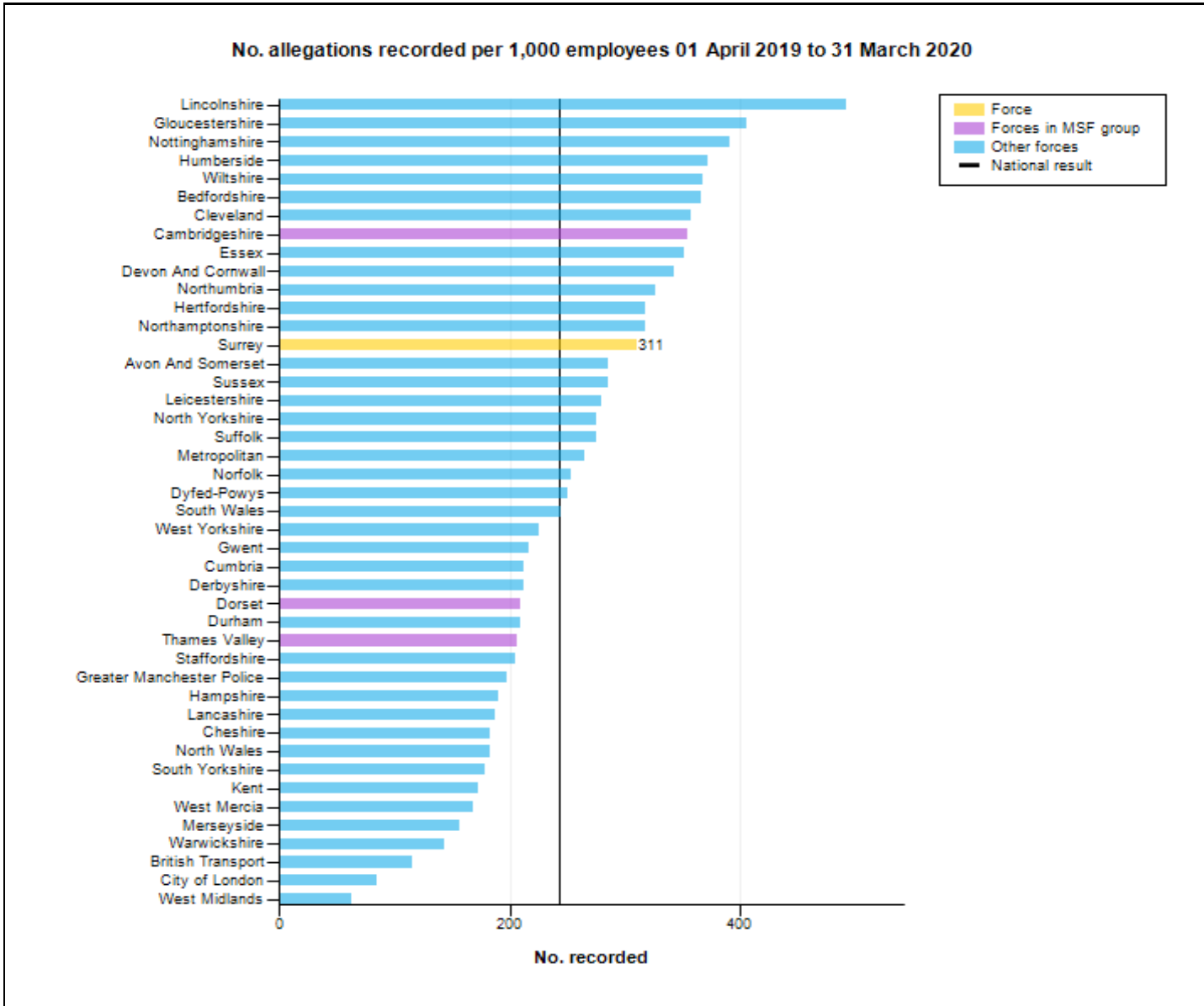
Allegations recorded per 1,000 employees



The line chart shows the number of allegations recorded for every 1,000 force employees in each quarter in each financial year.

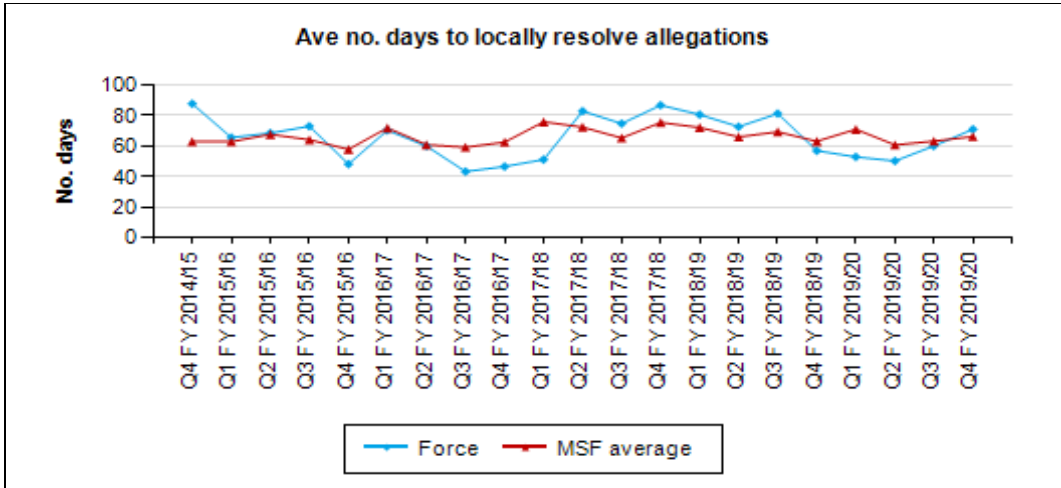
The bar chart shows this information for each force for this year to date, compared to the national result.

