

Police Complaints Information Bulletin: Lancashire

Reporting Period: 01 April 2023 - 31 December 2023 (Q3 2023/24)

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

About this bulletin

This bulletin presents information about complaints defined under the Police Reform Act 2002 (PRA 2002), as amended by the Police and Crime Act 2017. 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) and with the overall result for all forces (national).

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Acronyms used in this bulletin

Force – Year to date force numbers, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002, **Inc.** – Including

Ind – independent Investigation, **Nat.** – National, **No.** – Number, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

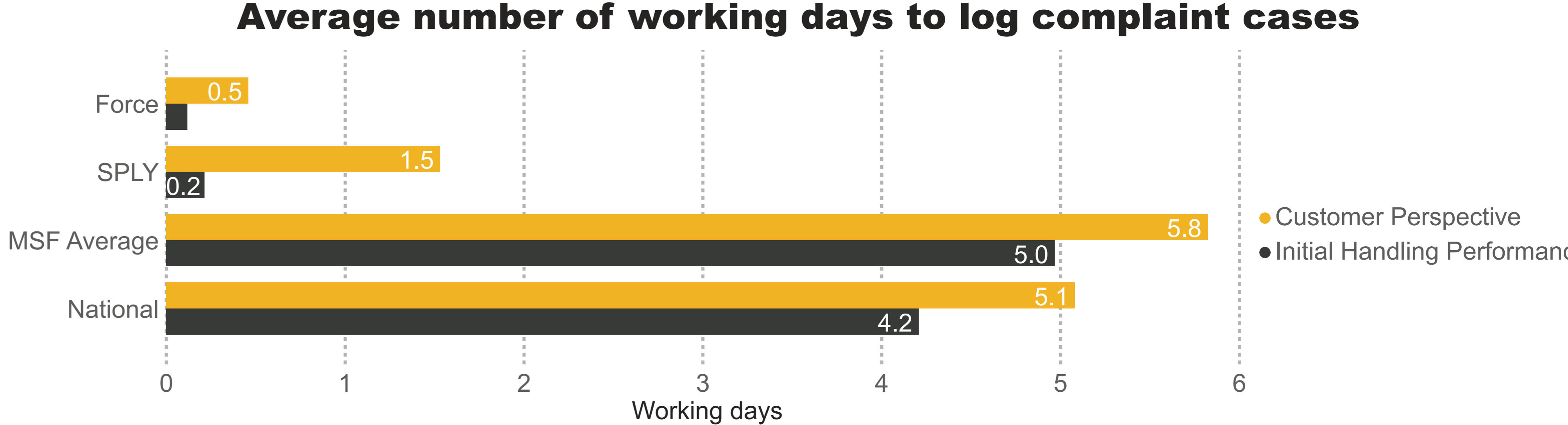
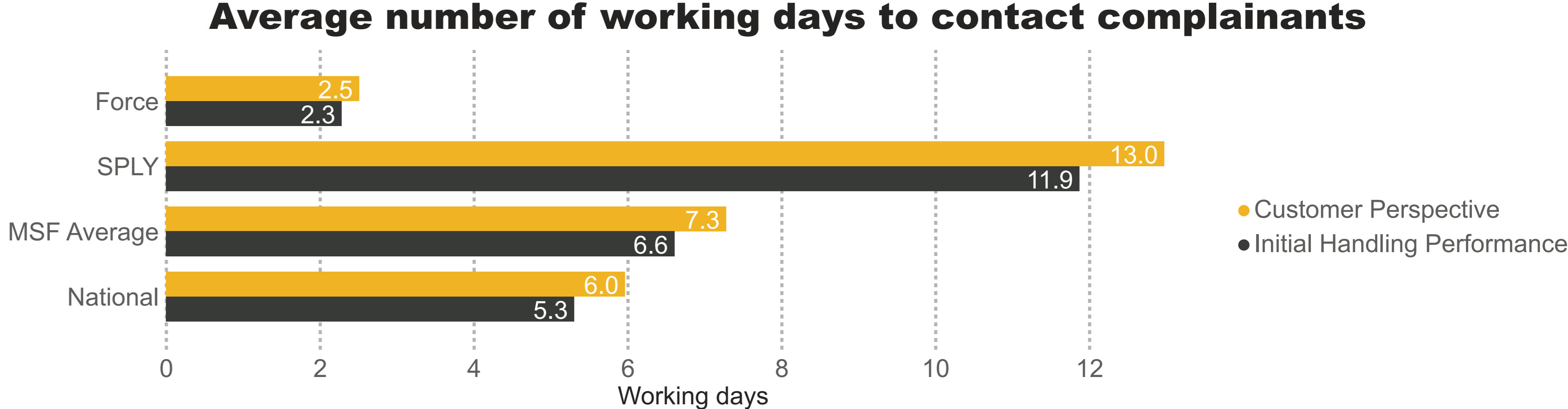
Section A1.1: Complaint cases logged and initial handling

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.

| Average number of working days to contact complainants | Customer perspective | Initial handling performance |
|--|----------------------|------------------------------|
| Force | 3 | 2 |
| SPLY | 13 | 12 |
| MSF Average | 7 | 7 |
| National | 6 | 5 |

| Average number of working days to log complaint cases | Customer perspective | Initial handling performance |
|---|----------------------|------------------------------|
| Force | 0 | 0 |
| SPLY | 2 | 0 |
| MSF Average | 6 | 5 |
| National | 5 | 4 |



Complaint cases logged

| | Force | SPLY | MSF Average | National |
|--|-------|-------|-------------|----------|
| Complaint cases logged | 1,410 | 1,198 | 1,623 | 62,963 |
| Complaint cases logged per 1,000 employees | 227 | 193 | 266 | 249 |

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 | | SPLY | | MSF Average | | National | |
|--|-------|------|------|------|-------------|------|----------|------|
| | No. | % | No. | % | No. | % | No. | % |
| AA/body responsible for initial handling decides | 37 | 9 % | 134 | 27 % | 172 | 27 % | 10,304 | 43 % |
| Complainant wishes the complaint be recorded | 103 | 25 % | 151 | 30 % | 146 | 20 % | 5,003 | 21 % |
| Dissatisfaction after initial handling | 45 | 11 % | 80 | 16 % | 114 | 20 % | 3,400 | 14 % |
| Nature of the allegation(s) in the complaint | 233 | 56 % | 136 | 27 % | 245 | 33 % | 5,131 | 22 % |

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.

