

Police Complaints Information Bulletin: Cheshire

Reporting Period: 01 April 2024 - 30 September 2024 (Q2 2024/25)

Most Similar Force (MSF) Group: Avon And Somerset, Cheshire, Derbyshire, Devon And Cornwall, Northamptonshire, Staffordshire, Suffolk, Wiltshire

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).

Please note: Unless stated otherwise, tables within the bulletin consist of 'year-to-date' figures covering all matters being started or completed between the two dates.

Q1: 1 April to 30 June, Q2: 1 April to 30 September, Q3: 1 April to 31 December, Q4: 1 April to 31 March

Where charts refer to separate quarters the dates are: Q1: 1 April to 30 June, Q2: 1 July to 30 September, Q3: October to 31 December, Q4 1 January to 31 March.

Contents

Page 1 Section A1.1: Complaints and allegations logged – totals and per 1,000 employees, Section A1.2: Means of handling – reasons a complaint is recorded under Schedule 3

Page 2 Section A1.3: Allegations logged – what has been complained about

Page 3 Section A1.4: Allegations logged – what has been complained about – top five allegation categories and their subcategories

Page 4 Section A1.5: National complaint factors as a proportion of allegations logged

Page 5 Section A1.6: National complaint factors on the top five allegation categories

Page 6 Section A2: Allegations timeliness

Page 7 Section A3.1: How allegations were finalised and their decisions

Page 8 Section A3.2: Allegation decisions by what was complained about (category)

Page 9 Section B1.1 Allegation actions on allegations handled outside of Schedule 3

Page 10 Section B1.2 Allegation actions on allegations handled under Schedule 3

Page 11 Section C1: Reviews received and timeliness

Page 12 Section C2: Outcomes on reviews

Page 13 Section D1: Complaint cases timeliness on Schedule 3 complaints

Page 14 Section D2: Complaint cases timeliness on Outside Schedule 3 complaints and how complaints are finalised, Section D3: How complaints are handled

Page 15 Section E: Referrals

Page 16 Notes

Acronyms used in this bulletin

YTD – Year to date figures, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002

Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

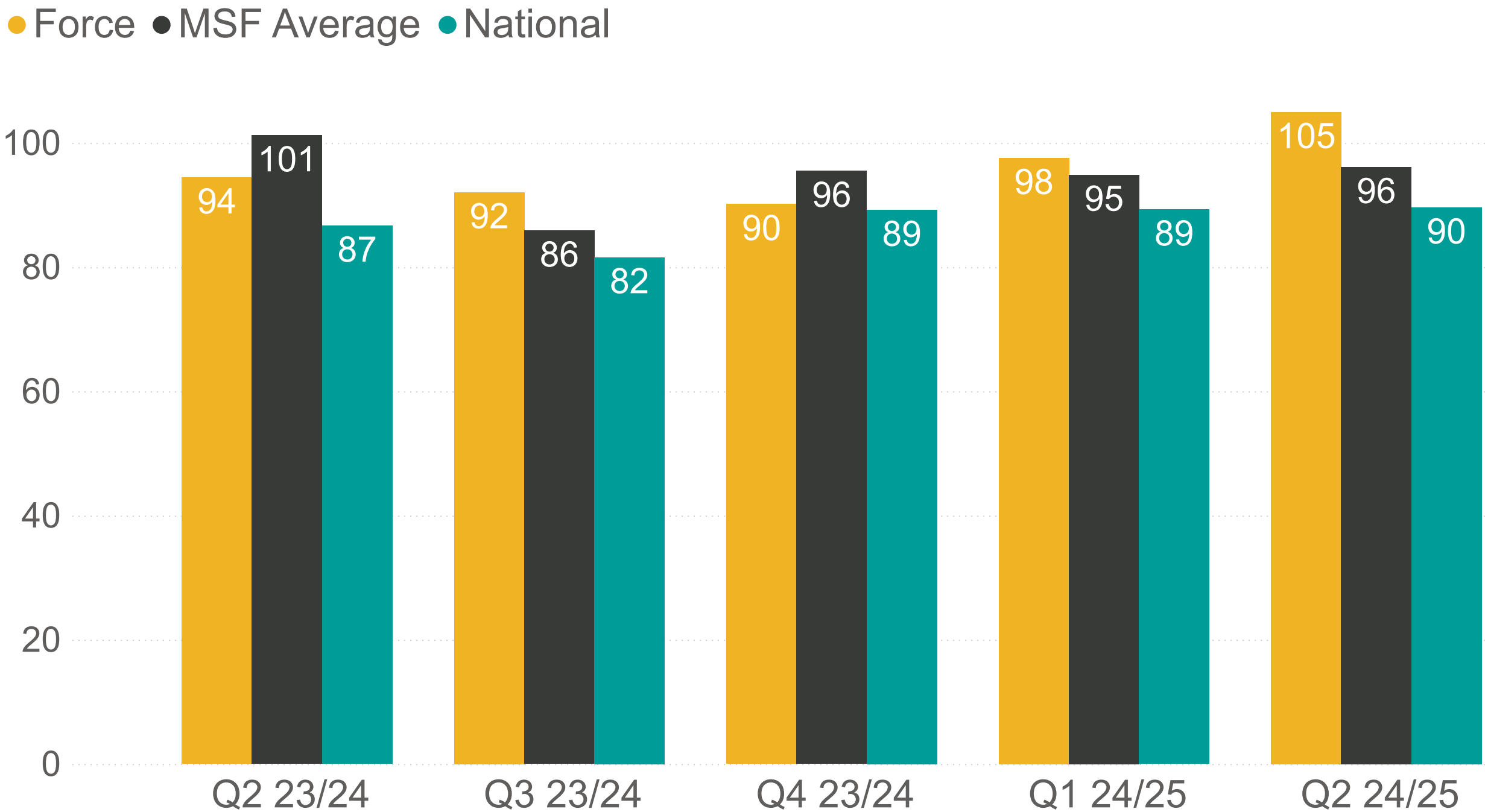
Section A1.1: Complaint cases and allegations logged