‘Employees’ means individuals employed by a force who fall within specific employee groups – refer to the *Performance Framework counting rules and calculations* on the IOPC website for further information.



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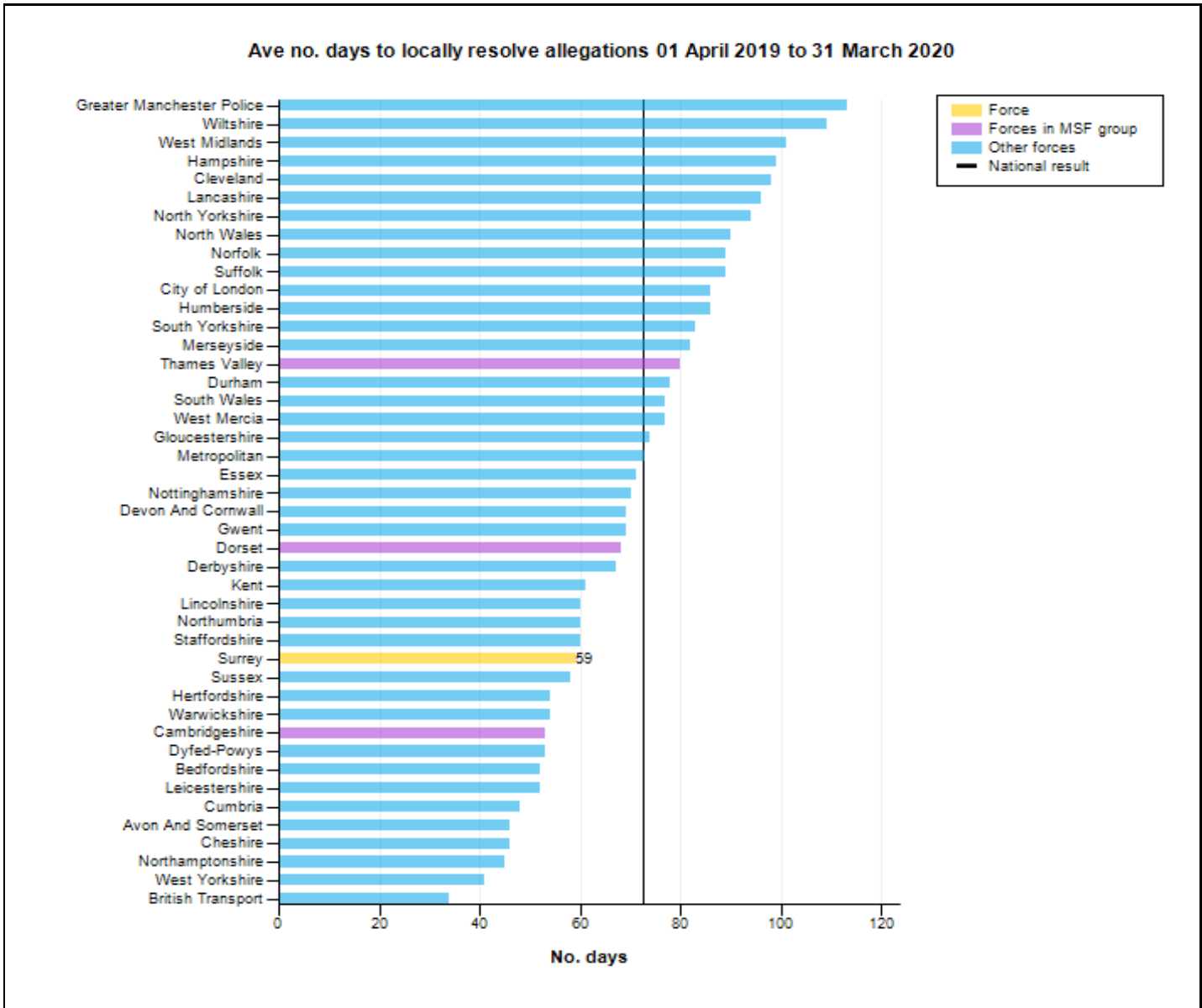
Allegations finalised - time taken to finalise allegations by local resolution



The line chart shows the average number of working days it has taken to finalise allegations by local resolution in each quarter in each financial year.

The bar chart shows this information for each force for this year to date, compared to the national result.

Allegations with 'invalid dates' have been removed from the data shown – refer to the *Performance Framework counting rules and calculations* on the IOPC website for an explanation of invalid dates.



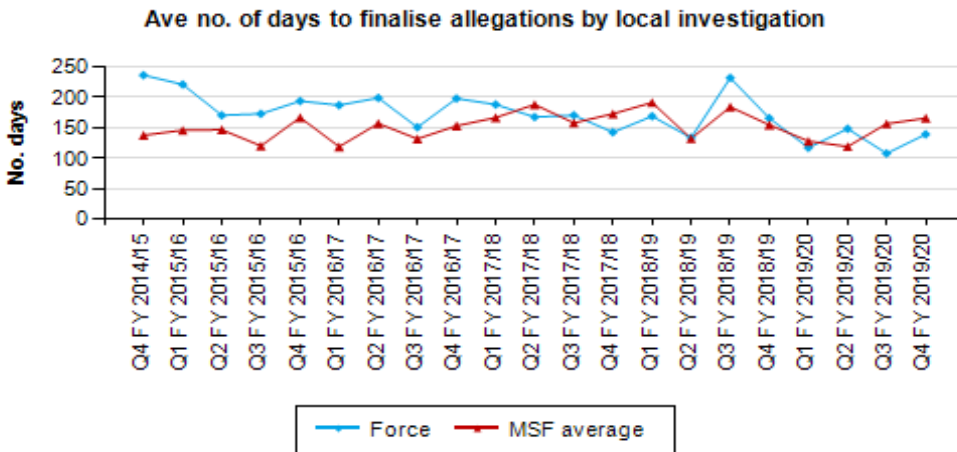
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Allegations finalised - time taken to finalise allegations by local investigation