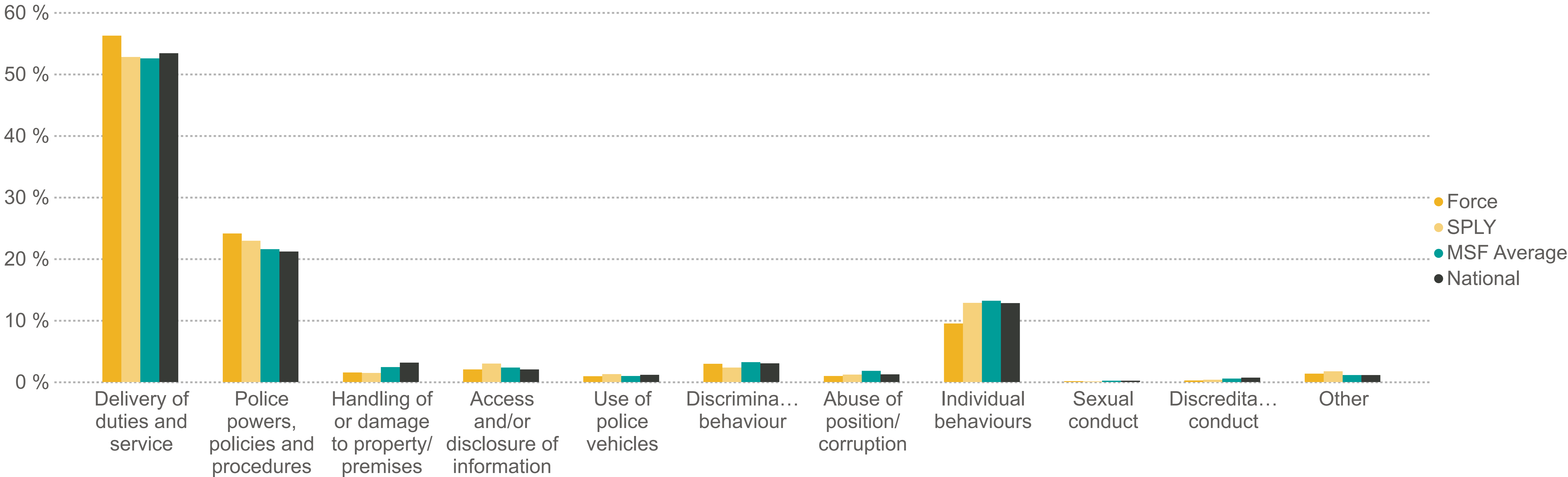
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

Allegations logged

| | Force | SPLY | MSF Average | National |
|--|-------|-------|-------------|----------|
| Allegations Logged | 2,936 | 2,271 | 2,815 | 110,331 |
| Allegations logged per 1,000 employees | 473 | 366 | 466 | 436 |

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 | 1,651 | 708 | 45 | 60 | 27 | 87 | 28 | 279 | 4 | 7 | 40 | 2,936 |
| SPLY | 1,199 | 521 | 33 | 68 | 29 | 53 | 27 | 292 | 2 | 8 | 39 | 2,271 |
| MSF Average | 1,463 | 611 | 69 | 68 | 29 | 97 | 52 | 372 | 6 | 15 | 34 | 2,815 |
| National | 58,911 | 23,380 | 3,456 | 2,234 | 1,300 | 3,346 | 1,359 | 14,123 | 233 | 757 | 1,231 | 110,330 |
| Force | 56 % | 24 % | 2 % | 2 % | 1 % | 3 % | 1 % | 10 % | 0 % | 0 % | 1 % | 100 % |
| SPLY | 53 % | 23 % | 1 % | 3 % | 1 % | 2 % | 1 % | 13 % | 0 % | 0 % | 2 % | 100 % |
| MSF Average | 53 % | 22 % | 2 % | 2 % | 1 % | 3 % | 2 % | 13 % | 0 % | 1 % | 1 % | 100 % |
| National | 53 % | 21 % | 3 % | 2 % | 1 % | 3 % | 1 % | 13 % | 0 % | 1 % | 1 % | 100 % |



