

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 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 (where applicable)

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

Contents

Page 1 Summary of complaints and allegations logged

Page 2 How complaints are being handled and what has been complained about

Page 3 Subcategories of the most frequently applied allegation categories

Page 4 Factors applied to allegations logged

Page 5 Factors on frequently applied allegation categories (force figures only)

Page 6 How allegations have been handled and allegation timeliness

Page 7 Complaint case timeliness

Page 8 Findings and actions on Outside Schedule 3 allegations

Page 9 Findings on Schedule 3 allegations

Page 10 Actions on Schedule 3 allegations

Page 11 Reviews received

Page 12 Reviews outcomes and timeliness

Page 13 Referrals to the IOPC

Page 14 Notes and links

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

Complaints and allegations logged

A **complaint case** is formed of one or more **allegations**.

This bulletin contains data on complaints, allegations, referrals and reviews broken down in the following ways:

.Force - The police force and date range covered by the bulletin title

.SPLY - Data as above in the same period of the previous financial year

.MSF Average - Most Similar Force group* average for the period

.National - Total or average of all forces in this period

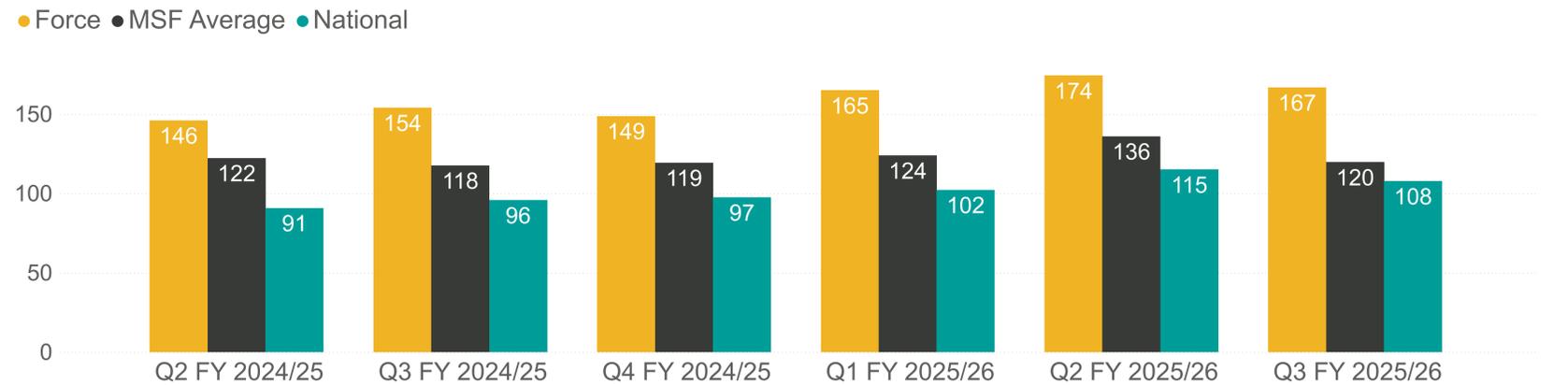
*Most Similar Force groups are specified by the Home Office and enable comparison between forces of similar size and demographics

Measure	Complaints logged	Per 1,000 employees	Allegations logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	2,236	506	3,489	789	5	2
SPLY	1,994	453	3,226	734	6	1
MSF Average	1,848	379	2,836	617	8	5
National	81,889	325	141,831	563	8	7

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. As the chart for allegations would look similar to the chart for complaints, for clarity only complaints are shown

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)

Complaints logged per 1,000 employees



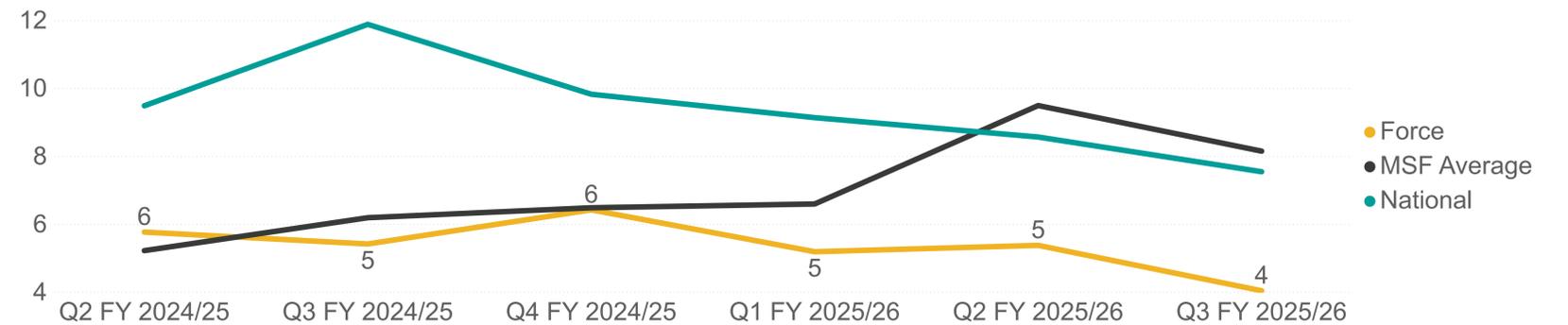
The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

Data labels in the above charts are those of the force

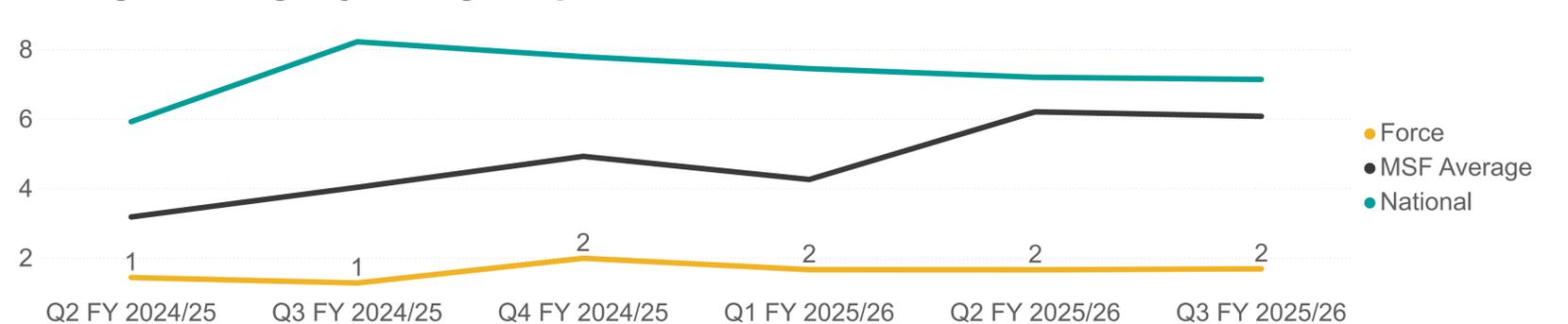
For information on what has been complained about, see pages 2 to 5

For information on allegations and complaints timeliness, see pages 6 and 7

Average working days to contact complainants



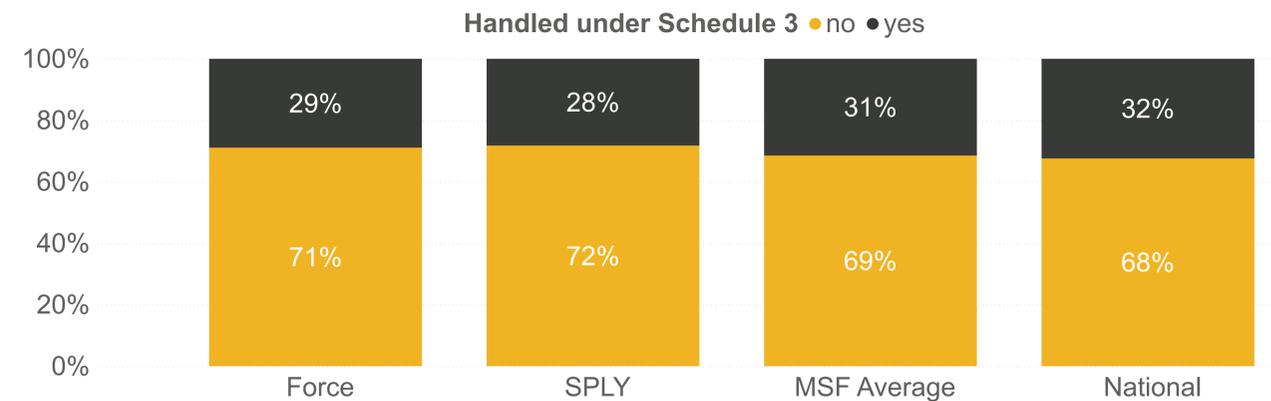
Average working days to log complaints



How complaints are being handled and what has been complained about

When a complaint is received by the force, the force can attempt to handle the complaint informally (outside of Schedule 3 of the Police Reform Act) or handle it formally (under Schedule 3). When deciding handle to complaint formally, the force should record the reason why

Reason complaint recorded under Schedule 3	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	150	99	130	9,733
Complainant wishes the complaint be recorded	272	261	114	4,534
Dissatisfaction after initial handling	165	149	107	4,525
Nature of the allegation(s) in the complaint	59	54	229	7,664
Total	646	563	580	26,456