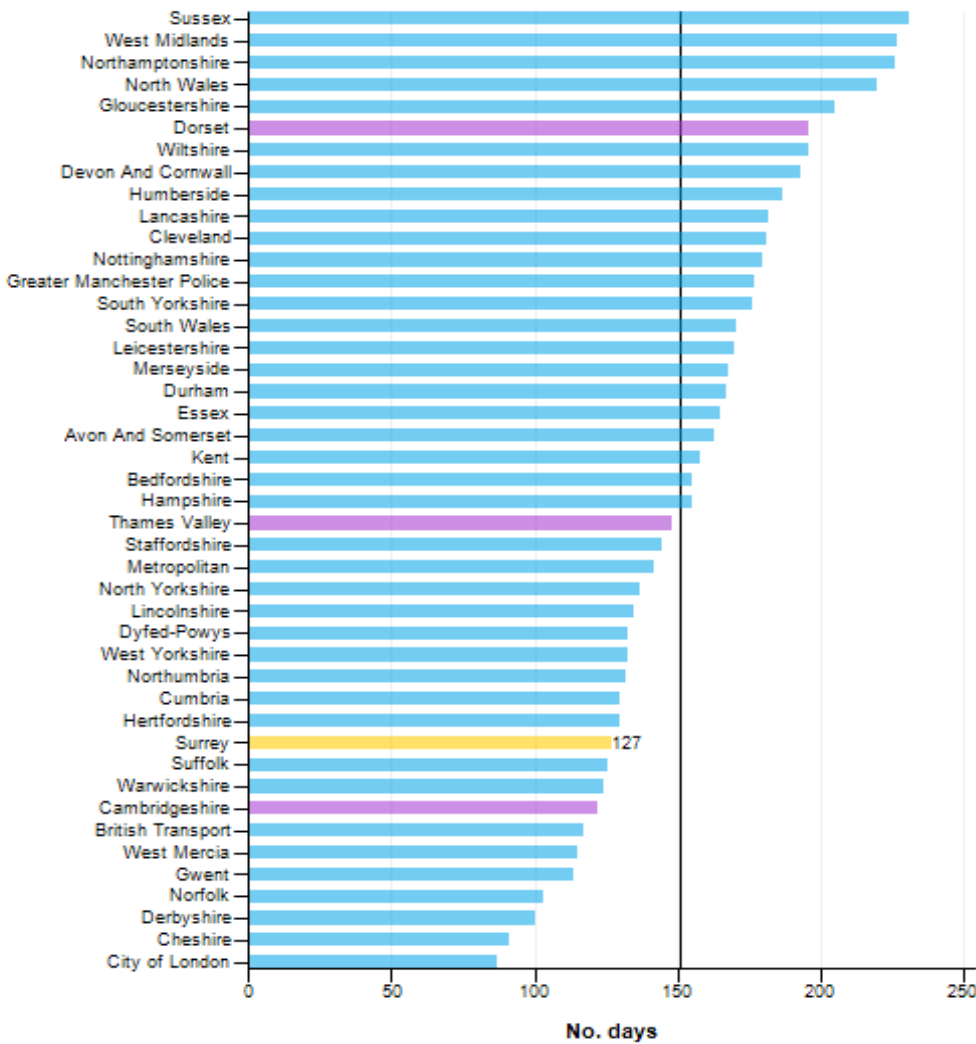
The line chart on this page shows the average number of working days it has taken to finalise allegations that were investigated locally (i.e. by the police force) in each quarter in each financial year.

The bar chart shows this information for each force for this year to date, compared to the national result.

Allegations with 'invalid dates' have been removed from the data shown – refer to the *Performance Framework counting rules and calculations* on the IOPC website for an explanation of invalid dates.