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

| Category | Subcategory | Force | | SPLY | | MSF Average | | National | | |
|--|---|---------------------------|-------------|--------------|-------------|--------------|-------------|---------------|--------------|------------|
| | | No. | % | No. | % | No. | % | No. | % | |
| Delivery of duties and service | Total | 1,651 | 56 % | 1,199 | 53 % | 1,463 | 53 % | 58,907 | 53 % | |
| | Police action following contact | 728 | 44 % | 576 | 48 % | 519 | 34 % | 25,213 | 43 % | |
| | Decisions | 327 | 20 % | 236 | 20 % | 228 | 16 % | 7,833 | 13 % | |
| | General level of service | 394 | 24 % | 264 | 22 % | 597 | 43 % | 19,902 | 34 % | |
| | Information | 202 | 12 % | 123 | 10 % | 120 | 8 % | 5,959 | 10 % | |
| Police powers, policies and procedures | Total | 708 | 24 % | 521 | 23 % | 611 | 22 % | 23,375 | 21 % | |
| | Stops, and stop and search | 29 | 4 % | 27 | 5 % | 22 | 4 % | 1,272 | 5 % | |
| | Searches of premises and seizure of property | 103 | 15 % | 78 | 15 % | 87 | 14 % | 2,811 | 12 % | |
| | Power to arrest and detain | 117 | 17 % | 84 | 16 % | 91 | 15 % | 3,940 | 17 % | |
| | Detention in police custody | 149 | 21 % | 98 | 19 % | 88 | 14 % | 3,190 | 14 % | |
| | Bail, identification and interview procedures | 37 | 5 % | 15 | 3 % | 24 | 4 % | 1,146 | 5 % | |
| | Use of force | 185 | 26 % | 160 | 31 % | 179 | 29 % | 6,209 | 27 % | |
| | Evidential procedures | 25 | 4 % | 21 | 4 % | 56 | 9 % | 1,772 | 8 % | |
| | Out of court disposals | 10 | 1 % | 8 | 2 % | 9 | 2 % | 385 | 2 % | |
| | Other policies and procedures | 53 | 7 % | 30 | 6 % | 56 | 9 % | 2,649 | 11 % | |
| | Other | 0 | 0 % | 0 | 0 % | 0 | 0 % | 1 | 0 % | |
| | Access and/or disclosure of information | Total | 60 | 2 % | 68 | 3 % | 68 | 2 % | 2,234 | 2 % |
| | | Decisions | 0 | 0 % | 0 | 0 % | 0 | 0 % | 1 | 0 % |
| | | Use of police systems | 2 | 3 % | 7 | 10 % | 5 | 6 % | 182 | 8 % |
| | | Disclosure of information | 50 | 83 % | 45 | 66 % | 48 | 71 % | 1,511 | 68 % |
| Handling of information | | 8 | 13 % | 13 | 19 % | 12 | 17 % | 425 | 19 % | |
| Accessing and handling of information from other sources | | 0 | 0 % | 3 | 4 % | 4 | 6 % | 115 | 5 % | |
| Discriminatory behaviour | Total | 87 | 3 % | 53 | 2 % | 97 | 3 % | 3,346 | 3 % | |
| | Age | 0 | 0 % | 0 | 0 % | 2 | 3 % | 59 | 2 % | |
| | Disability | 20 | 23 % | 5 | 9 % | 21 | 21 % | 601 | 18 % | |
| | Gender reassignment | 3 | 3 % | 2 | 4 % | 1 | 1 % | 28 | 1 % | |
| | Marriage and civil partnership | 0 | 0 % | 0 | 0 % | 0 | 0 % | 3 | 0 % | |
| | Pregnancy and maternity | 0 | 0 % | 0 | 0 % | 0 | 0 % | 1 | 0 % | |
| | Race | 38 | 44 % | 34 | 64 % | 44 | 44 % | 1,689 | 50 % | |
| | Religion or belief | 4 | 5 % | 1 | 2 % | 3 | 4 % | 91 | 3 % | |
| | Sex | 7 | 8 % | 6 | 11 % | 15 | 14 % | 479 | 14 % | |
| | Sexual orientation | 5 | 6 % | 4 | 8 % | 3 | 3 % | 119 | 4 % | |
| | Other | 10 | 11 % | 1 | 2 % | 8 | 10 % | 276 | 8 % | |
| Individual behaviours | Total | 279 | 10 % | 292 | 13 % | 372 | 13 % | 14,122 | 13 % | |
| | Unprofessional attitude and disrespect | 67 | 24 % | 75 | 26 % | 108 | 30 % | 4,046 | 29 % | |
| | Lack of fairness and impartiality | 39 | 14 % | 39 | 13 % | 56 | 16 % | 1,894 | 13 % | |
| | Overbearing or harassing behaviours | 33 | 12 % | 36 | 12 % | 62 | 14 % | 2,519 | 18 % | |
| | Impolite language / tone | 118 | 42 % | 124 | 42 % | 91 | 25 % | 3,672 | 26 % | |
| | Impolite and intolerant actions | 22 | 8 % | 18 | 6 % | 55 | 15 % | 1,991 | 14 % | |

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. Allegations where the subcategory is 'none' are omitted from this table.

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

| Allegation category | | | | | | | | | | | | |
|---------------------------------|--------------------------------|--|--|---|------------------------|--------------------------|------------------------------|-----------------------|----------------|-----------------------|-------|-------|
| Factors | 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 | 88 | 275 | 11 | 4 | 0 | 15 | 2 | 38 | 2 | 0 | 1 | 436 |
| Call Handling | 84 | 1 | 0 | 0 | 0 | 0 | 0 | 17 | 0 | 0 | 3 | 105 |
| Child protection / CSA / CSE | 29 | 17 | 0 | 3 | 0 | 0 | 3 | 7 | 0 | 0 | 2 | 61 |
| Coronavirus - other | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Covert policing | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Custody | 42 | 172 | 3 | 3 | 0 | 6 | 0 | 10 | 0 | 0 | 3 | 239 |
| Death | 29 | 4 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 37 |
| Domestic / gender abuse | 96 | 31 | 3 | 2 | 0 | 8 | 1 | 19 | 0 | 0 | 1 | 161 |
| Drugs / alcohol | 18 | 42 | 1 | 1 | 0 | 2 | 2 | 11 | 0 | 1 | 0 | 78 |
| Firearms | 2 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| Fraud | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 |
| Hate Crime | 8 | 3 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 12 |
| Investigation | 888 | 152 | 13 | 12 | 0 | 22 | 14 | 88 | 0 | 0 | 4 | 1,193 |
| Mental health | 46 | 49 | 1 | 0 | 1 | 6 | 2 | 18 | 0 | 0 | 0 | 123 |
| Missing persons | 11 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 16 |
| Neighbourhood policing | 143 | 6 | 0 | 2 | 0 | 4 | 1 | 16 | 0 | 0 | 3 | 175 |
| None | 158 | 36 | 7 | 26 | 9 | 13 | 5 | 50 | 1 | 2 | 18 | 325 |
| Police dogs or horses | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Premises search | 6 | 52 | 4 | 1 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 67 |
| Public order incident | 7 | 5 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 14 |
| Restraint equipment | 0 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 |
| Roads/traffic | 141 | 40 | 6 | 0 | 17 | 14 | 1 | 37 | 0 | 0 | 1 | 257 |
| Social media | 4 | 1 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 9 |
| Stop and/or search | 2 | 31 | 2 | 0 | 0 | 1 | 0 | 5 | 0 | 0 | 0 | 41 |
| Taser | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Unknown | 3 | 2 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 2 | 10 |
| VAWG - dissatisfaction handling | 70 | 4 | 0 | 5 | 0 | 0 | 1 | 5 | 0 | 0 | 0 | 85 |

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.