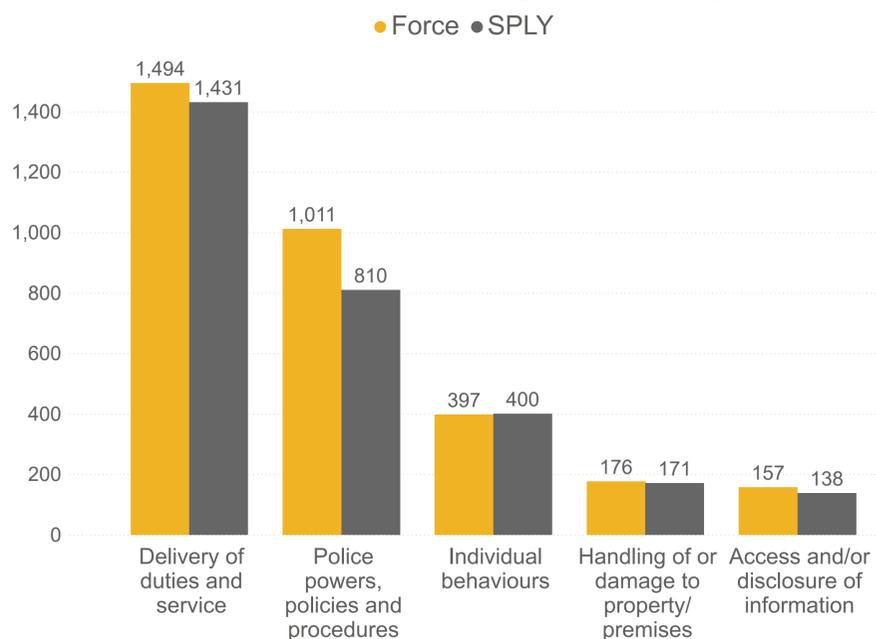


Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist of numerous allegations, each with their own category

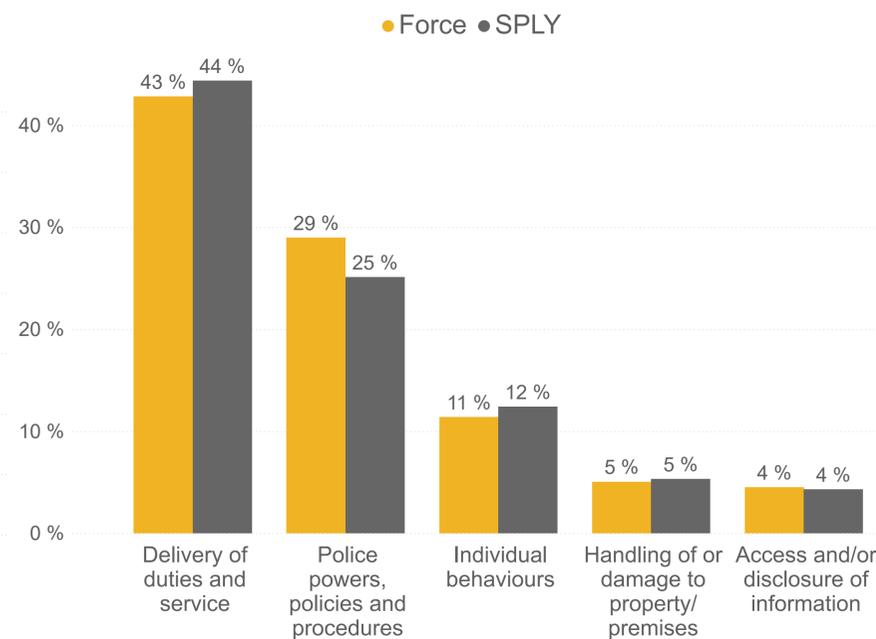
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	1,494	1,011	176	157	58	77	23	397	14	28	54	3,489
SPLY	1,431	810	171	138	56	89	23	400	10	39	59	3,226
MSF Average	1,405	720	115	88	36	87	28	317	5	15	21	2,836
National	77,009	31,296	4,913	3,035	1,556	3,915	1,107	16,488	251	873	1,387	141,830

Top five most applied allegation categories

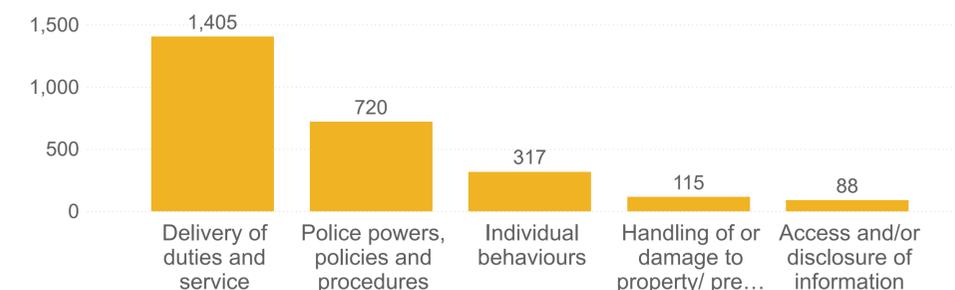
Force (year-to-date and same period last year)



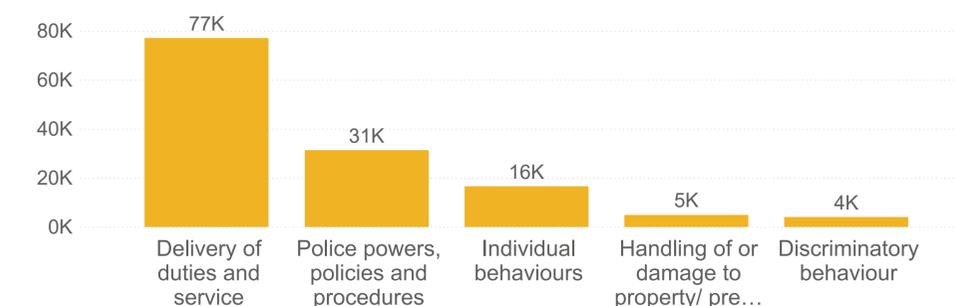
Force (% of allegations logged)



MSF group average



National



For more information on Schedule 3 of the Police Reform Act see the IOPC website and links provided on page 14

This section presents data on some of the most commonly recorded categories on allegations logged. For more information on allegation categories, see the IOPC website and links provided on page 14.

This category is about the service received from the police. Complaints in this category can be organisational or can be about individual behaviour

Delivery of duties and service Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Police action following contact	956	64%	922	64%	563	40%	32,818	43%
Information	210	14%	190	13%	138	10%	8,754	11%
General level of service	184	12%	186	13%	510	36%	22,975	30%
Decisions	144	10%	133	9%	194	14%	12,459	16%
Total	1,494	100%	1,431	100%	1,405	100%	77,006	100%

This concerns individual behaviours (language, actions and behaviour) that are not an abuse of position or discriminatory in nature

Individual behaviours Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Unprofessional attitude and disrespect	151	38%	130	33%	110	35%	4,635	28%
Overbearing or harassing behaviours	84	21%	96	24%	45	14%	2,606	16%
Lack of fairness and impartiality	65	16%	78	20%	50	16%	2,408	15%
Impolite language / tone	49	12%	58	15%	61	19%	4,354	26%
Impolite and intolerant actions	48	12%	38	10%	52	16%	2,485	15%
Total	397	100%	400	100%	317	100%	16,488	100%

This category is about the use of police powers, including where an available power has not been used, and police policies and procedures. Complaints in this category can be organisational or about individual behaviour

Police powers, policies and procedures Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Power to arrest and detain	231	23%	230	28%	117	16%	5,452	17%
Evidential procedures	151	15%	87	11%	77	11%	2,841	9%
Use of force	148	15%	119	15%	139	19%	7,232	23%
Other policies and procedures	136	13%	82	10%	137	19%	3,750	12%
Searches of premises and seizure of property	131	13%	117	14%	90	12%	4,081	13%
Detention in police custody	82	8%	78	10%	72	10%	4,049	13%
Bail, identification and interview procedures	67	7%	54	7%	48	7%	1,897	6%
Out of court disposals	35	3%	14	2%	20	3%	504	2%
Stops, and stop and search	30	3%	29	4%	22	3%	1,490	5%
Total	1,011	100%	810	100%	720	100%	31,296	100%

This includes any issue where an element of discrimination was involved or was perceived to be involved.

It also includes any instances where the possible discriminatory behaviour is identified by the person receiving, recording, or investigating a complaint. Complaints in this category can be organisational or can be about individual behaviour.