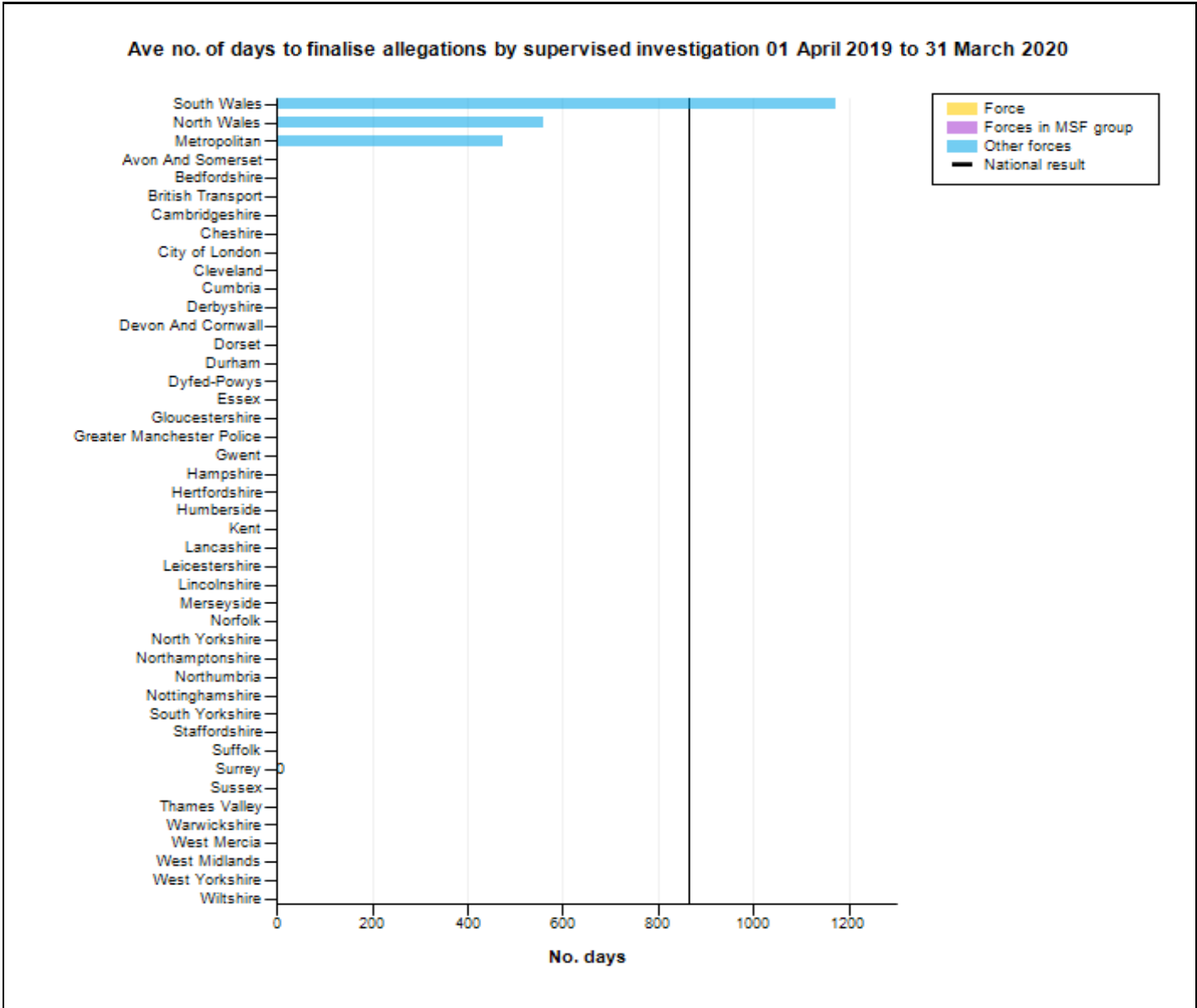
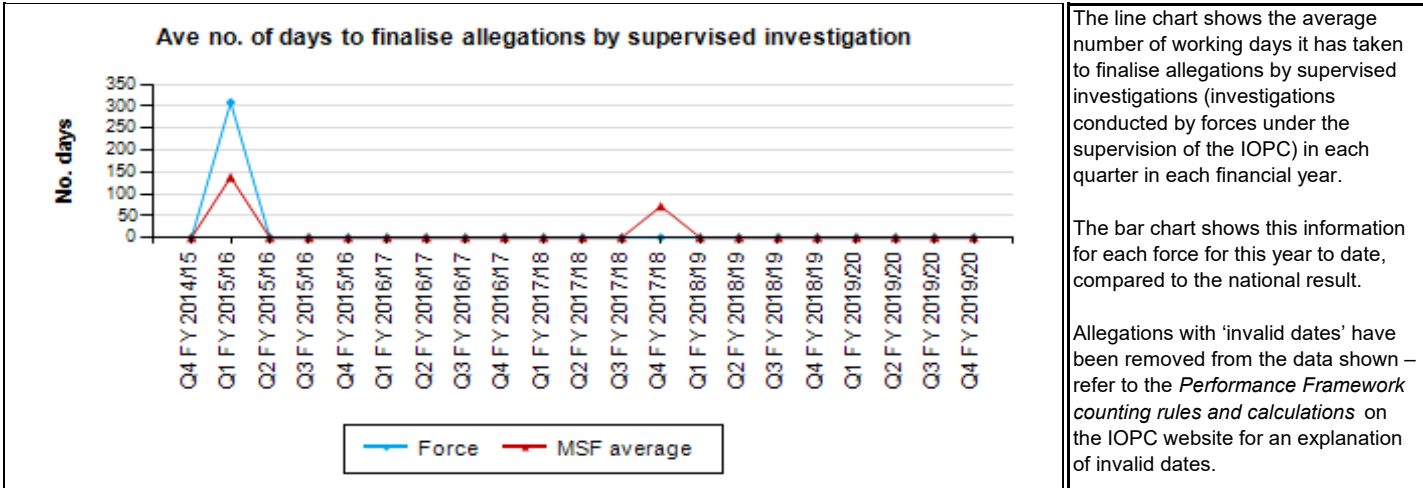


Ave no. of days to finalise allegations by local investigation 01 April 2019 to 31 March 2020



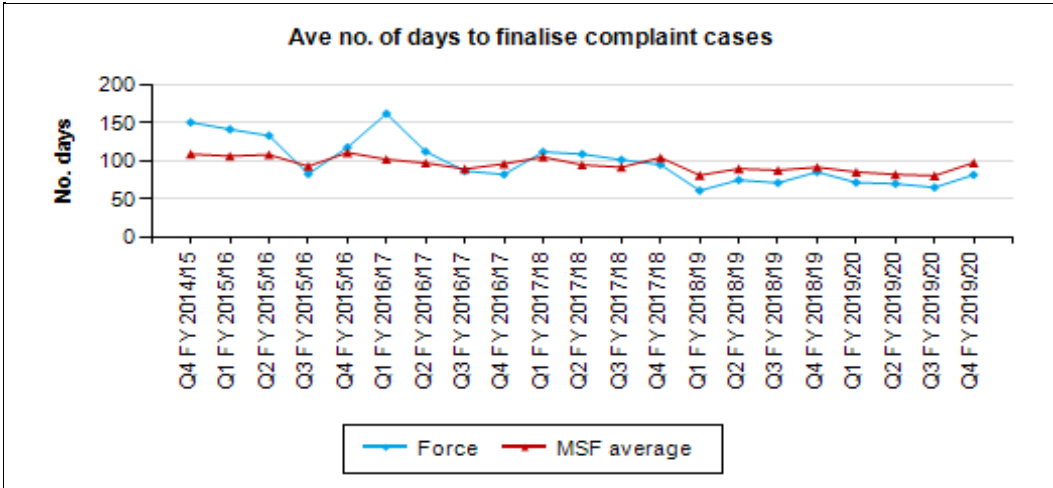
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Allegations finalised - time taken to finalise allegations by supervised investigation