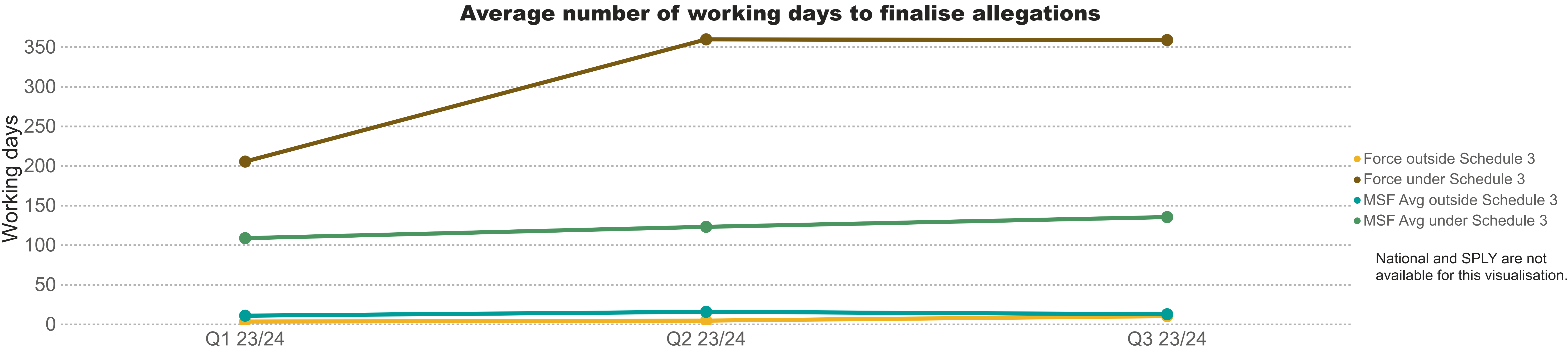
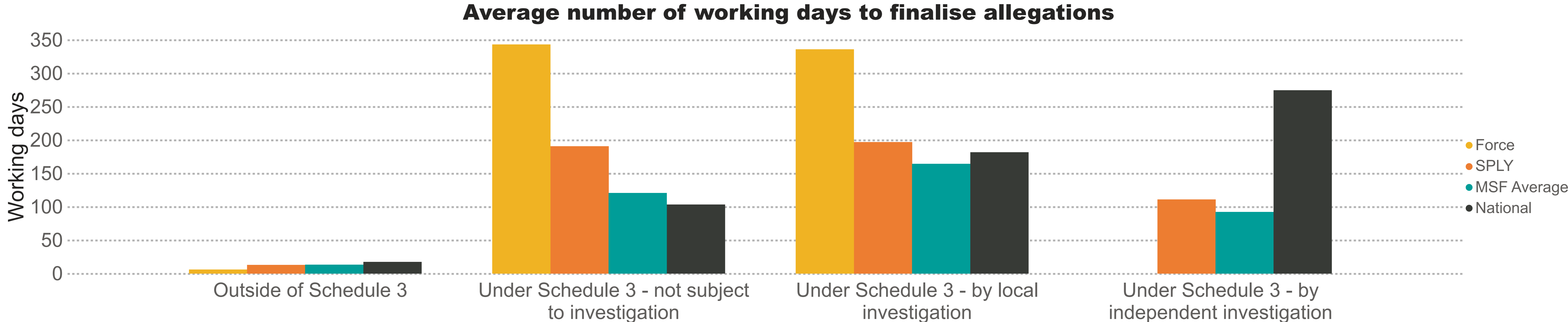
Section A2: Allegations timeliness

| Average number of working days to finalise allegations | Force | SPLY | MSF Average | National |
|--|-------|------|-------------|----------|
| Outside of Schedule 3 | 6 | 13 | 13 | 18 |
| Under Schedule 3 - not subject to investigation | 343 | 191 | 121 | 103 |
| Under Schedule 3 - by local investigation | 336 | 197 | 164 | 182 |
| Under Schedule 3 - by directed investigation | 0 | 0 | 0 | 0 |
| Under Schedule 3 - by independent investigation | 0 | 111 | 92 | 275 |

This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

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

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



National and SPLY are not available for this visualisation.

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) | 187 | 7 % | 334 | 12 % | 12,221 | 12 % |
| Under Schedule 3 investigated (subject to special procedures) | 8 | 0 % | 17 | 1 % | 1,393 | 1 % |
| Under Schedule 3 - not investigated | 1,304 | 51 % | 1056 | 44 % | 45,603 | 44 % |
| Outside of Schedule 3 | 1,059 | 41 % | 1039 | 43 % | 44,072 | 43 % |
| Total | 2,558 | 100 % | 2446 | 100 % | 103,289 | 100 % |

| 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 No. | Force % | Nat. No. | Nat. % | Force No. | Force % | Nat. No. | Nat. % | Force No. | Force % | Nat. No. | Nat. % | Force No. | Force % | Nat. No. | Nat. % |
| No further action | | | | | 77 | 6 % | 3,928 | 9 % | | | 5 | 0 % | 11 | 6 % | 489 | 4 % |
| Regulation 41 applies | | | | | | | 112 | 0 % | | | 5 | 0 % | | | 79 | 1 % |
| Service provided - unable to determine | | | | | 82 | 6 % | 3,573 | 8 % | | | 30 | 2 % | 24 | 13 % | 1,018 | 8 % |
| Service provided - not acceptable | | | | | 174 | 13 % | 5,989 | 13 % | | | 69 | 5 % | 15 | 8 % | 1,423 | 12 % |
| Service provided - acceptable | | | | | 774 | 59 % | 30,569 | 67 % | | | 358 | 26 % | 134 | 72 % | 8,812 | 72 % |
| Not Resolved | 38 | 4 % | 3,153 | 7 % | | | | | | | | | | | | |
| Resolved | 1021 | 96 % | 40,919 | 93 % | | | | | | | | | | | | |
| No Case to Answer | | | | | | | | | 5 | 63 % | 549 | 39 % | | | | |
| Case to Answer | | | | | | | | | 1 | 13 % | 352 | 25 % | | | | |
| Withdrawal | | | | | 197 | 15 % | 1,432 | 3 % | 2 | 25 % | 25 | 2 % | 3 | 2 % | 400 | 3 % |
| Total | 1059 | 41 % | 44,072 | 43 % | 1304 | 51 % | 45,603 | 44 % | 8 | 0 % | 1,393 | 1 % | 187 | 7 % | 12,221 | 12 % |