A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

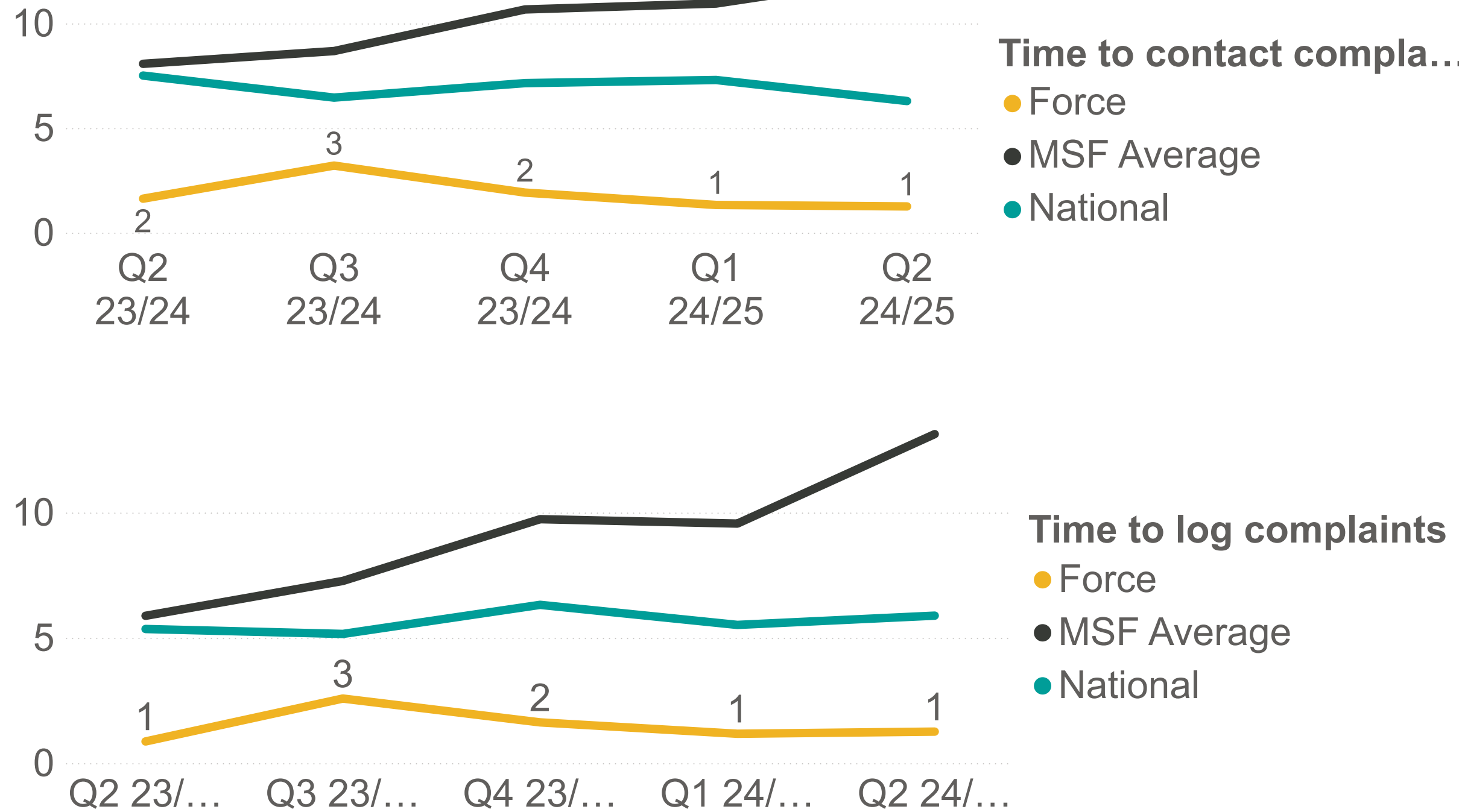
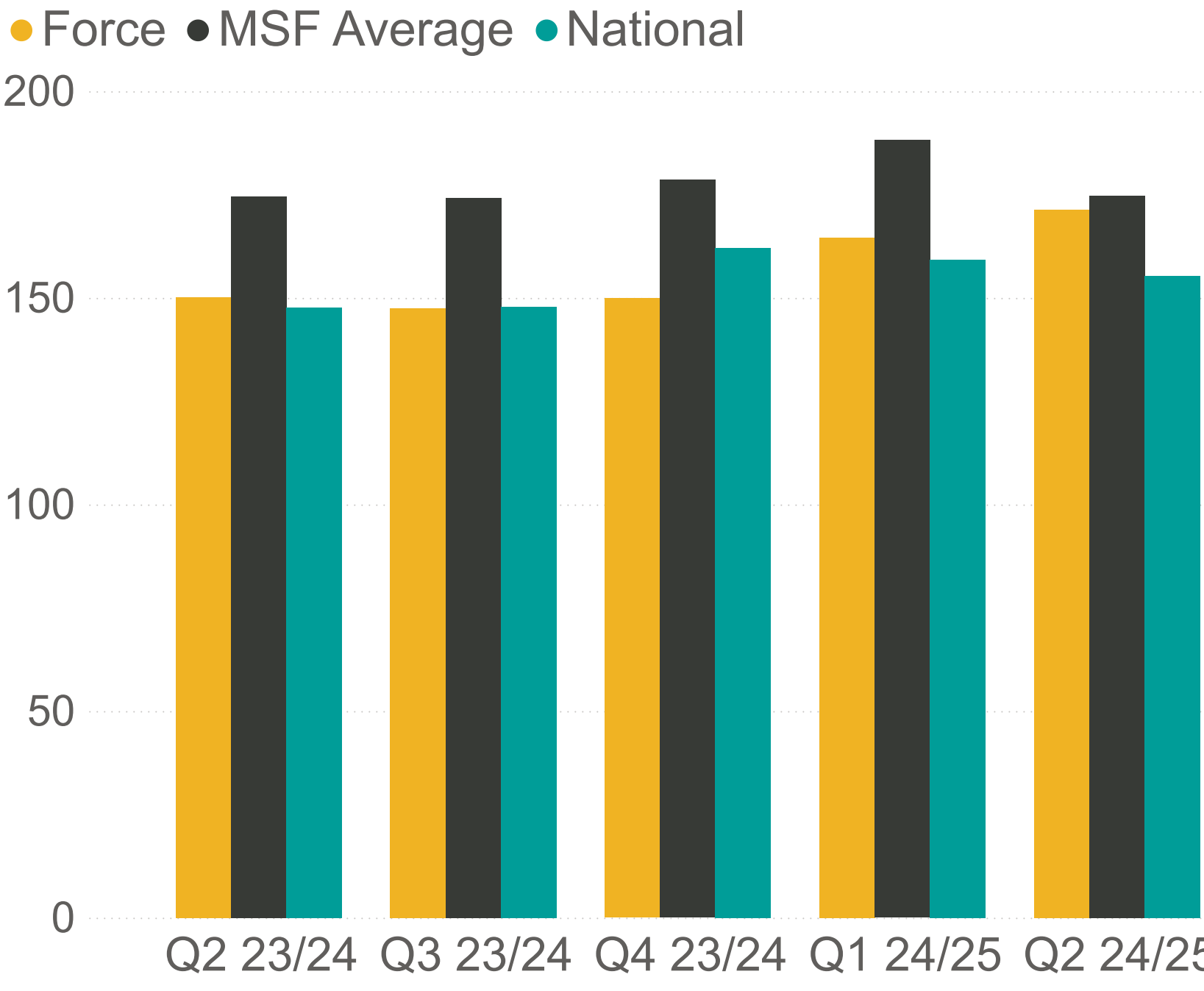
Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)

Year to date	Complaint cases logged	Complaints per 1,000 employees	Allegations Logged	Allegations per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	849	203	1,408	336	1	1
SPLY	780	186	1,251	298	2	1
MSF Average	775	191	1,532	363	11	11
National	45,593	179	80,142	314	7	6

Complaints logged per 1,000 employees



Allegations logged per 1,000 employees



Section A1.2: Reason for complaints to be logged under Schedule 3

For space reasons some figures in the above charts are not shown

Allegations should have an allegation category applied to them which will identify the root of what the allegation is about.