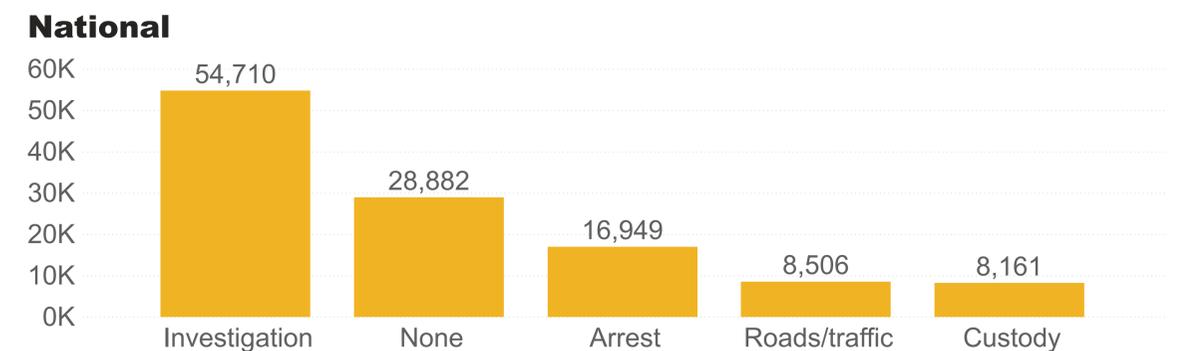
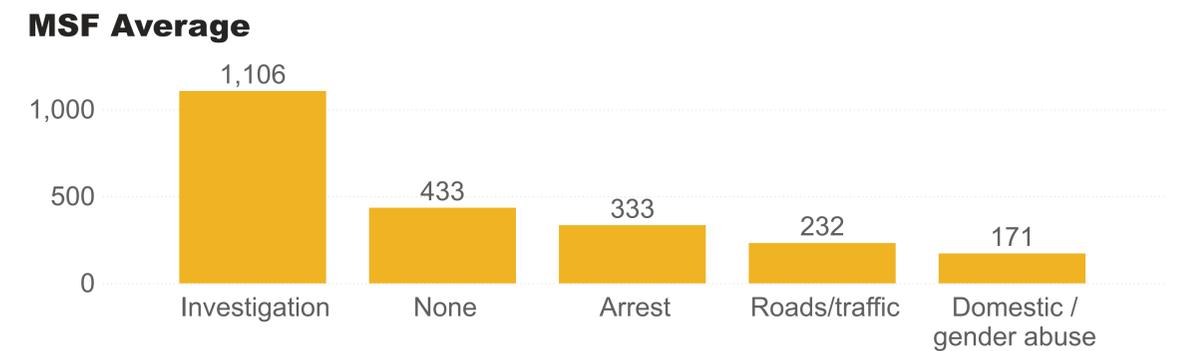
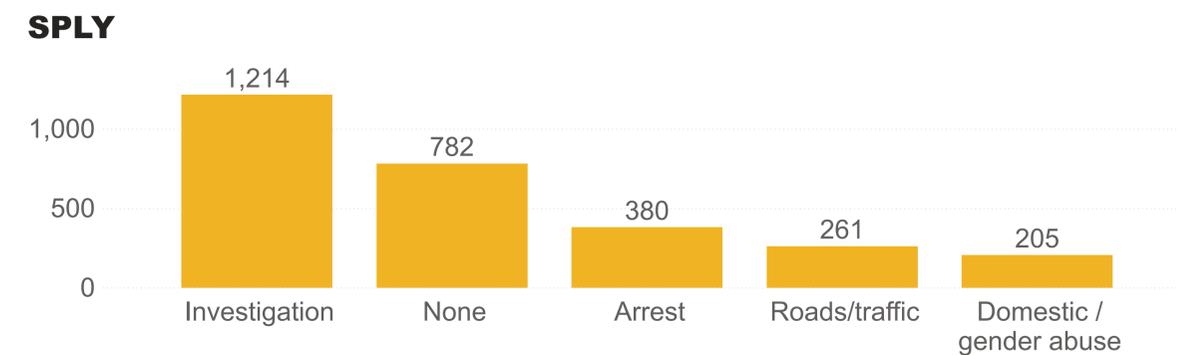
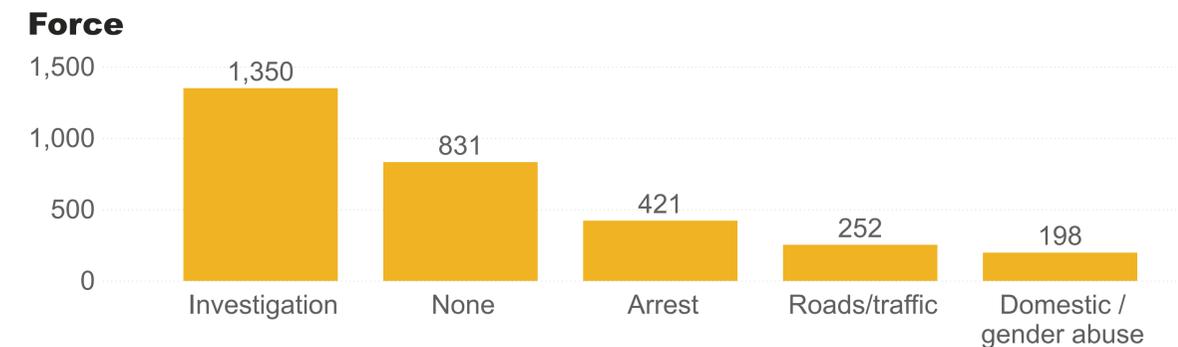
Discriminatory behaviour Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Race	36	47%	33	37%	48	55%	1,857	47%
Sex	16	21%	16	18%	14	16%	568	15%
Disability	15	19%	22	25%	15	17%	843	22%
Other	5	6%	12	13%	7	8%	328	8%
Gender reassignment	2	3%	1	1%	1	1%	46	1%
Religion or belief	2	3%	1	1%	2	2%	117	3%
Sexual orientation	1	1%	3	3%	1	1%	108	3%
None					0	0%		
Age			1	1%	0	0%	45	1%
Marriage and civil partnership					0	0%	1	0%
Pregnancy and maternity					0	0%	2	0%
Total	77	100%	89	100%	87	100%	3,915	100%

Factors applied to allegations logged

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.

Force MSF National YTD SPLY Factor	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Investigation	1,350	39%	1,214	38%	1,106	39%	54,710	39%
None	831	24%	782	24%	433	15%	28,882	20%
Arrest	421	12%	380	12%	333	12%	16,949	12%
Roads/traffic	252	7%	261	8%	232	8%	8,506	6%
Domestic / gender abuse	198	6%	205	6%	171	6%	7,796	5%
Custody	174	5%	203	6%	155	5%	8,161	6%
VAWG - dissatisfaction handling	170	5%	138	4%	141	5%	6,090	4%
Call Handling	150	4%	106	3%	159	6%	6,093	4%
Neighbourhood policing	136	4%	115	4%	121	4%	6,425	5%
Premises search	129	4%	108	3%	75	3%	3,663	3%
Mental health	97	3%	93	3%	87	3%	3,894	3%
Child protection / CSA / CSE	75	2%	84	3%	49	2%	2,638	2%
Stop and/or search	49	1%	44	1%	43	2%	2,997	2%
Drugs / alcohol	46	1%	43	1%	36	1%	1,490	1%
Hate Crime	39	1%	18	1%	17	1%	621	0%
Death	30	1%	54	2%	33	1%	1,200	1%
Firearms	30	1%	17	1%	28	1%	634	0%
Fraud	28	1%	25	1%	21	1%	994	1%
Social media	25	1%	19	1%	18	1%	689	0%
Restraint equipment	17	0%	21	1%	29	1%	1,324	1%
VAWG - police perpetrated	16	0%	13	0%	7	0%	622	0%
Missing persons	15	0%	20	1%	23	1%	915	1%
Serious injury	13	0%	10	0%	8	0%	291	0%
Public order incident	7	0%	11	0%	18	1%	1,017	1%
Taser	4	0%	5	0%	2	0%	150	0%
	3	0%	1	0%	12	0%	1,579	1%
PPDA	3	0%	1	0%	1	0%	116	0%
Police dogs or horses	2	0%	3	0%	1	0%	80	0%
Covert policing			1	0%	1	0%	64	0%
PPDA - Police victim					0	0%	5	0%
Prejudicial and improper behaviour					0	0%	31	0%
VAWG - police victim			3	0%	2	0%	103	0%



Factors on frequently applied allegation categories (force figures only)

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.

Category Factors	Delivery of duties and service		Discriminatory behaviour		Individual behaviours		Police powers, policies and procedures	
	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent
Investigation	820	55%	18	23%	107	27%	266	26%
None	328	22%	24	31%	137	35%	150	15%
Arrest	45	3%	13	17%	11	3%	329	33%
Roads/traffic	77	5%	5	6%	28	7%	65	6%
Domestic / gender abuse	88	6%	8	10%	16	4%	60	6%
Custody	17	1%	2	3%	9	2%	136	13%
VAWG - dissatisfaction handling	107	7%	1	1%	14	4%	38	4%
Call Handling	82	5%	4	5%	51	13%	9	1%
Neighbourhood policing	94	6%	2	3%	19	5%	17	2%
Premises search	14	1%	1	1%	13	3%	79	8%
Mental health	37	2%	2	3%	7	2%	45	4%
Child protection / CSA / CSE	45	3%	1	1%	6	2%	16	2%
Stop and/or search	1	0%	7	9%	4	1%	35	3%
Drugs / alcohol	16	1%	3	4%	1	0%	20	2%
Hate Crime	20	1%	8	10%	4	1%	5	0%
Death	20	1%	1	1%	3	1%	3	0%
Fraud	18	1%			4	1%	4	0%
Firearms	5	0%	1	1%	8	2%	11	1%
Restraint equipment			1	1%			16	2%
Missing persons	8	1%			1	0%	5	0%
Serious injury	3	0%			1	0%	9	1%
Social media	5	0%	1	1%			3	0%
Public order incident	3	0%			2	1%	2	0%
Taser							4	0%
	3	0%						
Police dogs or horses	1	0%					1	0%
Coronavirus – other	1	0%						
Coronavirus – police powers on restrictions					1	0%		
VAWG - police perpetrated							1	0%

How allegations have been handled and allegation timeliness

This section presents the time it takes the force to finalise allegations by how they were handled.

.An allegation can be handled informally (outside of Schedule 3 of the 2017 Policing and Crime Act) or formally handled under Schedule 3

.Schedule 3 allegations can handled without investigation or by investigation.

.Where handled by investigation this may be subject to 'special procedures' (meaning that a finding of a case to answer for misconduct may be found)

.If not subject to special procedures, a finding of the service provided being acceptable or unacceptable may be found.

For more information on allegation findings and actions, please see pages 8 - 10

Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

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.