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

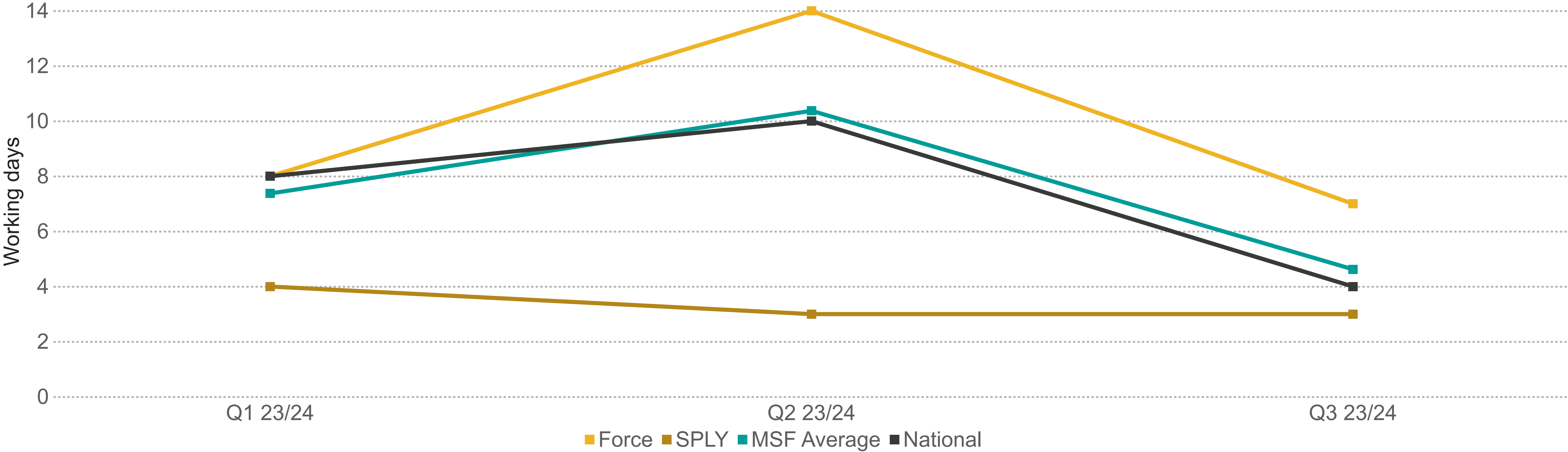
This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

| Allegation category | | | | | | | | | | | | |
|--|--------------------------------|--|--|---|------------------------|--------------------------|------------------------------|-----------------------|----------------|-----------------------|-------|-------|
| Allegation decisions | Delivery of duties and service | Police powers, policies and procedures | Handling of or damage to property/premises | Access and/or disclosure of information | Use of police vehicles | Discriminatory behaviour | Abuse of position/corruption | Individual behaviours | Sexual conduct | Discreditable conduct | Other | Total |
| No further action | 46 | 16 | 0 | 6 | 0 | 2 | 4 | 9 | 0 | 1 | 4 | 88 |
| Regulation 41 applies | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service provided - unable to determine | 41 | 26 | 1 | 4 | 1 | 6 | 0 | 25 | 0 | 1 | 1 | 106 |
| Service provided - not acceptable | 131 | 20 | 6 | 3 | 2 | 3 | 1 | 21 | 0 | 0 | 2 | 189 |
| Service provided - acceptable | 487 | 246 | 14 | 22 | 3 | 26 | 16 | 85 | 0 | 2 | 7 | 908 |
| Not Resolved | 27 | 6 | 0 | 1 | 2 | 0 | 0 | 1 | 0 | 0 | 1 | 38 |
| Resolved | 700 | 151 | 19 | 10 | 22 | 2 | 0 | 102 | 0 | 1 | 14 | 1,021 |
| No Case to Answer | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 5 |
| Case to Answer | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Withdrawal | 121 | 48 | 1 | 3 | 2 | 3 | 3 | 18 | 0 | 1 | 2 | 202 |

Section B: Referrals

| | Force | SPLY | MSF Average | National |
|-------------------------------------|-------|------|-------------|----------|
| Number referrals received | 172 | 122 | 134 | 5,160 |
| Number referrals completed | 172 | 123 | 133 | 5,170 |
| Decision: Independent Investigation | 7 | 6 | 6 | 308 |
| Decision: Directed Investigation | 0 | 0 | 1 | 27 |
| Decision: Local Investigation | 118 | 93 | 84 | 3,387 |
| Decision: Return to Force | 42 | 21 | 39 | 1,363 |
| Decision: Invalid | 5 | 3 | 2 | 84 |

Average number of working days to complete referrals by quarter



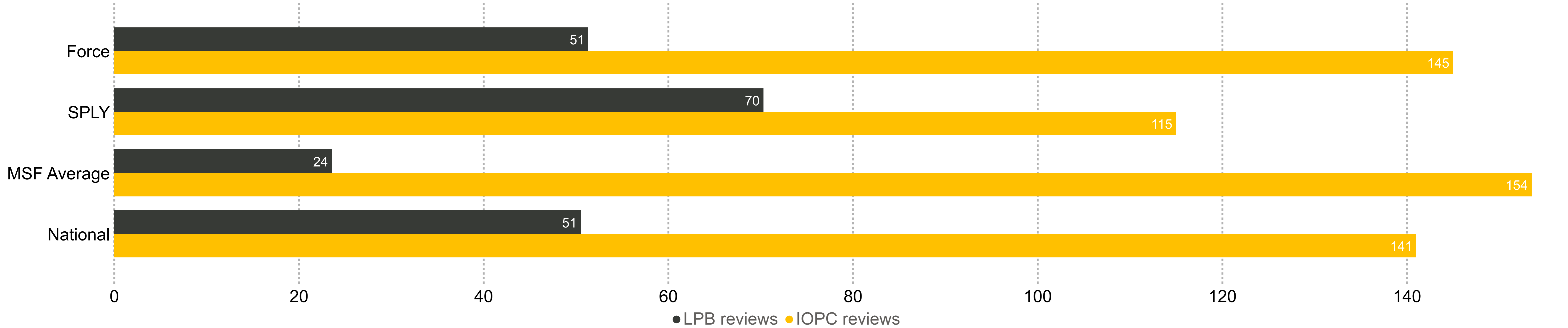
The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints. When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, 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 C1: 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 | 480 | 32 | 7 % | 0 | 18 | 6 | 8 |
| SPLY | 239 | 67 | 28 % | 0 | 39 | 15 | 13 |
| MSF Average | 601 | 127 | 21 % | 10 | 74 | 18 | 25 |
| National | 22,597 | 4,729 | 21 % | 340 | 2,857 | 621 | 911 |

Section C2: Reviews timeliness

| | Force | SPLY | MSF Average | National |
|--|-------|------|-------------|----------|
| Average number of working days to complete Local Policing Body reviews | 51 | 70 | 24 | 51 |
| Average number of working days to complete IOPC reviews | 145 | 115 | 154 | 141 |



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 \(February 2020\)](#).