Forces can handle a complaint informally (known as Outside of Schedule 3), this should be used to deal with lower level complaints.

If a complaint is handled formally under Schedule 3, the force should record the reason why.

For more information on Schedule 3 of the Police Reform Act see here:

[Guidance on capturing data about police complaints.](#)

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	160	175	168	6,798
Complainant wishes the complaint be recorded	109	53	49	2,795
Dissatisfaction after initial handling	121	83	47	2,316
Nature of the allegation(s) in the complaint	87	84	84	3,441
Total	477	395	348	15,350

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	34 %	44 %	48 %	44 %
Complainant wishes the complaint be recorded	23 %	13 %	13 %	18 %
Dissatisfaction after initial handling	25 %	21 %	16 %	15 %
Nature of the allegation(s) in the complaint	18 %	21 %	23 %	22 %

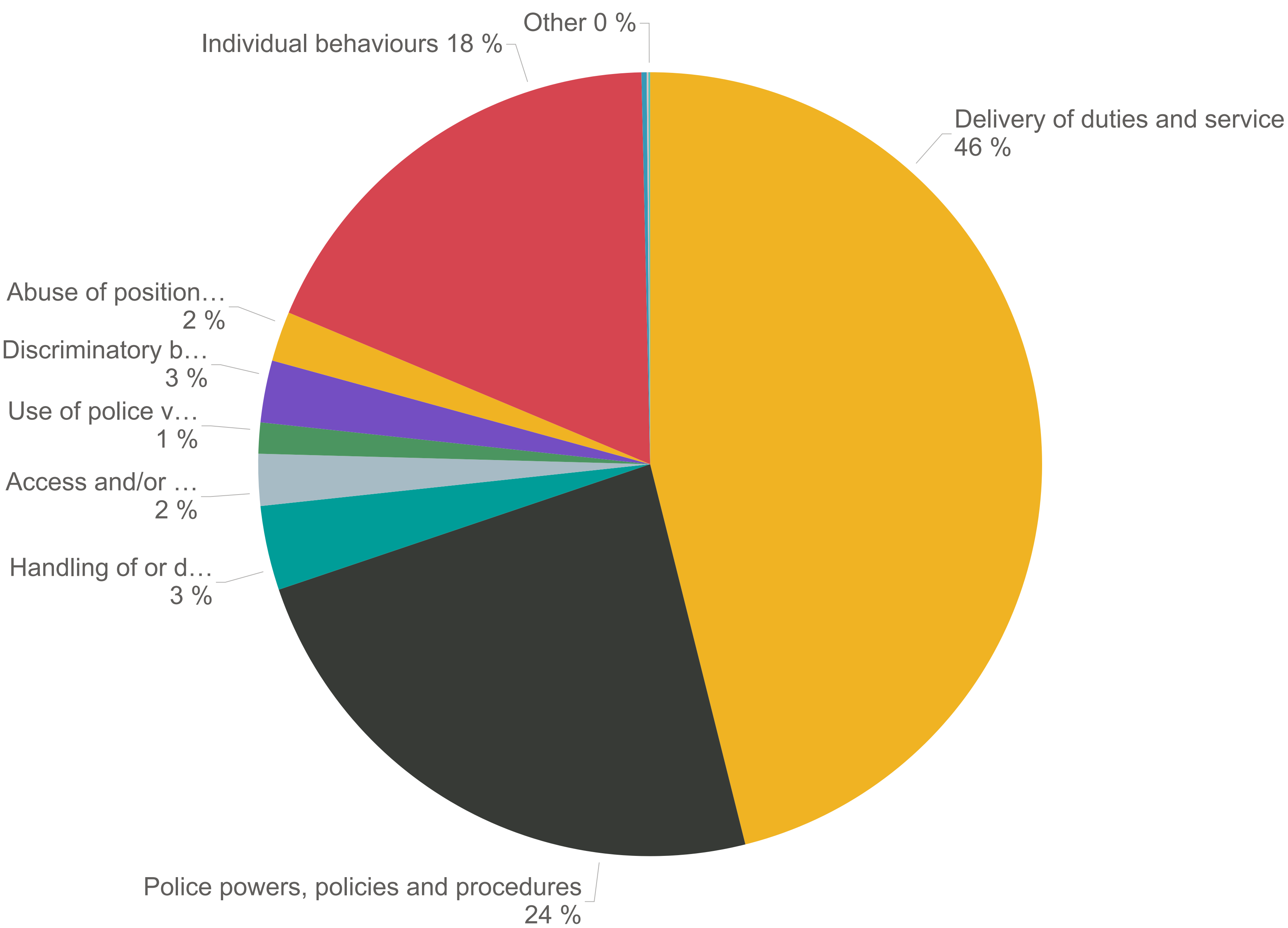
Section A1.3: Allegations logged – what has been complained about (YTD)