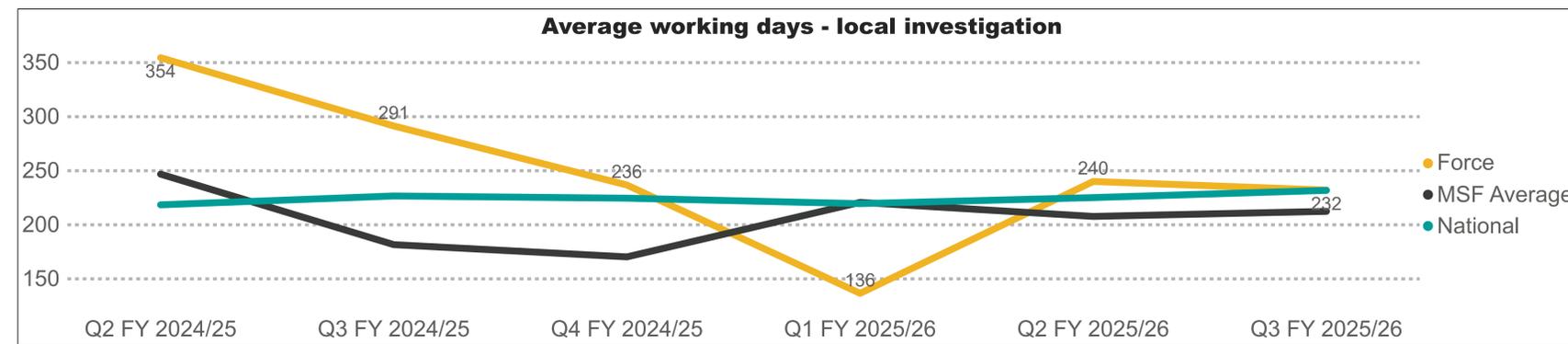
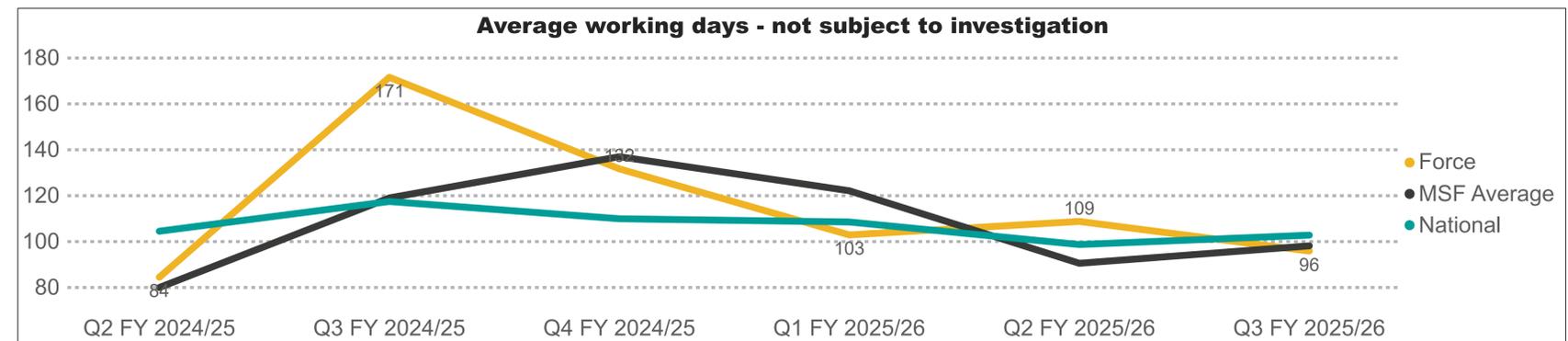
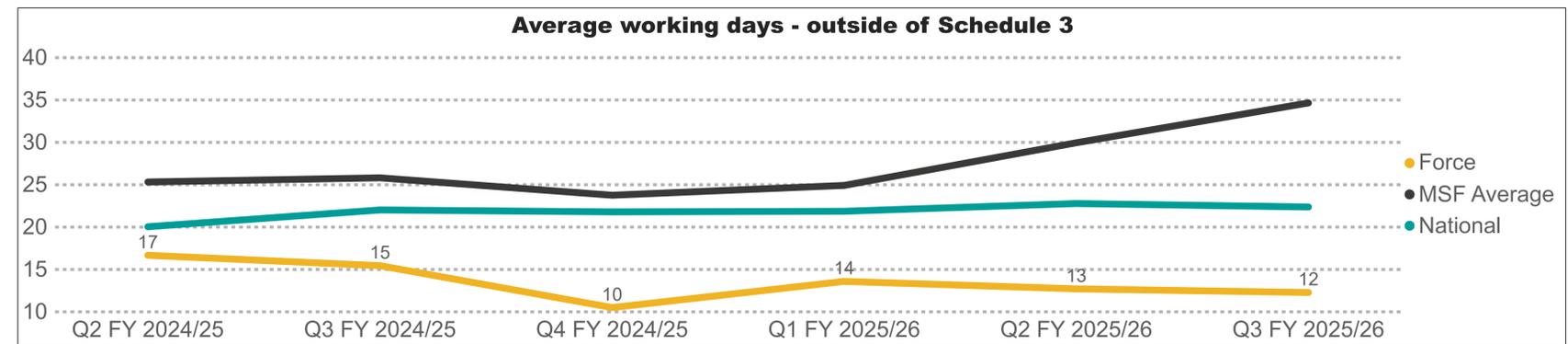
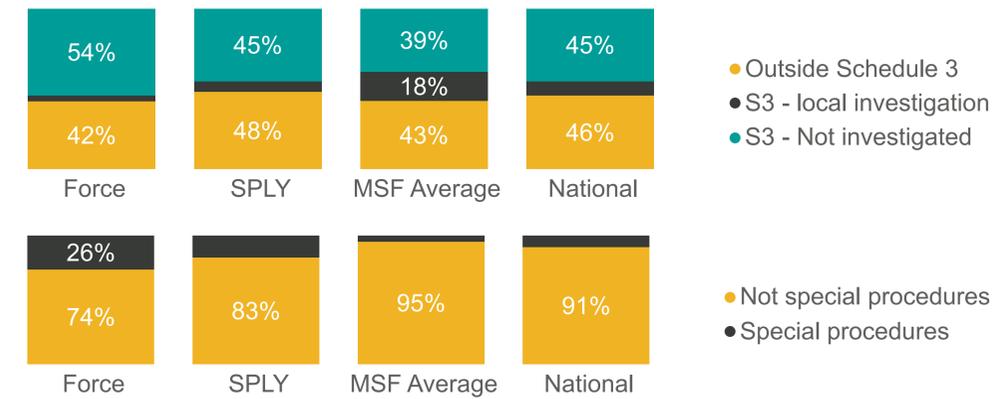
Number finalised	Outside of Schedule 3	Under Schedule 3 - not subject to investigation	Under Schedule 3 - by local investigation	Total
Force	1,587	2,029	141	3,757
SPLY	1,626	1,524	226	3,376
MSF Average	1,301	1,203	557	3,061
National	62,197	61,043	12,147	135,387

Local investigation	Not special procedures	Special procedures	Total
Force	104	37	141
SPLY	188	38	226
MSF Average	532	26	557
National	11,073	1,074	12,147

Average days to finalise	Outside of Schedule 3
Force	13
SPLY	16
MSF Average	30
National	22

Average days to finalise	Under Schedule 3 - not subject to investigation
Force	102
SPLY	129
MSF Average	103
National	103

Average days to finalise	Under Schedule 3 - by local investigation
Force	196
SPLY	294
MSF Average	213
National	225