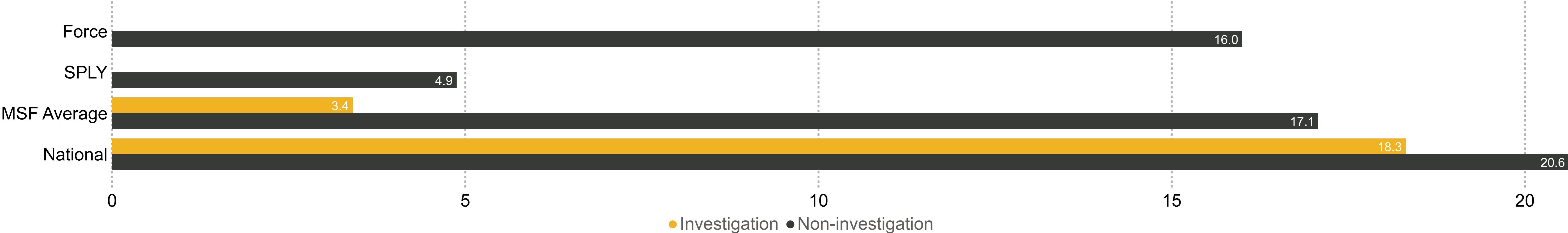
Reviews with ‘invalid dates’ have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

Section C3: Decisions on LPB reviews

This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police. Please note: Numbers are not available for the MSF Average - % only

LPB reviews found not reasonable and proportionate

| Force | Investigation | | | Non-investigation | | |
|-------------|-------------------------|--|--|-------------------------|--|--|
| | Valid completed reviews | Found not reasonable and proportionate | % found not reasonable and proportionate | Valid completed reviews | Found not reasonable and proportionate | % found not reasonable and proportionate |
| Force | 0 | | 0 | 25 | 4 | 16 |
| SPLY | 0 | | 0 | 41 | 2 | 5 |
| MSF Average | | | 3 | | | 17 |
| National | 273 | 50 | 18 | 2,754 | 568 | 21 |



LPB reviews resulting in recommendations

| Force | Investigation | | | Non-investigation | | |
|-------------|--|------------------------------|--------------------------------|--|------------------------------|--------------------------------|
| | Found not reasonable and proportionate | Resulting in recommendations | % resulting in recommendations | Found not reasonable and proportionate | Resulting in recommendations | % resulting in recommendations |
| Force | | | 0 | 4 | 3 | 75 |
| SPLY | | | 0 | 2 | 2 | 100 |
| MSF Average | | | 13 | | | 73 |
| National | 50 | 50 | 100 | 568 | 487 | 86 |

Section C4: Decisions on IOPC reviews

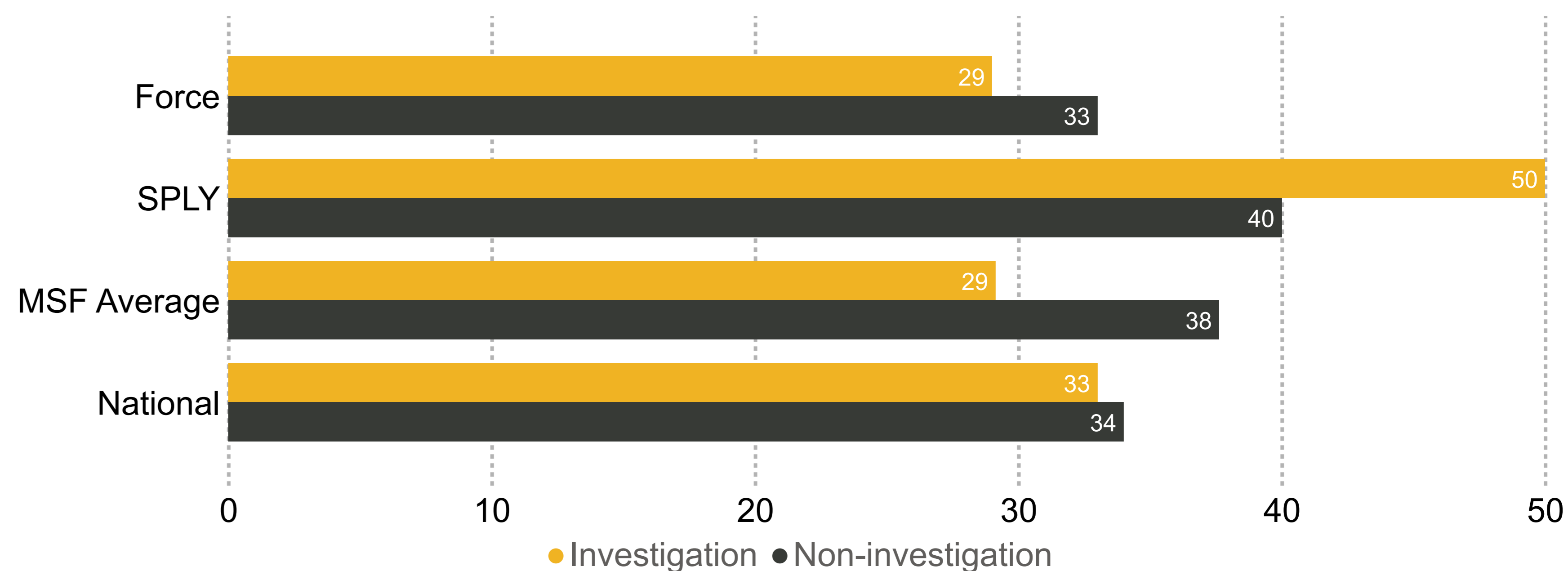
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police.