This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

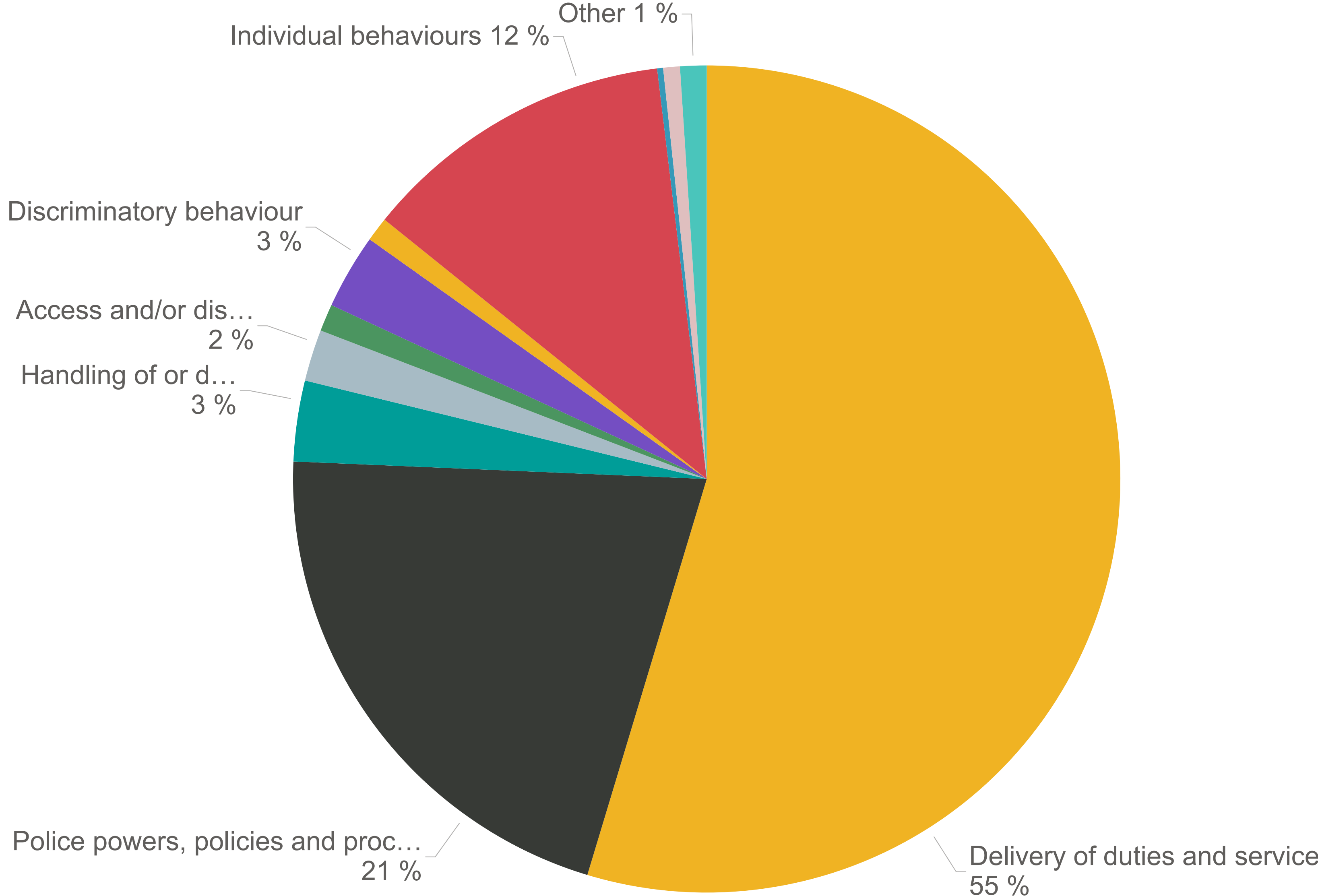
What has been complained about (YTD)

Year to date	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	649	334	49	30	18	36	29	258	3	1	1	1,408
SPLY	581	354	42	19	13	30	29	174	1	8	0	1,251
MSF Average	815	314	42	29	19	43	28	223	4	10	6	1,532
National	43,804	16,841	2,527	1,617	850	2,349	762	9,854	186	523	826	80,139

What has been complained about (force - year to date)



What has been complained about (national - year to date)



Section A1.4: Allegations logged – Top five allegation categories and their sub-categories (Year to date)

Category	Year to date Subcategory	Force		SPLY		MSF Average		National		
		No.	%	No.	%	No.	%	No.	%	
Delivery of duties and service	Total	649	46 %	581	46 %	815	52 %	43,801	55 %	
	Police action following contact	355	55 %	285	49 %	348	42 %	18,035	41 %	
	Information	143	22 %	134	23 %	137	18 %	4,976	11 %	
	Decisions	114	18 %	94	16 %	144	18 %	6,186	14 %	
	General level of service	37	6 %	68	12 %	186	22 %	14,604	33 %	
Police powers, policies and procedures	Total	334	24 %	354	28 %	314	22 %	16,837	21 %	
	Power to arrest and detain	101	30 %	79	22 %	62	20 %	3,002	18 %	
	Use of force	86	26 %	105	30 %	79	25 %	4,424	26 %	
	Detention in police custody	63	19 %	76	21 %	53	16 %	2,422	14 %	
	Bail, identification and interview procedures	31	9 %	35	10 %	22	7 %	955	6 %	
	Searches of premises and seizure of property	21	6 %	30	8 %	37	11 %	2,094	12 %	
	Other policies and procedures	10	3 %	3	1 %	27	9 %	1,615	10 %	
	Evidential procedures	9	3 %	13	4 %	17	6 %	1,283	8 %	
	Stops, and stop and search	8	2 %	12	3 %	9	3 %	793	5 %	
	Out of court disposals	5	1 %	1	0 %	8	2 %	249	1 %	
	Individual behaviours	Total	258	18 %	174	14 %	223	15 %	9,853	12 %
		Unprofessional attitude and disrespect	80	31 %	45	26 %	57	27 %	2,782	28 %
		Overbearing or harassing behaviours	65	25 %	42	24 %	45	20 %	1,756	18 %
Impolite language / tone		65	25 %	64	37 %	54	24 %	2,449	25 %	
Lack of fairness and impartiality		43	17 %	19	11 %	44	18 %	1,368	14 %	
Impolite and intolerant actions		5	2 %	4	2 %	23	11 %	1,498	15 %	
Handling of or damage to property/ premises	Total	49	3 %	42	3 %	42	3 %	2,467	3 %	
	Handling of or damage to property/ premises	49	100 %	42	100 %	42	100 %	2,466	98 %	
Discriminatory behaviour	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	
	Total	36	3 %	30	2 %	43	3 %	2,349	3 %	
	Race	15	42 %	9	30 %	19	42 %	1,088	46 %	
	Sex	8	22 %	11	37 %	7	18 %	394	17 %	
	Disability	5	14 %	7	23 %	9	21 %	439	19 %	
	Other	4	11 %	0	0 %	4	9 %	229	10 %	
	Age	2	6 %	0	0 %	2	3 %	38	2 %	
	Sexual orientation	2	6 %	2	7 %	2	4 %	76	3 %	
	Gender reassignment	0	0 %	0	0 %	1	2 %	25	1 %	
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	2	0 %	
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %	
Religion or belief	0	0 %	1	3 %	1	1 %	57	2 %		

This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged.

Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

Section A1.5: National complaint factors

Year to date Factors on all allegations	Force		SPLY		MSF Average		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
None	510	36 %	360	29 %	349	20 %	15,525	19 %
Investigation	317	23 %	300	24 %	542	38 %	29,355	37 %
Arrest	206	15 %	176	14 %	185	13 %	10,232	13 %
Custody	106	8 %	121	10 %	89	6 %	4,574	6 %
VAWG - dissatisfaction handling	75	5 %	77	6 %	61	6 %	3,054	4 %
Roads/traffic	59	4 %	94	8 %	86	6 %	4,731	6 %
Domestic / gender abuse	56	4 %	53	4 %	78	6 %	4,125	5 %
Call Handling	54	4 %	33	3 %	59	4 %	3,424	4 %
Stop and/or search	41	3 %	58	5 %	17	1 %	1,618	2 %
Restraint equipment	35	2 %	46	4 %	16	1 %	855	1 %
Neighbourhood policing	23	2 %	24	2 %	64	4 %	3,752	5 %
Premises search	22	2 %	21	2 %	28	2 %	1,958	2 %
Mental health	11	1 %	24	2 %	34	2 %	2,317	3 %
Child protection / CSA / CSE	10	1 %	16	1 %	30	3 %	1,370	2 %
Death	10	1 %	8	1 %	16	1 %	759	1 %
Drugs / alcohol	8	1 %	5	0 %	17	2 %	897	1 %
Fraud	8	1 %	5	0 %	4	0 %	485	1 %
Hate Crime	8	1 %	1	0 %	10	1 %	468	1 %
VAWG - police perpetrated	5	0 %	14	1 %	6	1 %	539	1 %
Missing persons	4	0 %	6	0 %	11	1 %	514	1 %
Public order incident	3	0 %	4	0 %	17	1 %	645	1 %
Social media	3	0 %	5	0 %	5	0 %	330	0 %
VAWG - police victim	3	0 %	1	0 %	1	0 %	88	0 %
Firearms	2	0 %	1	0 %	7	0 %	400	0 %
Taser	2	0 %	2	0 %	2	0 %	105	0 %
Police dogs or horses	1	0 %	0	0 %	0	0 %	54	0 %
Serious injury	1	0 %	2	0 %	2	0 %	168	0 %
Coronavirus - other	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
Covert policing	0	0 %	0	0 %	1	0 %	48	0 %
PPDA	0	0 %	0	0 %	0	0 %	7	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	3	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %	1	0 %
Unknown	0	0 %	0	0 %	1	0 %	20	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	14	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	14	0 %

This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category and the percentages here will add up to over 100%. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

Section A1.6: National complaint factors on top five allegation categories

Factors on top five allegation categories (Year to date)	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Discriminatory behaviour	Individual behaviours
VAWG - police victim	2	0	0	1	0
VAWG - police perpetrated	0	3	0	0	0
VAWG - dissatisfaction handling	63	1	0	2	8
Taser	0	2	0	0	0
Stop and/or search	5	16	1	2	16
Social media	2	0	0	0	0
Serious injury	0	1	0	0	0
Roads/traffic	27	5	0	0	15
Restraint equipment	0	35	0	0	0
Public order incident	3	0	0	0	0
Premises search	3	12	4	0	1
Police dogs or horses	0	1	0	0	0
None	230	58	31	13	131
Neighbourhood policing	14	1	0	1	5
Missing persons	4	0	0	0	0
Mental health	3	5	0	1	2
Investigation	256	17	2	6	26
Hate Crime	6	1	0	1	0
Fraud	7	0	0	0	1
Firearms	1	1	0	0	0
Drugs / alcohol	2	2	1	1	2
Domestic / gender abuse	37	9	0	1	9
Death	7	1	0	0	2
Custody	12	73	5	3	11
Child protection / CSA / CSE	8	1	0	0	0
Call Handling	25	0	0	3	25
Arrest	26	143	5	6	24
Total	647	334	48	36	257

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

Categories capture the root of the dissatisfaction expressed in a complaint. Factors capture the situational context of the dissatisfaction expressed in a complaint.

The combination of categories and factors provides a richer picture of what people are complaining about compared to the categories alone.

Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

The table below shows a breakdown of allegations logged with the focus national complaint factors.

IOPC Police Data Year Quarter	VAWG - dissatisfaction handling	VAWG - police perpetrated	VAWG - police victim	Total
Q2 23/24	44	2	1	47
Q3 23/24	33	3	2	38
Q4 23/24	44	1	0	45
Q1 24/25	30	3	2	33
Q2 24/25	45	2	1	48
Total	196	11	6	211