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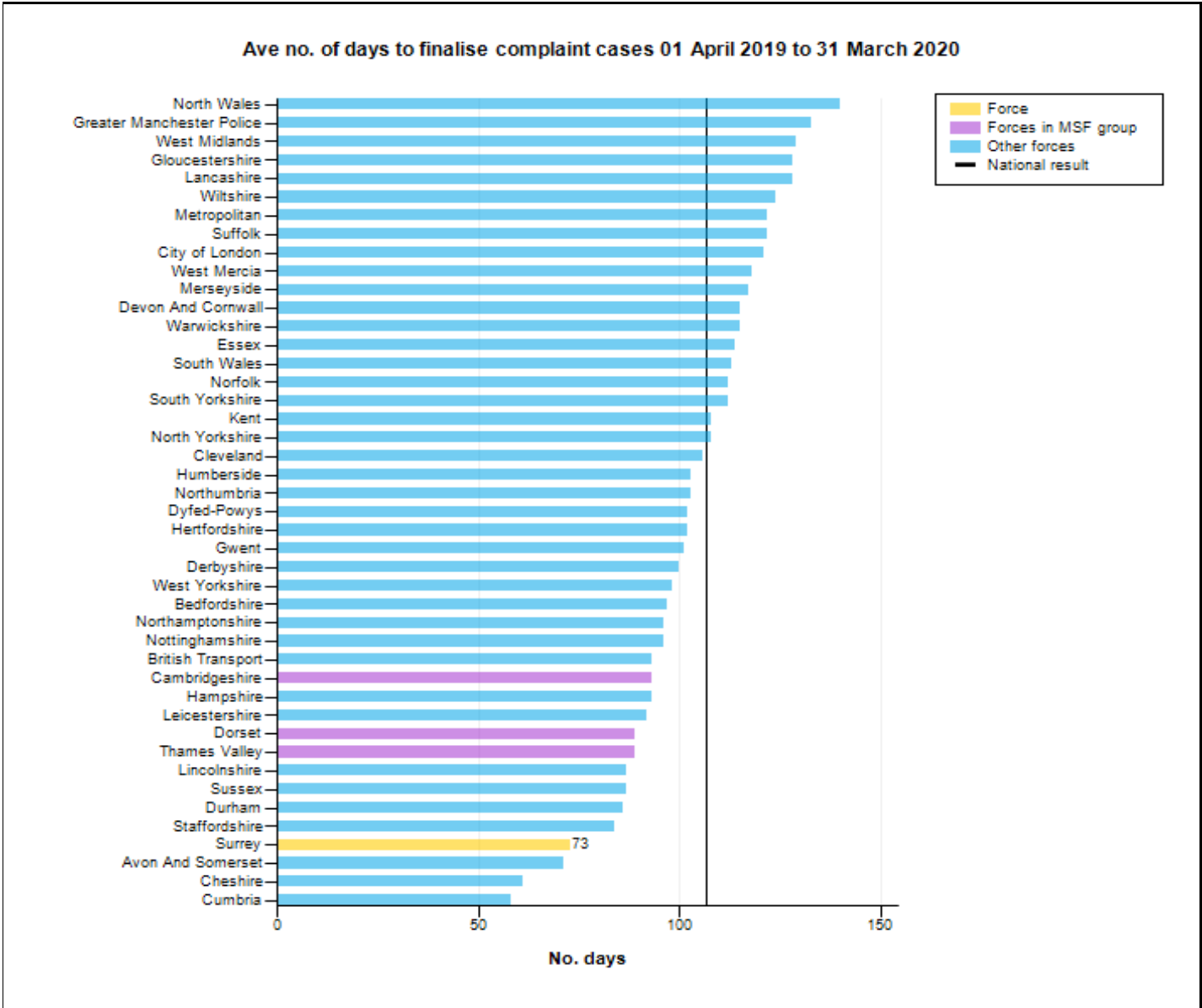
Complaint cases finalised - time taken to finalise complaint cases (including suspension)



The line chart shows the average number of working days it has taken to finalise complaint cases in each quarter in each financial year.

The bar chart shows this information for each force for this year to date, compared to the national result.

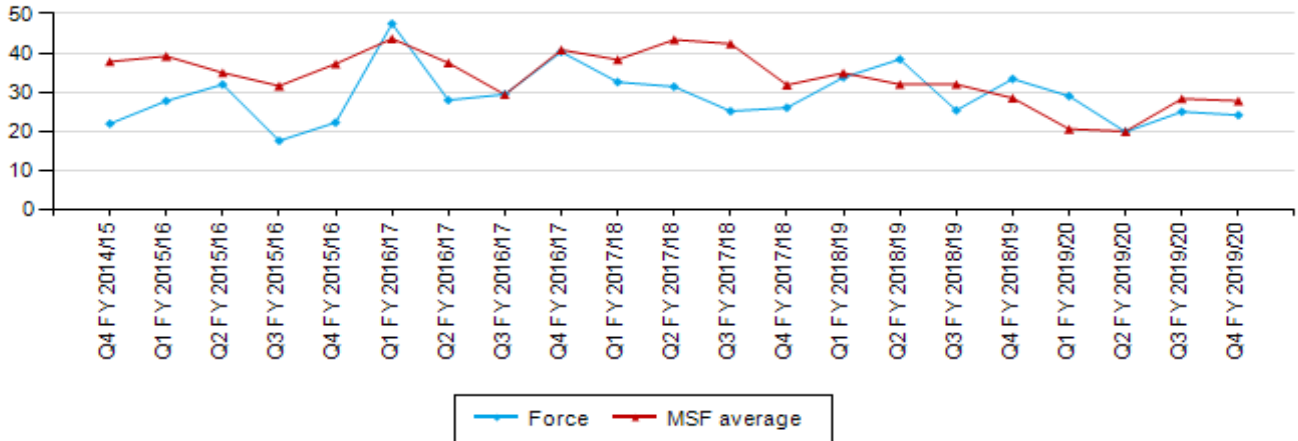
Complaint cases with 'invalid dates' have been removed from the data shown – refer to the *Performance Framework counting rules and calculations* on the IOPC website for an explanation of invalid dates.