IOPC reviews found not reasonable and proportionate

| Investigation | Valid completed reviews | Outcome found not reasonable and proportionate |
|---------------|-------------------------|--|
| Force | 7 | 2 |
| SPLY | 10 | 5 |
| MSF Average | 26 | 8 |
| National | 625 | 205 |

| Non-investigation | Valid completed reviews | Outcome found not reasonable and proportionate |
|-------------------|-------------------------|--|
| Force | 9 | 3 |
| SPLY | 10 | 4 |
| MSF Average | 26 | 10 |
| National | 930 | 315 |

% IOPC reviews found outcome not reasonable and proportionate



IOPC review recommendations and directions

Due to the low number of recommendations and directions, most similar force calculations are not available here.

| Investigation | Outcome found not reasonable and proportionate | Recommendations made | Directions made | % resulting in direction |
|---------------|--|----------------------|-----------------|--------------------------|
| Force | 2 | 0 | 2 | 100 |
| SPLY | 5 | 0 | 3 | 60 |
| National | 205 | 17 | 131 | 64 |

| Non-investigation | Outcome found not reasonable and proportionate | Directions made | % resulting in direction |
|-------------------|--|-----------------|--------------------------|
| Force | 3 | 1 | 33 |
| SPLY | 4 | 2 | 50 |
| National | 315 | 202 | 64 |

IOPC recommendations figures include only those relating to subject outcomes, LPBs can also recommend remedial outcomes.

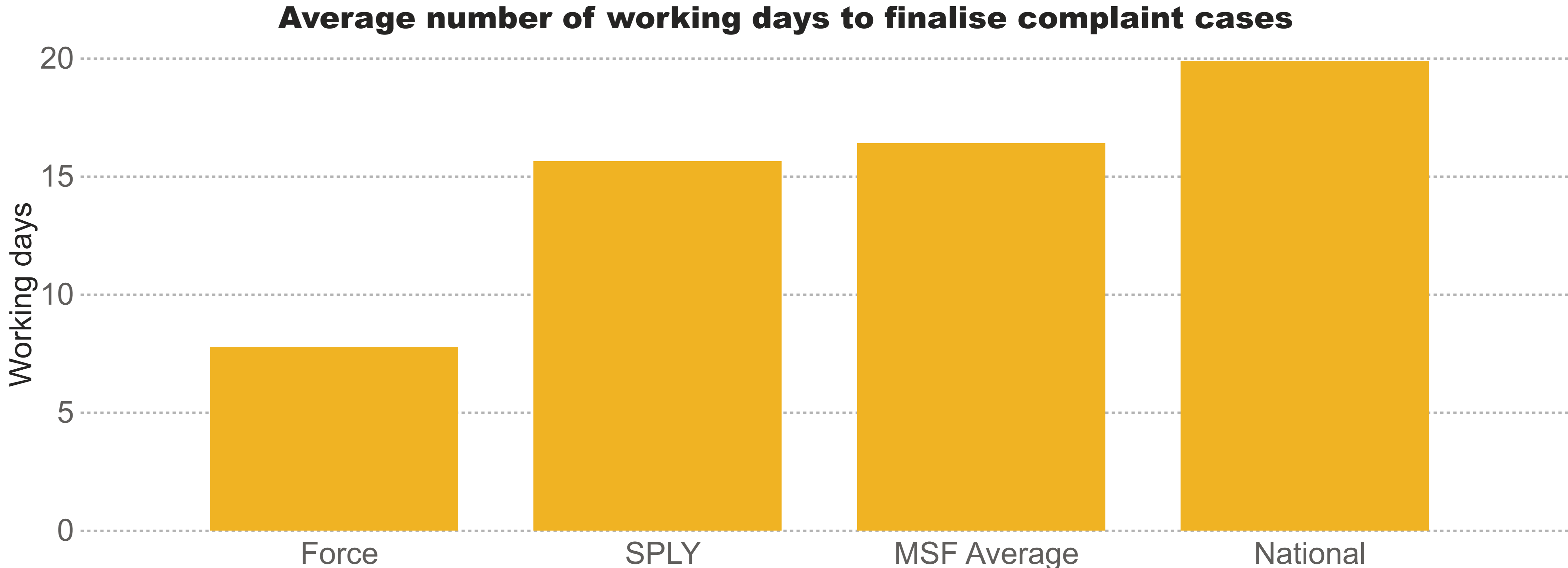
Section D1.1: Complaint cases finalised outside of Schedule 3 - timeliness

Average number of working days to finalise complaint cases

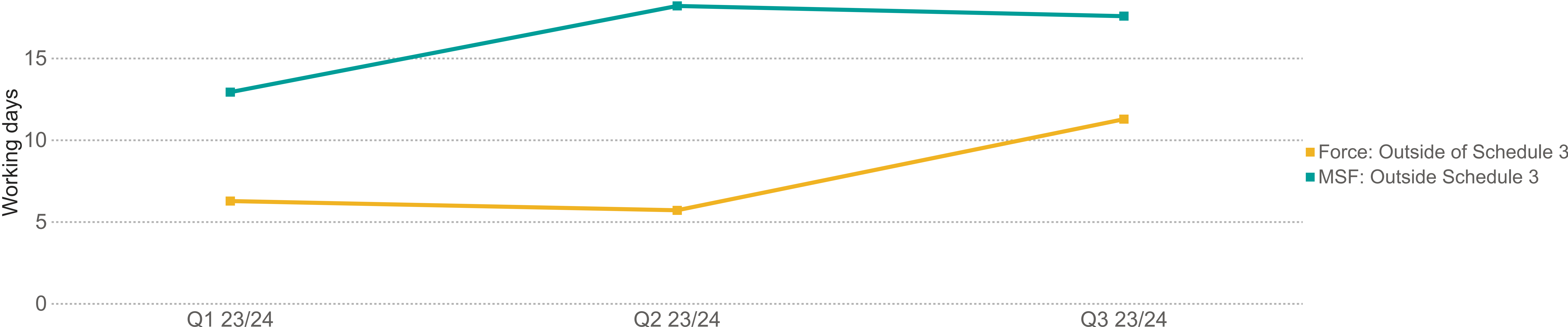
| Force | SPLY | MSF Average | National |
|-------|------|-------------|----------|
| 8 | 16 | 16 | 20 |

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. 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 by quarter



National and SPLY are not available for this visualisation.