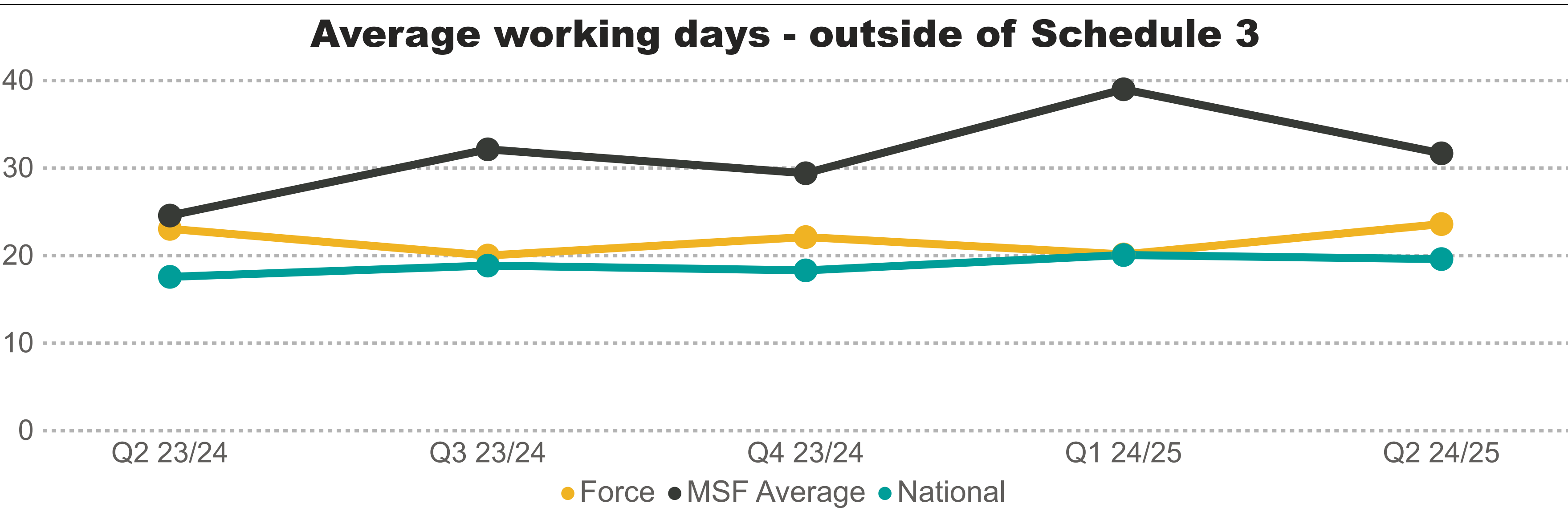
Section A2: Allegations timeliness

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

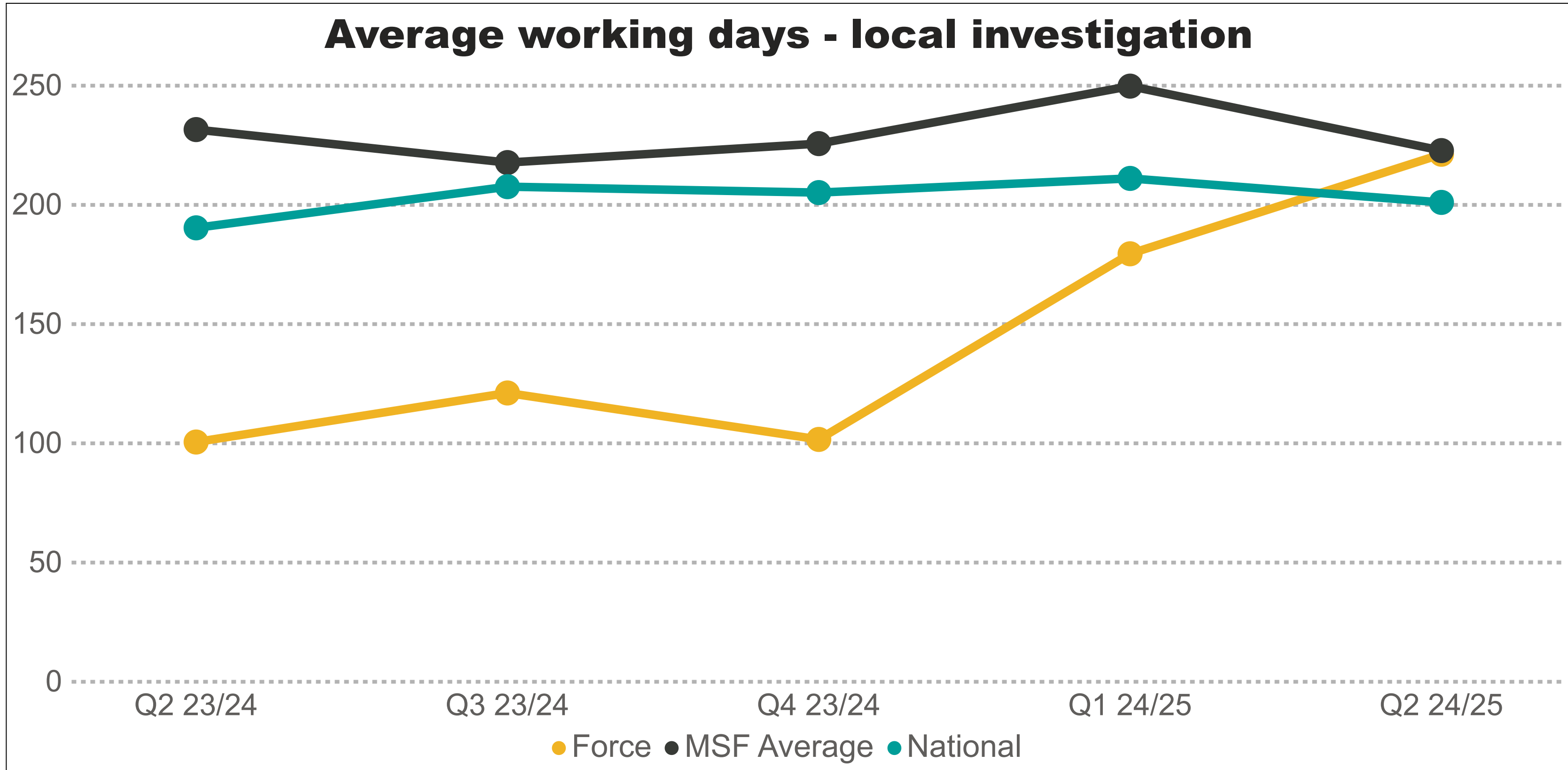
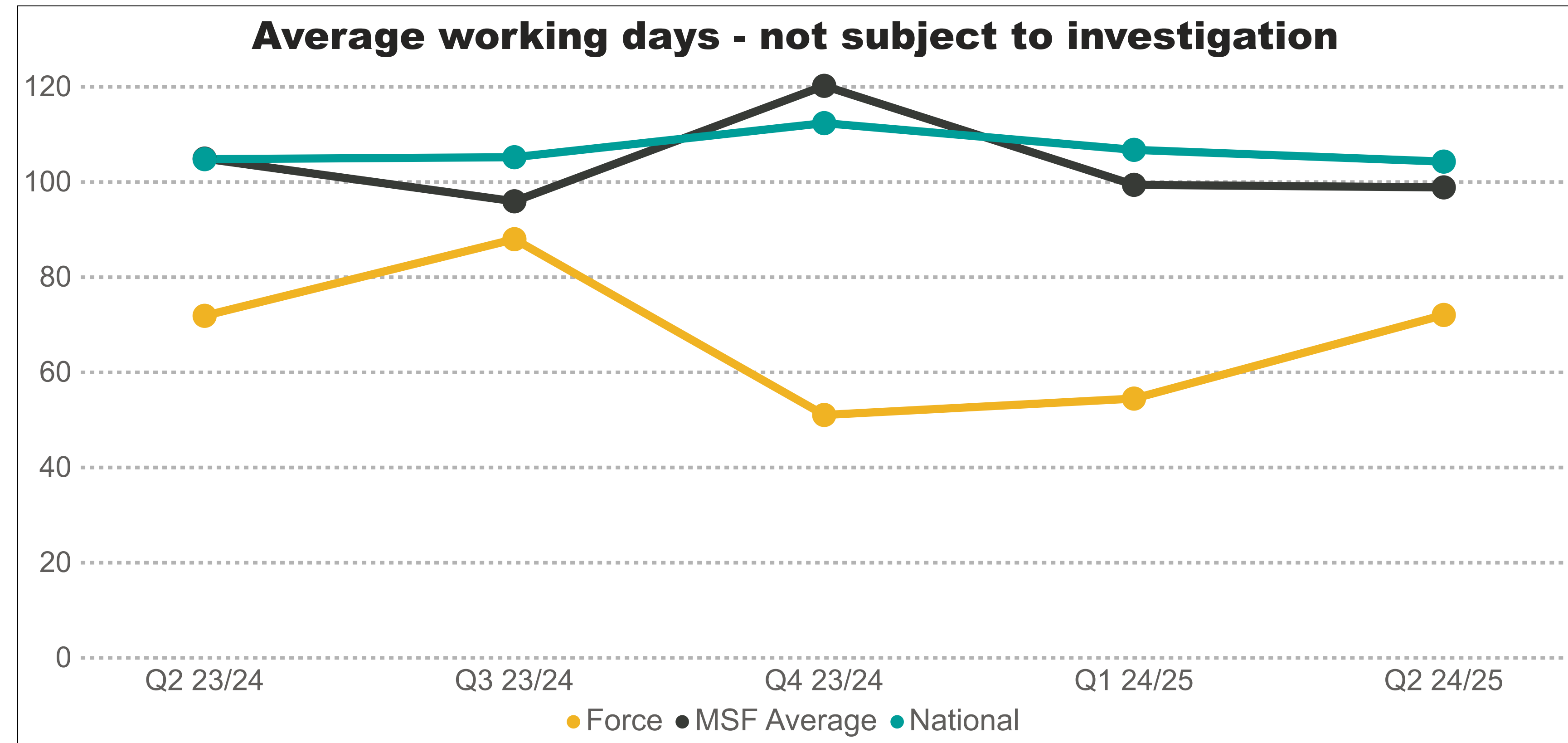
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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