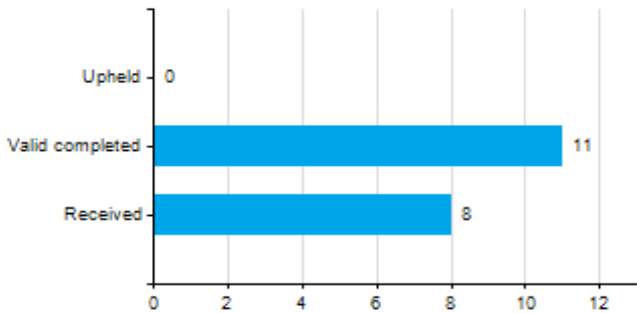
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Force appeals

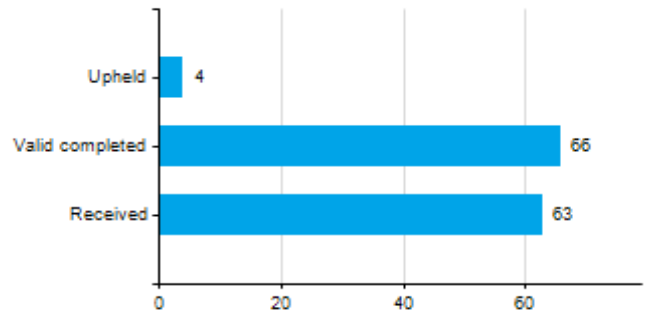
Ave no. days to complete all force appeals



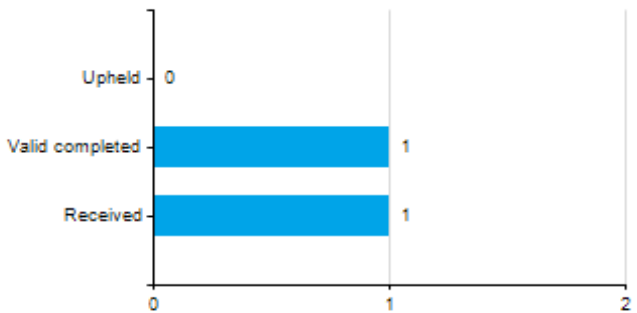
Force investigation appeals 01 April 2019 to 31 March 2020



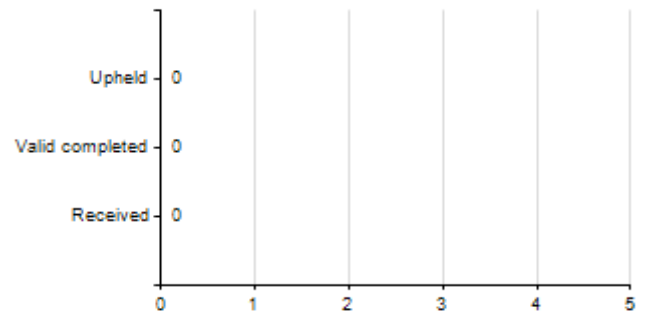
Force local resolution appeals 01 April 2019 to 31 March 2020