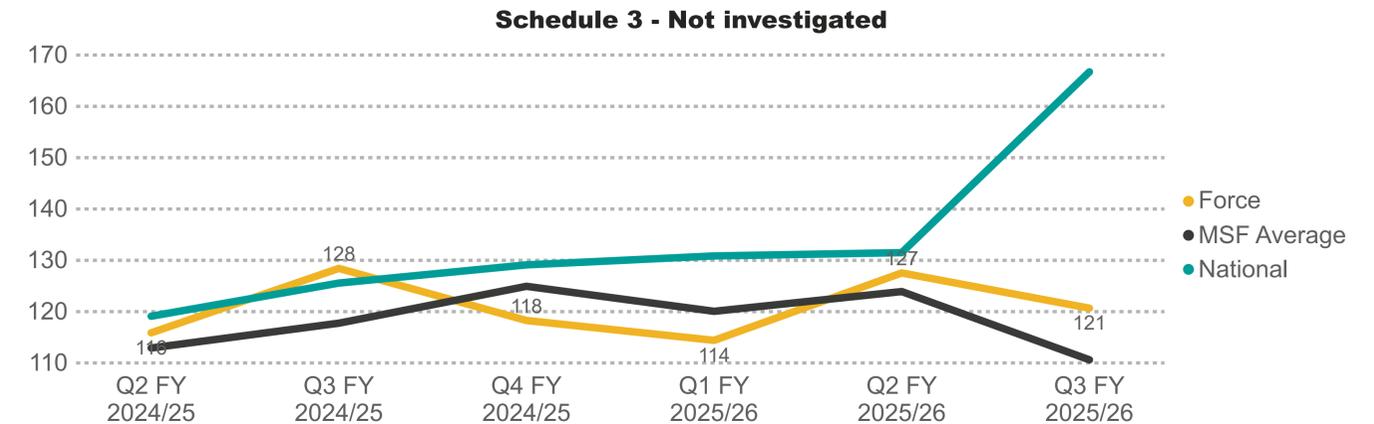


Complaint timeliness

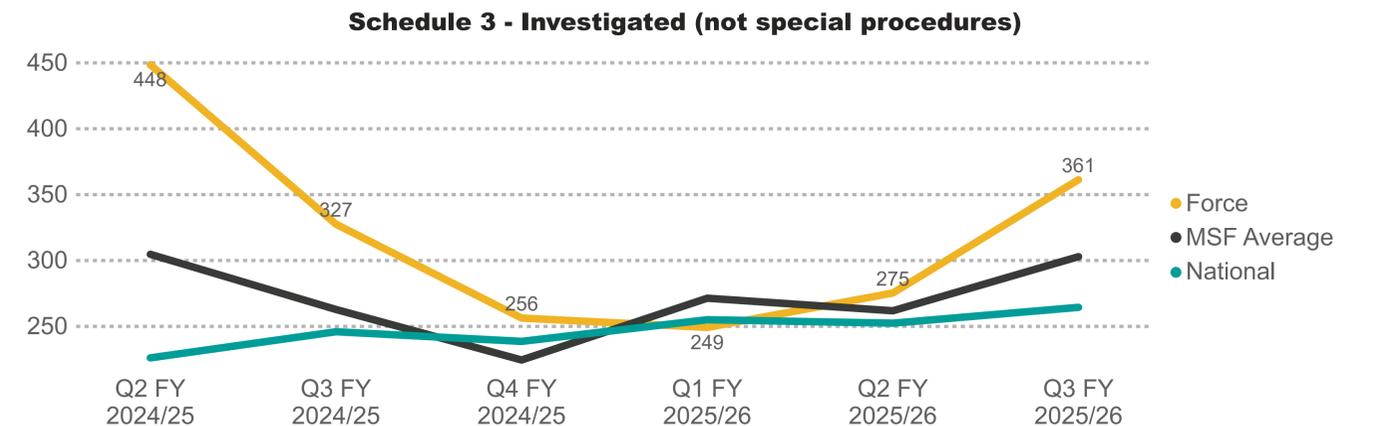
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the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

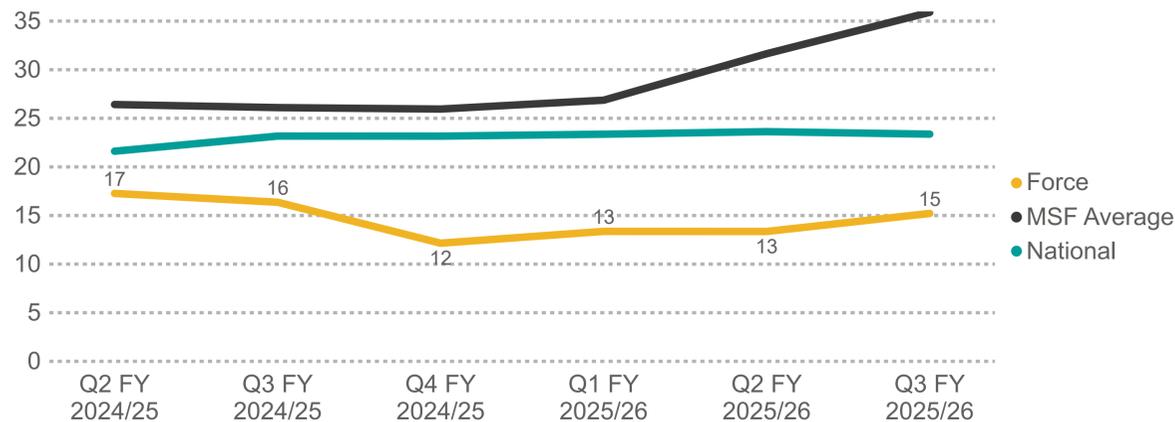
Under Schedule 3 Force MSF National YTD SPLY	Under Schedule 3 - not investigated		Under Schedule 3 investigated (not subject to special procedures)		Under Schedule 3 investigated (subject to special procedures)	
	Complaints Finalised	Average days to finalise	Complaints Finalised	Average days to finalise	Complaints Finalised	Average days to finalise
Force	658	121	29	293	15	230
SPLY	467	119	28	335	8	311
MSF Average	489	118	249	274	11	271
National	23,280	144	3,732	257	452	329



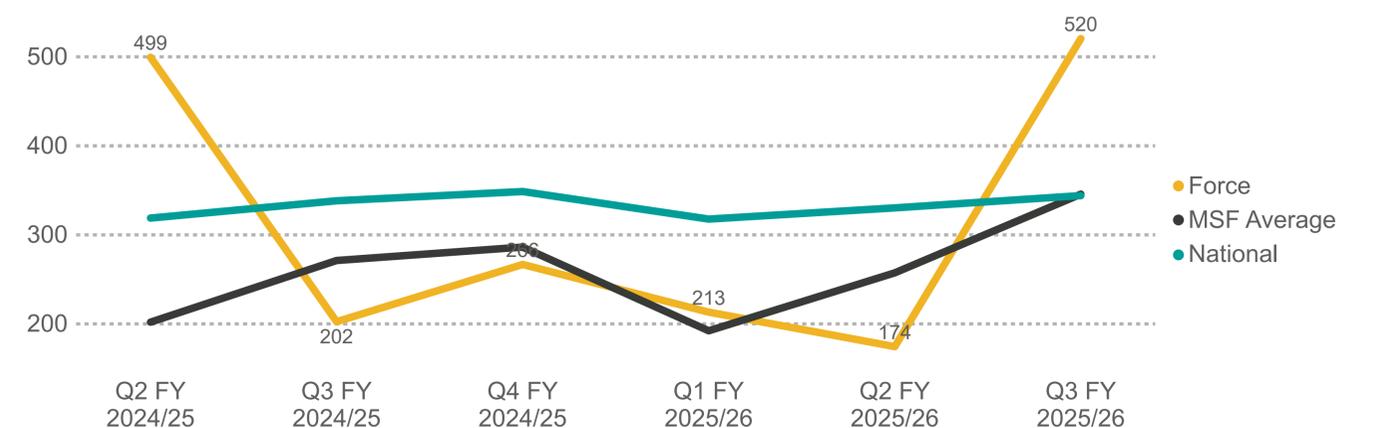
Outside of Schedule 3	Complaints finalised	Average days to finalise
Force	1,494	14
SPLY	1,480	17
MSF Average	1,184	32
National	52,639	23



Outside Schedule 3



Schedule 3 - Investigated (special procedures)



Findings and actions on Outside Schedule 3 allegations

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 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%.

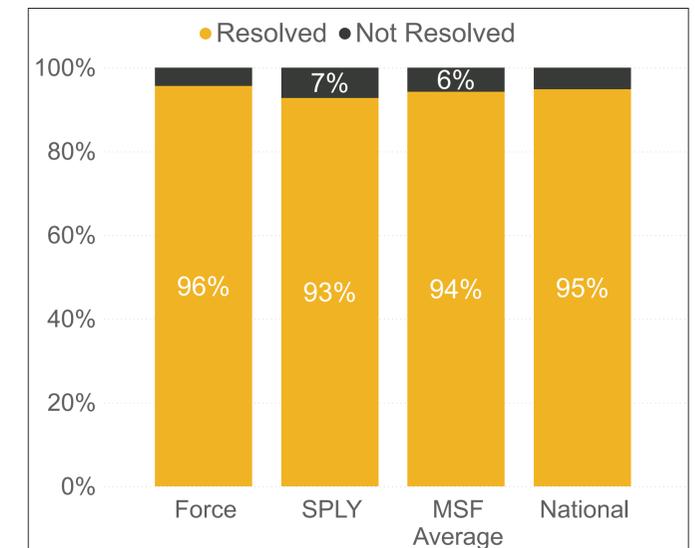
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

When an allegation is handled outside of Schedule 3 it will result in a finding of Resolved or Not Resolved - (an allegation not resolved may be moved to Schedule 3 or finalised without additional action)

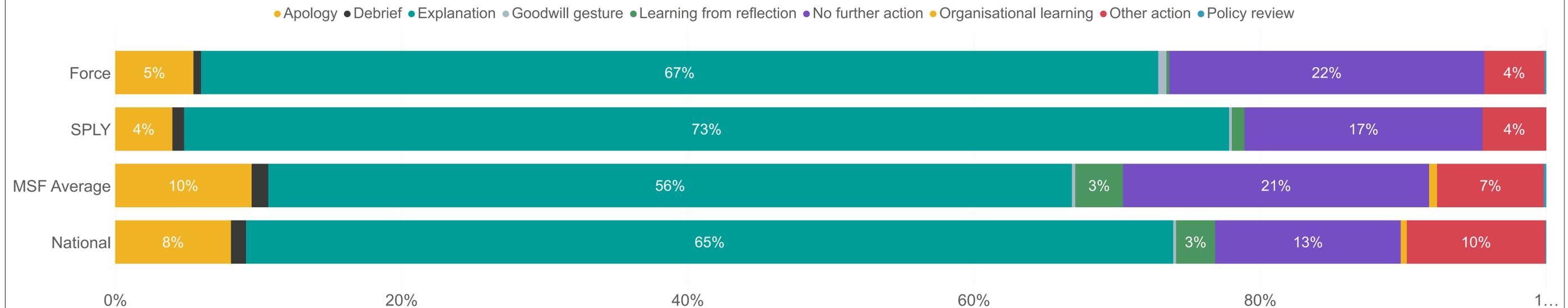
Outside Schedule 3 result	Force	SPLY	MSF Average	National
Resolved	1,518	1,509	1,227	58,993
Not Resolved	69	117	74	3,204
Total	1,587	1,626	1,301	62,197

Figures may differ in the two tables where actions have not yet been decided or not yet recorded

Measure Actions on allegations outside of Schedule 3	Force		SPLY		MSF Average		National	
	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	1,049	67%	1,167	73%	725	56%	40,094	65%
No further action	345	22%	266	17%	276	21%	8,024	13%
Apology	86	5%	64	4%	123	10%	5,009	8%
Other action	66	4%	71	4%	96	7%	5,993	10%
Goodwill gesture	9	1%	3	0%	3	0%	124	0%
Debrief	8	1%	13	1%	15	1%	656	1%
Learning from reflection	3	0%	14	1%	43	3%	1,691	3%
Policy review	2	0%			2	0%	39	0%
Organisational learning					7	1%	260	0%
Total	1,568	100%	1,598	100%	1,290	100%	61,890	100%



Outside Schedule 3 allegation actions



Findings on Schedule 3 allegations

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 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.