Section D1.2: Complaint cases finalised under Schedule 3 - timeliness

Average number of working days to finalise complaint cases

| | Force | SPLY | MSF Average | National |
|---------------------------------------|-------|------|-------------|----------|
| Under Schedule 3 (inc suspension) | 339 | 187 | 140 | 139 |
| Under Schedule 3 (not inc suspension) | 336 | 173 | 131 | 132 |

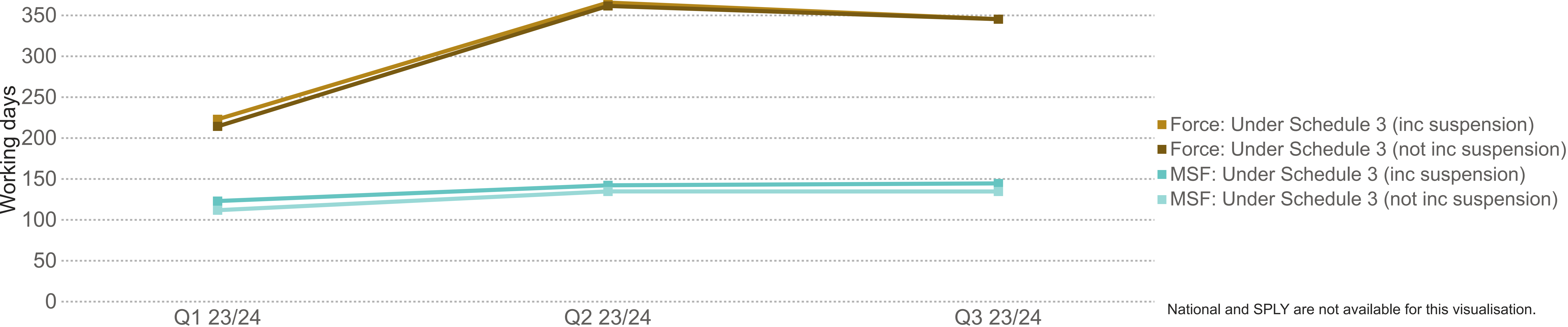
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made.

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 D2.1: Allegation actions - on complaint cases handled outside of Schedule 3

| Actions following outside of Schedule 3 complaint cases | Force | | SPLY | | MSF Average | | National | |
|---|-------|------|------|------|-------------|------|----------|------|
| | No. | % | No. | % | No. | % | No. | % |
| Organisational learning | 2 | 0 % | 2 | 0 % | 1 | 1 % | 119 | 0 % |
| Learning from reflection | 17 | 2 % | 19 | 3 % | 29 | 3 % | 923 | 2 % |
| Policy review | 0 | 0 % | 0 | 0 % | 0 | 0 % | 25 | 0 % |
| Goodwill gesture | 0 | 0 % | 1 | 0 % | 1 | 0 % | 80 | 0 % |
| Apology | 116 | 12 % | 115 | 16 % | 72 | 9 % | 3528 | 9 % |
| Debrief | 4 | 0 % | 0 | 0 % | 6 | 0 % | 321 | 1 % |
| Explanation | 580 | 61 % | 388 | 54 % | 446 | 52 % | 21805 | 59 % |
| No further action | 205 | 22 % | 159 | 22 % | 179 | 23 % | 5409 | 15 % |
| Other action | 20 | 2 % | 14 | 2 % | 92 | 9 % | 3816 | 10 % |

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 D2.2: Allegation actions - on complaint cases handled under Schedule 3

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available. Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

All complaint cases handled under Schedule 3

| Complaint cases resulting in below actions | Force | | SPLY | | MSF Average | | National | |
|--|-------|------|------|------|-------------|------|----------|------|
| | No. | % | No. | % | No. | % | No. | % |
| Organisational learning | 5 | 1 % | 6 | 3 % | 16 | 2 % | 497 | 2 % |
| Apology | 34 | 7 % | 13 | 5 % | 24 | 4 % | 1266 | 6 % |
| Debrief | 1 | 0 % | 0 | 0 % | 4 | 1 % | 261 | 1 % |
| Explanation | 205 | 43 % | 115 | 48 % | 317 | 53 % | 12746 | 56 % |
| Criminal proceedings | 0 | 0 % | 0 | 0 % | 0 | 0 % | 2 | 0 % |
| Unsatisfactory Performance Procedure (UPP) | 0 | 0 % | 0 | 0 % | 0 | 0 % | 17 | 0 % |
| No further action | 233 | 49 % | 97 | 41 % | 199 | 34 % | 7035 | 31 % |
| Other action | 5 | 1 % | 1 | 0 % | 11 | 2 % | 532 | 2 % |
| Learning from reflection | 45 | 9 % | 28 | 12 % | 71 | 11 % | 2448 | 11 % |
| Referral to RPRP | 33 | 7 % | 18 | 8 % | 13 | 3 % | 674 | 3 % |

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

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

| Complaint cases resulting in below actions | Force | | SPLY | | MSF Average | | National | |
|---|-------|------|------|------|-------------|------|----------|------|
| | No. | % | No. | % | No. | % | No. | % |
| Misconduct proceedings | 1 | 20 % | 2 | 29 % | 3 | 31 % | 99 | 25 % |
| Criminal proceedings | 0 | 0 % | 0 | 0 % | 0 | 2 % | 2 | 1 % |
| Unsatisfactory Performance Procedure (UPP) | 0 | 0 % | 0 | 0 % | 0 | 0 % | 4 | 1 % |
| Other actions following a case to answer decision | 0 | 0 % | 0 | 0 % | 0 | 4 % | 16 | 4 % |
| Referral to RPRP | 3 | 60 % | 2 | 29 % | 2 | 36 % | 114 | 29 % |

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

Notes

Data sources

- Data in this bulletin is taken from XML data submissions made by forces to the IOPC every quarter except for IOPC performance data which is taken from the IOPC case management system.
- Police force employee numbers are taken from the latest [police workforce England and Wales statistics](#) published by the Home Office.
- The most similar force (MSF) groups used for the calculation of the MSF averages in this bulletin are those determined by HMICFRS. Please note that the British Transport Police and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).
- Figures for City of London include complaint cases logged in relation to 'Action Fraud'. Action Fraud is the UK's national reporting centre for fraud and cybercrime. The service is run by the City of London Police, which is the national policing lead for economic crime.

Performance Framework counting rules and calculation

- The counting rules and calculations used to produce the data shown in this bulletin can be found on the [IOPC website](#).
- Average times are presented in working days and do not include weekends or bank holidays.
- Some percentages may add up to more or less than 100% due to rounding.
- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

Data constraints

- The data is sourced from live case management systems and provides a snapshot of information as it was at that time. Therefore, there may be variances between the information in this bulletin and information reported at a later date.

Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the [IOPC website](#).
- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC's [Guidance on capturing data about police complaints](#).
- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC's [Statutory Guidance on the police complaints system \(February 2020\)](#).