Force disapplication appeals 01 April 2019 to 31 March 2020



Force discontinuance appeals 01 April 2019 to 31 March 2020



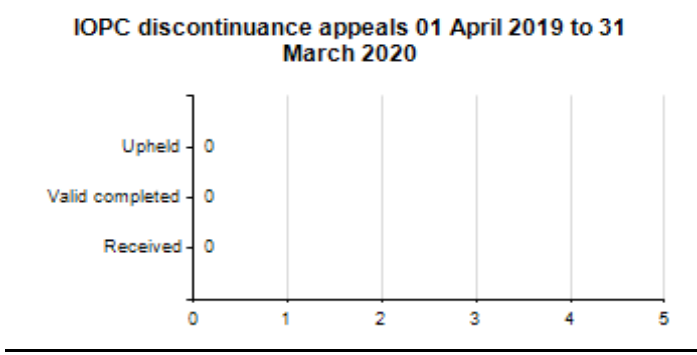
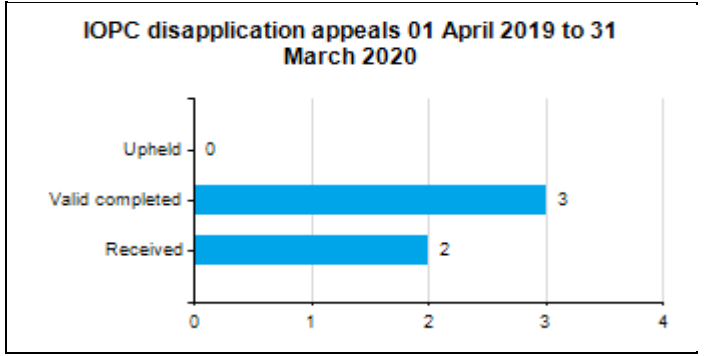
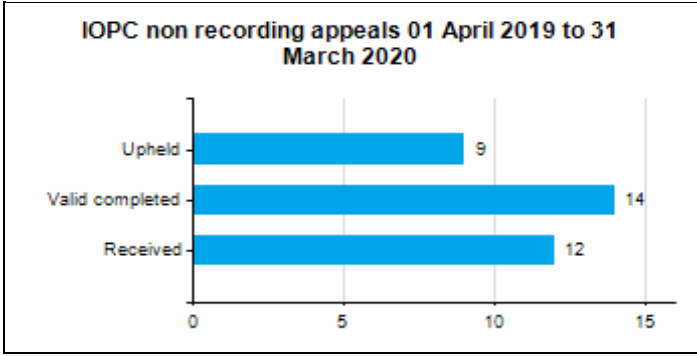
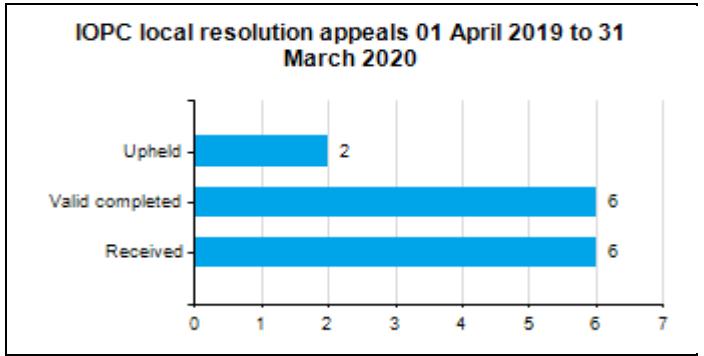
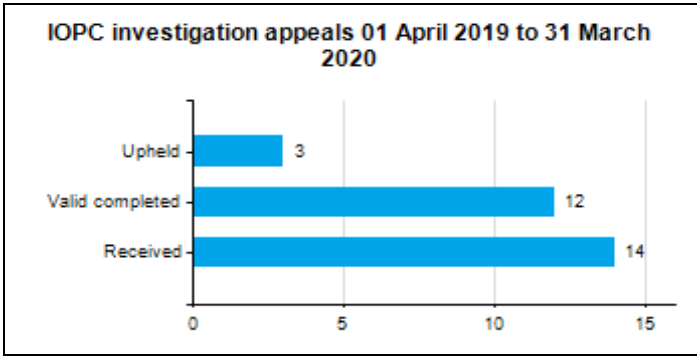
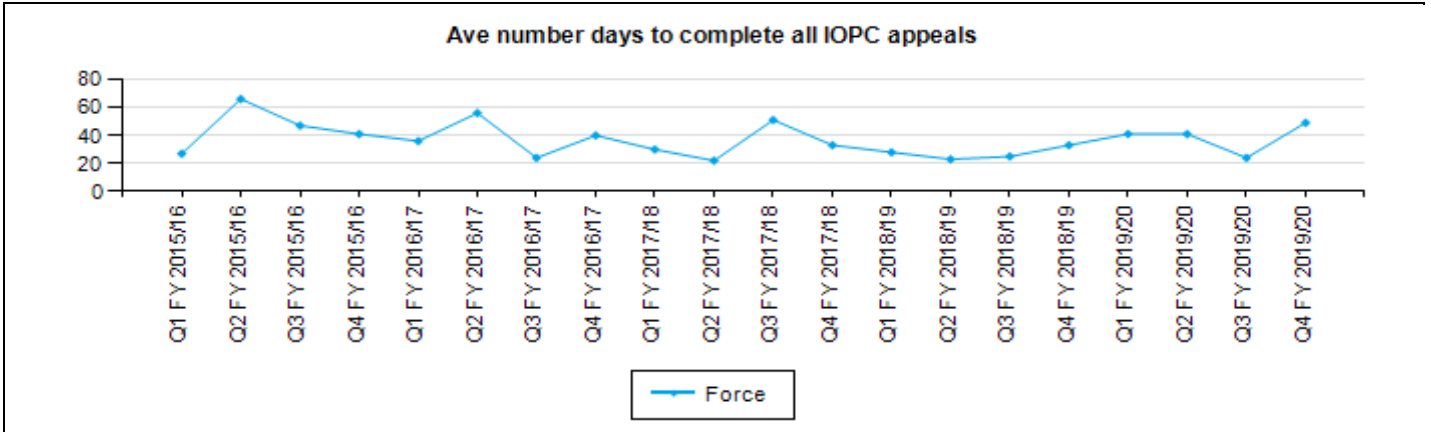
The line chart shows the average number of working days it has taken police forces to complete appeals (all appeal types) in each quarter in each financial year.

The bar charts show the number of appeals received, valid completed and upheld this year to date by police forces for each appeal type. 'Valid completed' excludes appeals where there was no right of appeal, i.e. invalid appeals, and any appeals that were withdrawn.

Force appeals data is only available from 2013/14. From 1 January 2016, the British Transport Police consider appeals. Before this date all appeals relating to the British Transport Police were considered by the IOPC.

Surrey

IOPC appeals



The line chart shows the average number of working days it has taken the IOPC to complete appeals (all appeal types) in each quarter in each financial year.

The bar charts show the number of appeals received, valid completed and upheld this year to date by the IOPC for each appeal type. 'Valid completed' excludes appeals where there was no right of appeal, i.e. invalid appeals.

Police Complaints Information Bulletin

Surrey

Data Tables - IOPC data

Table D: No. of referrals received

Previous Year				Current Year			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
17	16	14	14	15	12	9	20

Table E: No. mode of investigation (MOI) decisions made

MOI decision	Previous Year				Current Year			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Independent	3	2	2	5	4	4	2	2
Managed	0	0	0	0	0	0	0	0
Supervised	0	0	0	0	0	0	0	0
Local	10	6	11	7	4	5	4	15
Refer back	4	5	2	3	5	5	3	1