Year to date Allegations	Outside of Schedule 3		Under Schedule 3 - not subject to investigation		Under Schedule 3 - by local investigation		Under Schedule 3 - by independent investigation	
	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days
Force	357	22	923	64	70	205	0	0
SPLY	384	22	689	72	114	124	0	0
MSF Average	507	34	790	100	103	236	0	66
National	33,250	20	35,230	105	8,680	206	109	282



Year to date Allegations	Under Schedule 3 - by directed investigation	
	Number Finalised	Average days
Force	0	0
SPLY	0	0
MSF Average	0	0
National	16	544

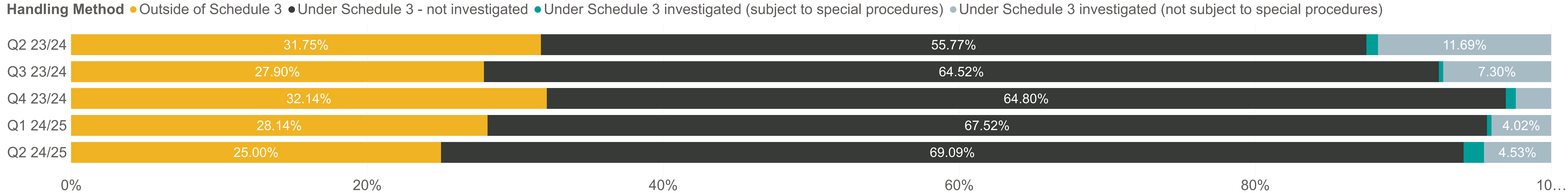


Section A3.1: How allegations were handled and their decisions

This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised. The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside or under Schedule 3; and secondly, the means of handling where it has been dealt with under Schedule 3. Please refer to our [Guidance on capturing data about police complaints](#) for details of allegation decisions.

How allegations were handled (Year to date)	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	58	4 %	92	8 %	7,922	10 %
Under Schedule 3 investigated (subject to special procedures)	12	1 %	11	1 %	883	1 %
Under Schedule 3 - not investigated	923	68 %	790	56 %	35,230	46 %
Outside of Schedule 3	357	26 %	507	35 %	33,250	43 %
Total	1,350	100 %	1400	100 %	77,285	100 %

Force: percent of allegations finalised by handling method



How allegations were handled (Year to date)	Outside of Schedule 3				Under Schedule 3 - not investigated				Under Schedule 3 investigated (subject to special procedures)				Under Schedule 3 investigated (not subject to special procedures)			
	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %
No further action					40	4 %	2,768	8 %			9	1 %	2	3 %	242	3 %
Regulation 41 applies							59	0 %			1	0 %			93	1 %
Service provided - unable to determine					19	2 %	3,238	9 %			10	1 %	2	3 %	770	10 %
Service provided - not acceptable					122	13 %	4,563	13 %	1	8 %	26	3 %	7	12 %	900	11 %
Service provided - acceptable					719	78 %	23,538	67 %	2	17 %	129	15 %	47	81 %	5,675	72 %
Not Resolved	18	5 %	1,876	6 %												
Resolved	339	95 %	31,373	94 %												
No Case to Answer									4	33 %	512	58 %				
Case to Answer									5	42 %	180	20 %				
Withdrawal					23	2 %	1,063	3 %			16	2 %			242	3 %

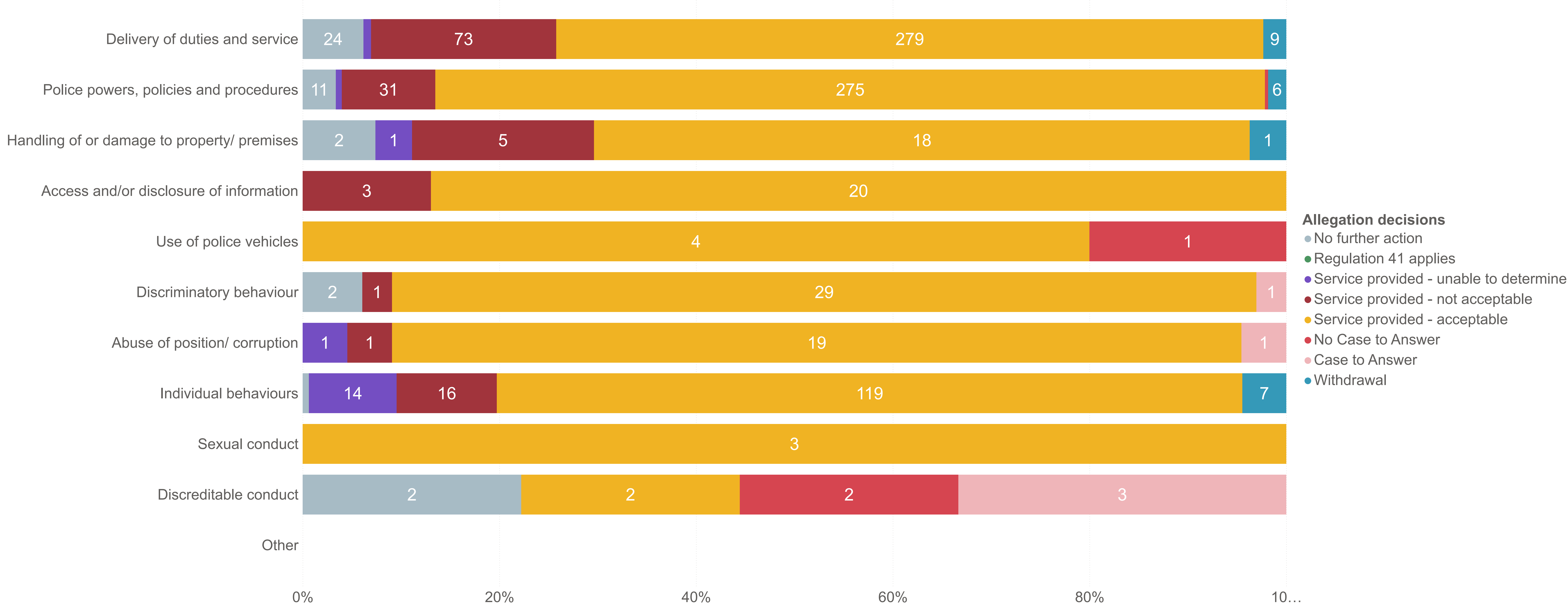
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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

Outside Schedule 3 allegation decisions

Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Resolved	218	21	20	4	9	0	0	66	0	0	1	339
Not Resolved	10	4	0	0	1	0	1	2	0	0	0	18

Schedule 3 allegation decisions



Section B1.1: Allegation actions - on allegations handled outside of Schedule 3 (Year to date)