When an allegation is handled under Schedule 3 (not investigated or investigated not subject to special procedures), it will typically result in a finding of:

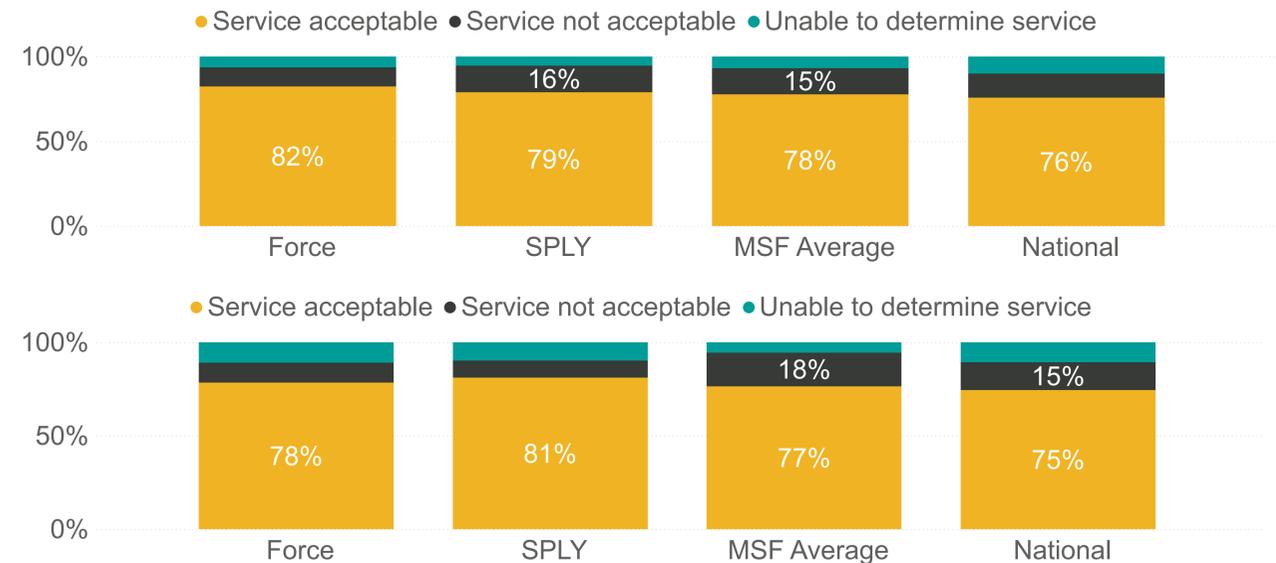
Not investigated	Force	SPLY	MSF Average	National
Service acceptable	1,554	1,098	845	41,834
Service not acceptable	215	219	168	7,727
Unable to determine service	116	73	73	5,525

The service provided was acceptable

The service provided was not acceptable

Unable to determine whether service provided was acceptable

Investigated (not subject to special procedures)	Force	SPLY	MSF Average	National
Service acceptable	73	142	376	7,659
Service not acceptable	10	16	89	1,531
Unable to determine service	10	17	26	1,083



An allegation investigated (subject to special procedures) should not result in a service finding but some have been recorded with that outcome

Such allegations should result in a Case to Answer or No Case to Answer for misconduct

Investigated - subject to special procedures	Force	SPLY	MSF Average	National
Case to Answer	6	13	4	229
No case to answer	19	22	16	601
Not able to determine if the service provided was acceptable	1		1	23
The service provided was acceptable	8	2	4	196
The service provided was not acceptable	1		0	53

In addition, an allegation can be withdrawn, finalised following criminal proceedings or subject to no further action. No further action here means that the allegation could not be progressed, for example due to being unable to engage with the complainant. This is different from the force deciding to take no further action after looking into an allegation

All Schedule 3	Force	SPLY	MSF Average	National
Withdrawal	11	28	31	1,947
Regulation 41 applies	9	3	15	347
No further action	148	122	116	4,615

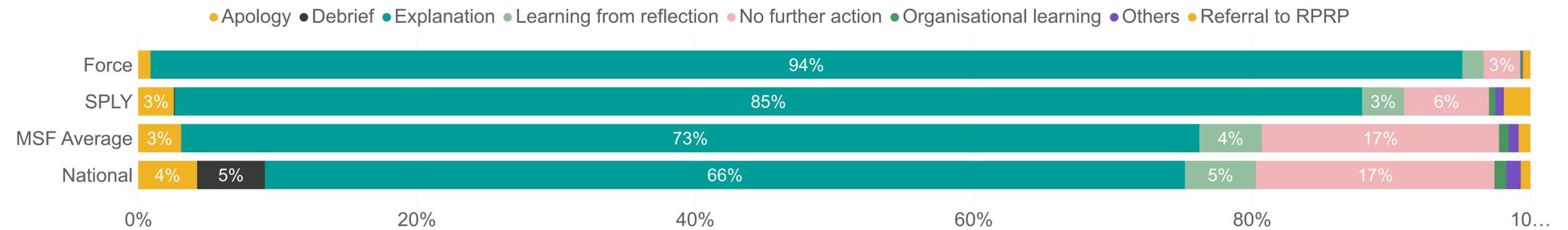
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding action.

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.

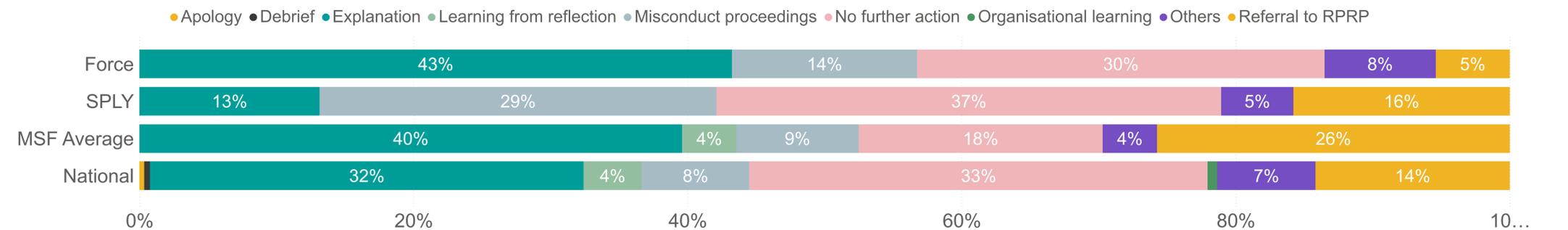
Measure Actions on Schedule 3 allegations	Force		SPLY		MSF Average		National	
	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	2,020	93%	1,476	84%	1,157	66%	47,661	65%
No further action	73	3%	121	7%	369	21%	13,233	18%
Learning from reflection	31	1%	48	3%	91	5%	3,925	5%
Apology	20	1%	41	2%	55	3%	2,837	4%
Others	15	1%	12	1%	19	1%	865	1%
Referral to RPRP	14	1%	37	2%	47	3%	927	1%
Misconduct proceedings	5	0%	11	1%	2	0%	91	0%
Organisational learning	3	0%	7	0%	16	1%	646	1%
Debrief			1	0%	1	0%	3,037	4%
Total	2,181	100%	1,754	100%	1,758	100%	73,222	100%

Please note: A finding for misconduct can only be made where the allegation is investigated subject to special procedures

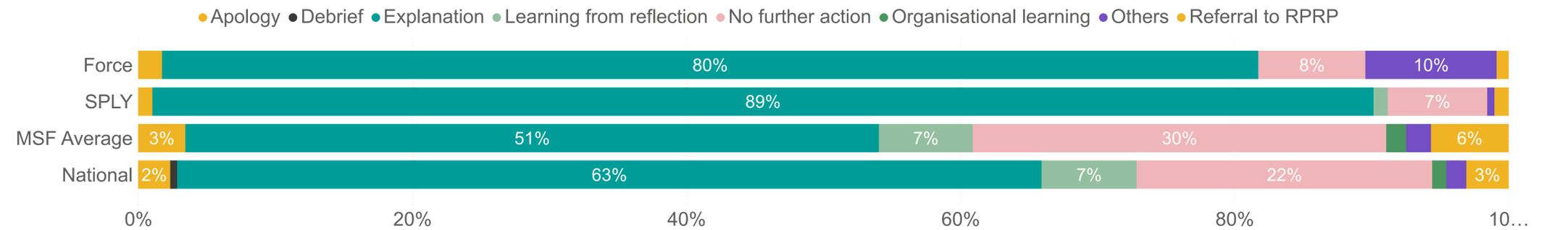
Not investigated



Investigated (subject to special procedures)



Investigated (not subject to special procedures)