Table F: IOPC appeals received, completed and upheld

Appeal type	Previous Year				Current Year			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Inv received	2	3	5	5	3	2	4	5
Inv completed	1	2	3	6	3	5	1	3
Inv valid completed	1	2	3	6	3	5	1	3
Inv upheld	1	1	2	2	2	0	0	1
% inv upheld	100%	50%	67%	33%	67%	0%	0%	33%
LR received	1	0	0	2	2	3	0	1
LR completed	0	1	0	2	1	3	1	1
LR valid completed	0	1	0	2	1	3	1	1
LR upheld	0	1	0	2	1	1	0	0
% LR upheld	0%	100%	0%	100%	100%	33%	0%	0%
NR received	8	4	8	6	0	3	6	3
NR completed	6	4	8	6	3	1	4	6
NR valid completed	6	4	8	4	3	1	4	6
NR upheld	2	2	5	0	3	1	2	3
% NR upheld	33%	50%	63%	0%	100%	100%	50%	50%
Disapp received	0	0	0	1	0	1	1	0
Disapp completed	0	0	0	0	1	0	2	0
Disapp valid completed	0	0	0	0	1	0	2	0
Disapp upheld	0	0	0	0	0	0	0	0
% disapp upheld	0%	0%	0%	0%	0%	0%	0%	0%
Discon received	0	0	1	0	0	0	0	0
Discon completed	0	0	0	1	0	0	0	0
Discon valid completed	0	0	0	0	0	0	0	0
Discon upheld	0	0	0	0	0	0	0	0
% discon upheld	0%	0%	0%	0%	0%	0%	0%	0%

The figures in Tables D and E include all referrals, not just those arising from complaints. Table D shows the number of referrals received in each quarter. Table E shows the IOPC MOI decision for referrals completed in each quarter. The sum of the figures for each quarter in Table E may be different to the figures in Table D as a referral may be received in one quarter and completed in another. In addition, the figures in Table E do not include referrals with a mode of investigation decision of 'invalid'.

Table F shows the number of appeals received, completed and upheld by the IOPC in each quarter for each appeal type. 'Inv' refers to investigation appeals, 'LR' to local resolution appeals, 'NR' to non recording appeals, 'Disapp' to disapplication appeals and 'Discon' to discontinuance appeals. Data for disapp and discon appeals is not available prior to 11 March 2013. 'Valid completed' excludes appeals where there was no right of appeal, i.e. invalid appeals. The calculation for the % appeals upheld excludes any appeals that were deemed invalid.

Surrey

Data tables - Allegations finalised

Table G: Means allegations finalised by

Means		Previous Year				Current Year			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Investigation	No.	62	94	133	132	151	49	30	95
	%	17%	32%	29%	37%	37%	20%	12%	28%
Local resolution	No.	276	143	290	211	238	168	214	228
	%	77%	49%	64%	60%	58%	69%	85%	67%
Withdrawn	No.	11	18	6	10	14	11	0	13
	%	3%	6%	1%	3%	3%	5%	0%	4%
Discontinued	No.	9	7	5	0	2	0	0	0
	%	3%	2%	1%	0%	0%	0%	0%	0%
Disapplied	No.	0	29	21	1	8	14	8	5
	%	0%	10%	5%	0%	2%	6%	3%	1%
Dispensed	No.	0	0	0	0	0	0	0	0
	%	0%	0%	0%	0%	0%	0%	0%	0%

Table H: Allegations finalised by investigation type

Investigation type		Previous Year				Current Year			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Independent	No.	0	0	0	0	0	0	0	0
	%	0%	0%	0%	0%	0%	0%	0%	0%
Managed	No.	0	0	0	0	0	0	0	0
	%	0%	0%	0%	0%	0%	0%	0%	0%
Supervised	No.	0	0	0	0	0	0	0	0
	%	0%	0%	0%	0%	0%	0%	0%	0%
Local	No.	62	94	133	132	151	49	30	95
	%	100%	100%	100%	100%	100%	100%	100%	100%

Table G shows the means by which allegations were finalised as a number and a percentage of the total number of allegations finalised by all means (including those with means 'not known') in that quarter. 'Investigation' includes all types (independent, managed, supervised and local).

Table H shows the number of allegations finalised by investigation in each quarter, broken down by investigation type. The percentage is of the total number of allegations finalised by investigation.

Surrey

Data tables - Force appeals

Table I: Force appeals received, completed and upheld

Appeal type	Previous Year				Current Year			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Inv received	7	2	5	7	5	2	0	1
Inv completed	3	4	5	6	8	3	0	0
Inv valid completed	3	4	5	6	8	3	0	0
Inv upheld	0	1	0	1	0	0	0	0
% inv upheld	0%	25%	0%	17%	0%	0%	0%	0%
LR received	15	10	13	15	15	13	15	20
LR completed	10	15	12	12	19	16	11	20
LR valid completed	9	15	12	12	19	16	11	20
LR upheld	2	3	0	0	0	1	2	1
% LR upheld	22%	20%	0%	0%	0%	6%	18%	5%
Disapp received	0	1	3	0	0	0	0	1
Disapp completed	0	0	3	1	0	0	0	1
Disapp valid completed	0	0	3	1	0	0	0	1
Disapp upheld	0	0	0	0	0	0	0	0
% disapp upheld	0%	0%	0%	0%	0%	0%	0%	0%
Discon received	0	0	0	0	0	0	0	0
Discon completed	0	0	0	0	0	0	0	0
Discon valid completed	0	0	0	0	0	0	0	0
Discon upheld	0	0	0	0	0	0	0	0
% discon upheld	0%	0%	0%	0%	0%	0%	0%	0%

Table I shows the number of appeals received, completed and upheld by police forces in each quarter for each appeal type. 'Inv' refers to investigation appeals, 'LR' to local resolution appeals, 'Disapp' to disapplication appeals and 'Discon' to discontinuance appeals. 'Valid completed' excludes appeals where there was no right of appeal, i.e. invalid appeals, and any appeals that were withdrawn. The calculation for the % appeals upheld excludes any appeals that were deemed invalid and any that were withdrawn.

Force appeals data is only available from 2013/14. From 1 January 2016, the British Transport Police consider appeals. Before this date all appeals relating to the British Transport Police were considered by the IOPC.