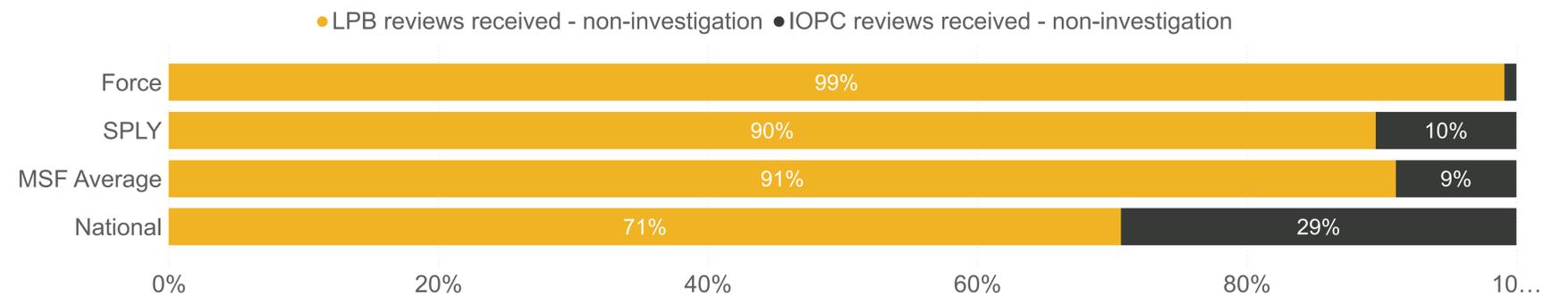
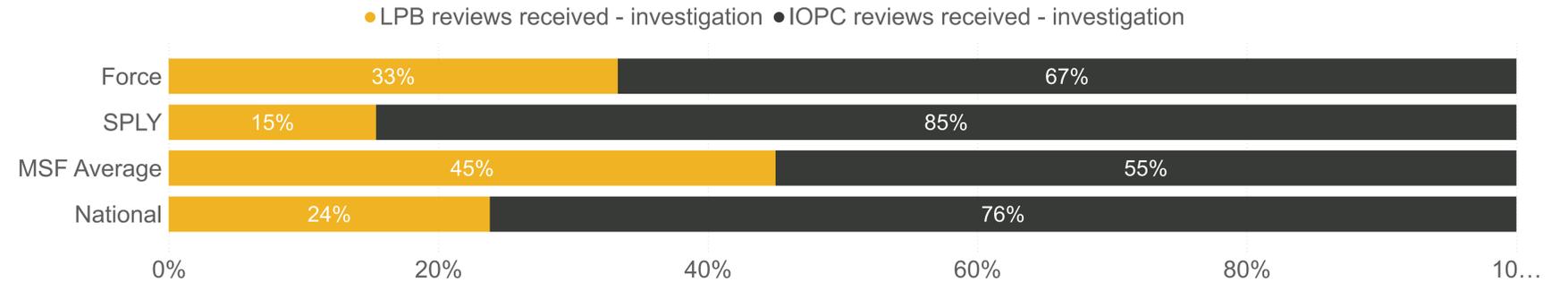


Reviews received

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. The IOPC handle the majority of reviews where the complaint was handled by investigation. For information on when the IOPC should be the review body, please see our Statutory Guidance

LPB reviews	Investigation	Non-investigation
Force	2	224
SPLY	2	103
MSF Average	17	117
National	220	3,562

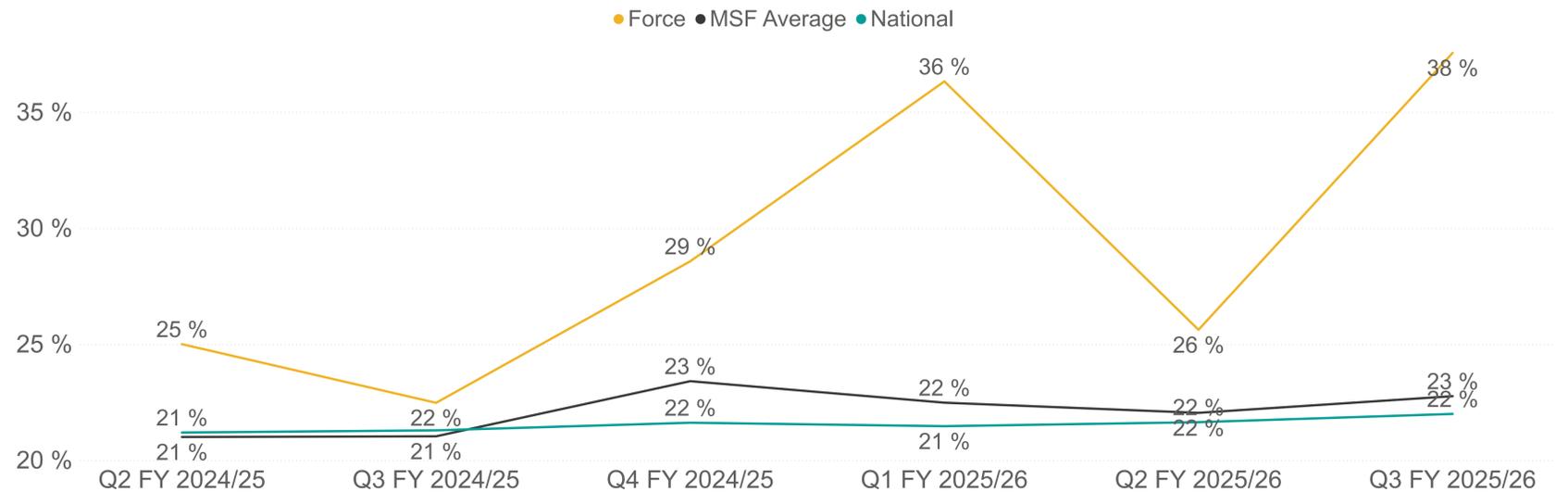
IOPC Reviews	Investigation	Non-investigation
Force	4	2
SPLY	11	12
MSF Average	21	12
National	703	1478



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.

Measure	Reviews Received	Complaint cases finalised under Schedule 3
Force	232	702
SPLY	128	503
MSF Average	167	749
National	5,963	27,462

Reviews received as a proportion of Schedule 3 cases



Reviews outcomes and timeliness

LPB Reviews

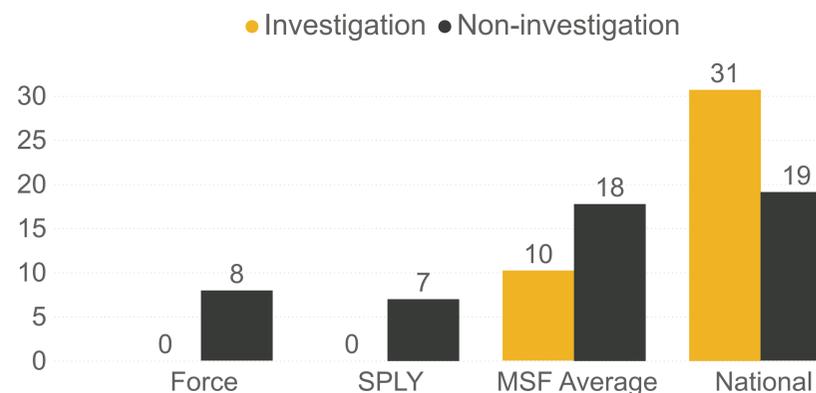
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

When a review finds that the outcome of the complaint was not reasonable and proportionate, that review is considered to be 'upheld'

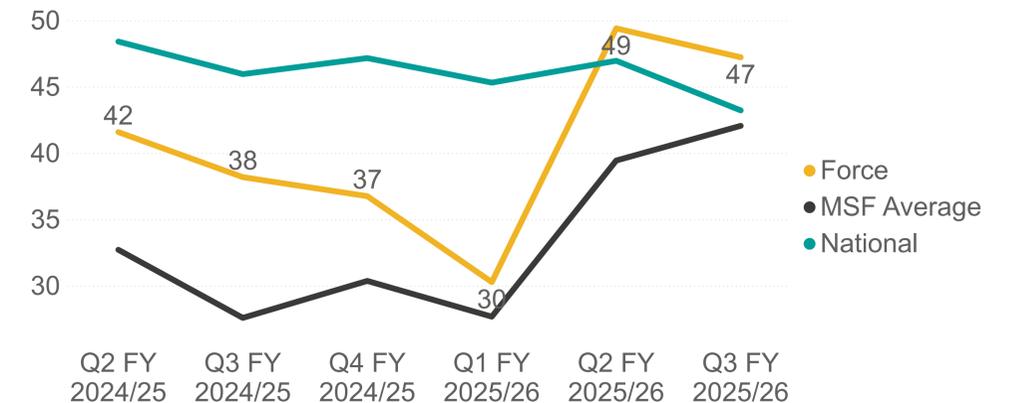
Review type	Complete with outcome	Upheld
Investigation		
Force	1	0
SPLY	2	0
MSF Average	19	8
National	225	69
Non-investigation		
Force	151	12
SPLY	86	6
MSF Average	94	16
National	3149	601

Review type	Average duration
Investigation	
Force	76
SPLY	55
MSF Average	30
National	57
Non-investigation	
Force	42
SPLY	38
MSF Average	35
National	44

% LPB reviews upheld



Average durations



IOPC Reviews

The IOPC will be the review body on complaints that meet certain criteria, including mandatory referral criteria (see page 16)

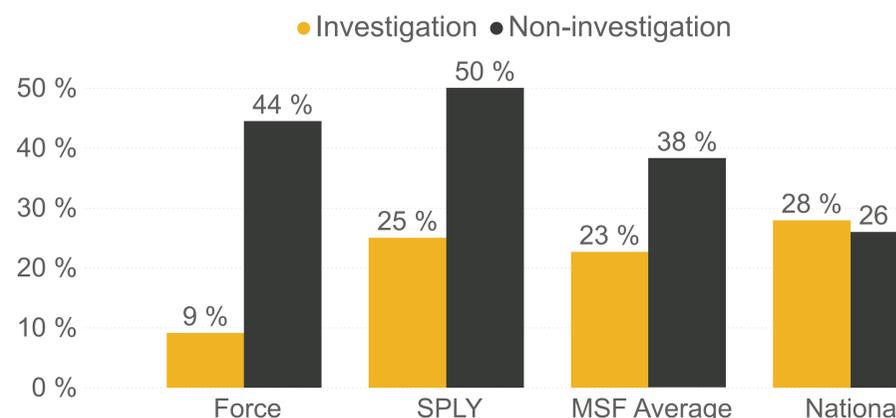
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

There has been a significant backlog in the number of reviews handled by the IOPC which means the average durations are typically longer than those on reviews where the relevant review body is the local policing body

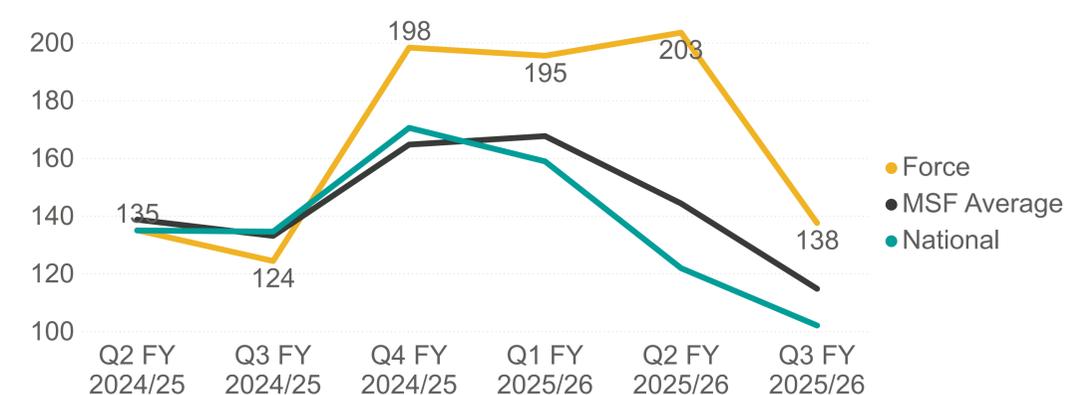
IOPC review	Investigation	Upheld	Non-investigation	Upheld
Force	11	1	9	4
SPLY	4	1	10	5
MSF Average	22	6	13	5
National	871	243	1,576	418

Measure	Average duration
Force	187
SPLY	140
MSF Average	145
National	125

% IOPC reviews upheld



Average durations



Referrals to the IOPC

The force should refer certain matters to the IOPC for the IOPC to decide how they should be handled. 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.

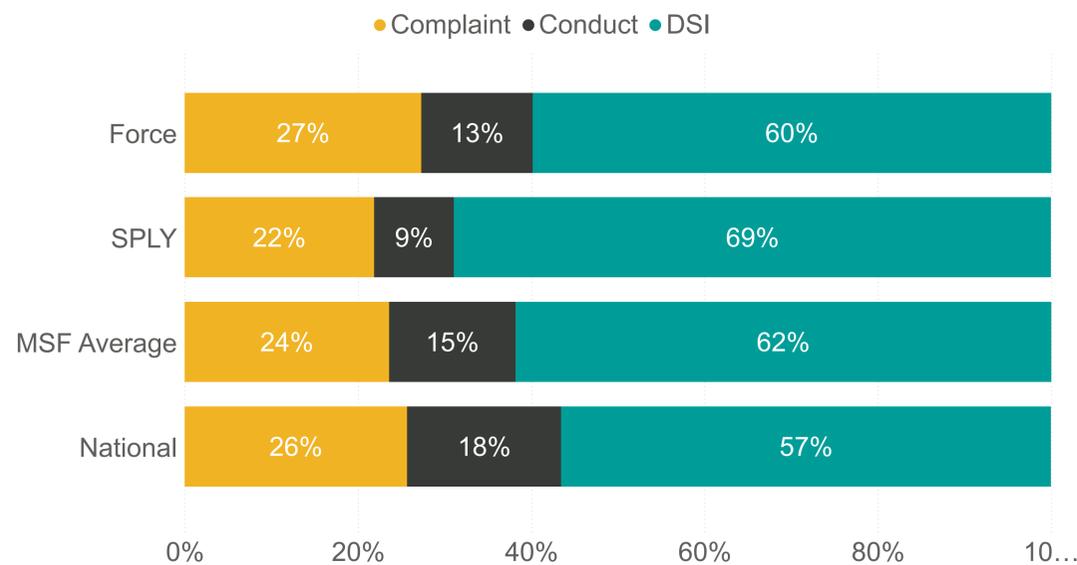
A referral may be made invalid if the matter does not fall within the IOPC's remit

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.

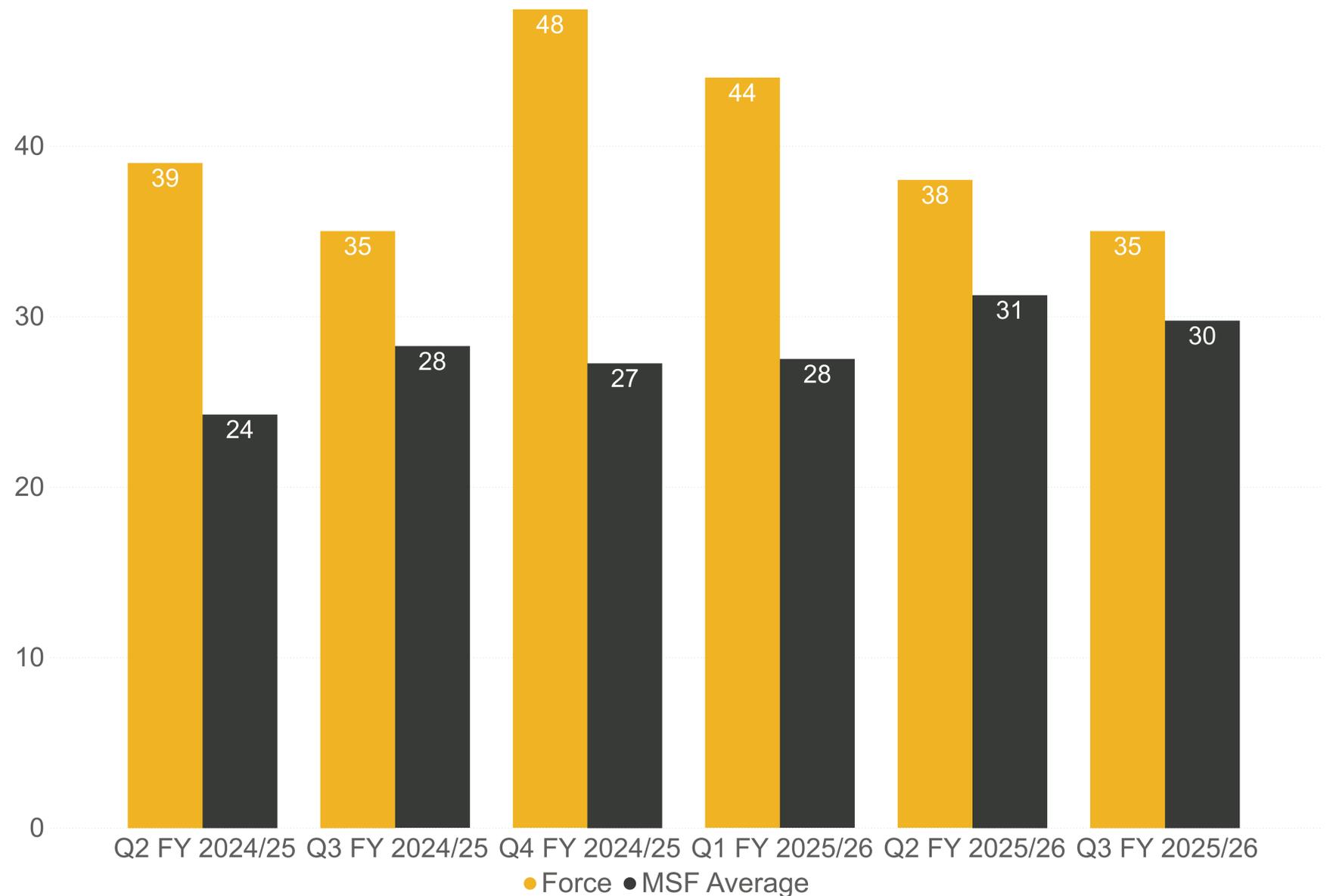
Year to date

	Force	SPLY	MSF Average	National
Number Referrals Received	117	119	89	5,244
Number referrals completed	121	114	89	5,262
Decision: Directed Investigation			0	18
Decision: Independent Investigation	3	4	4	328
Decision: Invalid	1	3	1	74
Decision: Local Investigation	52	44	38	2,638
Decision: Return to Force	65	63	46	2,202

Referral type	Force	SPLY	MSF Average	National
Complaint	32	26	21	1,347
Conduct	15	11	13	933
DSI	70	82	55	2,964
Total	117	119	89	5,244



Force and MSF Group referrals received



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, Report Fraud and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).

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 \(February 2020\)](#).