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

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

Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	5	1 %	3	1 %	1	1 %	132	0 %
Learning from reflection	7	2 %	17	4 %	4	2 %	935	3 %
Policy review	1	0 %	2	1 %	0	0 %	32	0 %
Goodwill gesture	4	1 %	7	2 %	1	0 %	52	0 %
Apology	43	12 %	39	10 %	63	13 %	3,241	10 %
Debrief	0	0 %	5	1 %	3	1 %	311	1 %
Explanation	208	58 %	241	63 %	385	72 %	20,147	61 %
No further action	65	18 %	54	14 %	33	9 %	3,760	11 %
Other action	23	6 %	14	4 %	16	3 %	4,135	12 %

Section B1.2: Allegation actions - on allegations handled under Schedule 3 (Year to date)

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

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

All complaint cases handled under Schedule 3

Actions following Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	27	3 %	31	4 %	10	1 %	398	1 %
Apology	54	5 %	27	3 %	40	4 %	1,605	4 %
Debrief	0	0 %	0	0 %	3	0 %	1,343	3 %
Explanation	704	71 %	275	34 %	515	57 %	27,139	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	1	0 %	11	0 %
No further action	139	14 %	368	46 %	259	29 %	9,817	22 %
Other action	5	1 %	11	1 %	5	1 %	432	1 %
Learning from reflection	57	6 %	80	10 %	42	5 %	2,263	5 %
Referral to RPRP	4	0 %	4	0 %	10	1 %	671	2 %

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

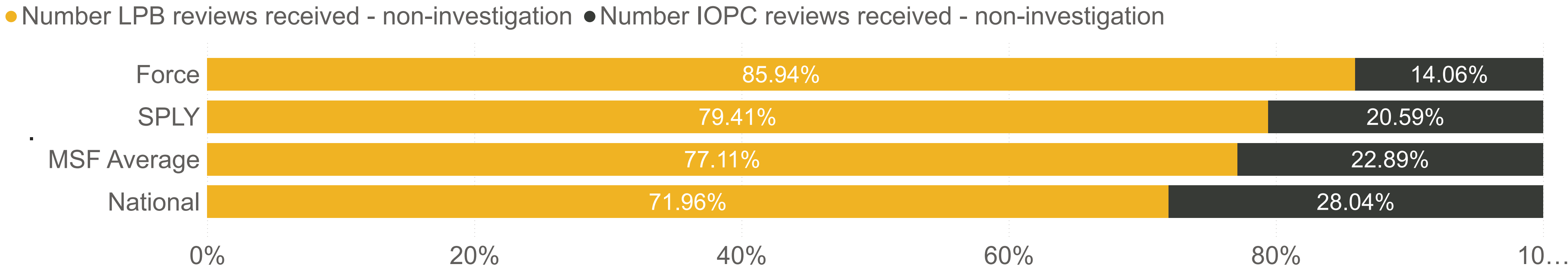
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	3	25 %	4	50 %	1	9 %	77	9 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	2	0 %
Other actions following a case to answer decision	0	0 %	0	0 %	1	2 %	64	7 %
Referral to RPRP	1	8 %	2	25 %	2	28 %	161	18 %

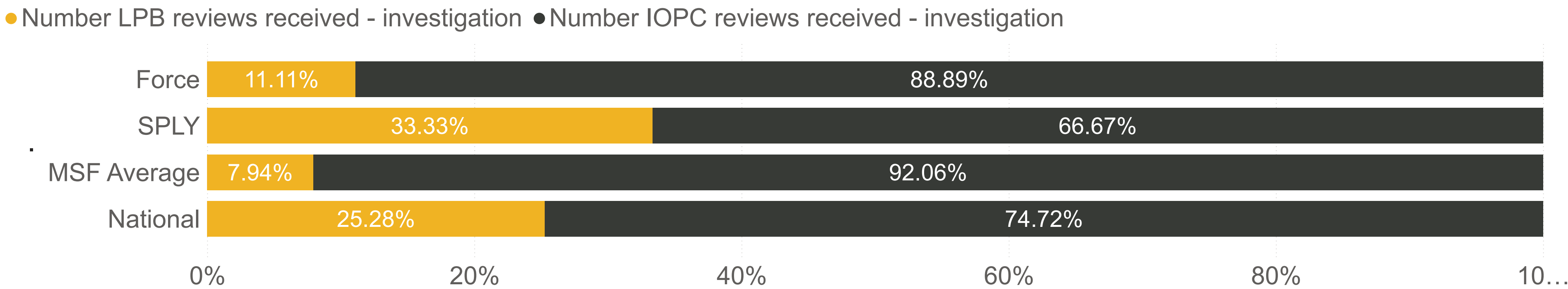
Section C1: Reviews received and timeliness (Year to date)

This section presents data on the number of reviews received about this force by the IOPC and by the local policing body. The charts enable you to see the proportion of each review type being received by the two bodies. For information on when the IOPC should be the review body, please see our [Statutory Guidance](#)

Non-investigation reviews received	LPB	IOPC
Force	55	9
SPLY	54	14
MSF Average	39	12
National	1,850	721

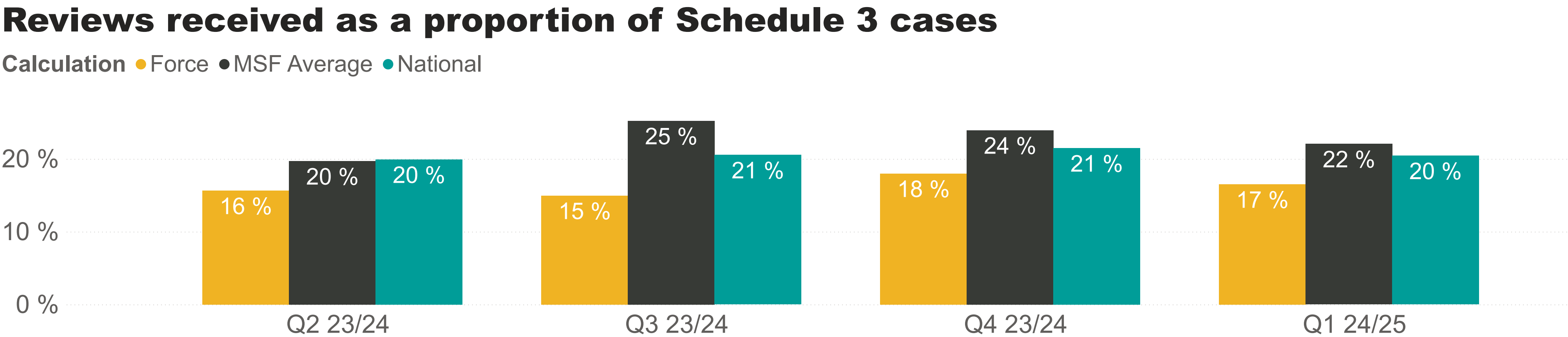


Investigation reviews received	LPB	IOPC
Force	1	8
SPLY	2	4
MSF Average	1	7
National	159	470



Complaints are not finalised until after any reviews are completed. However, this measure helps to provide an indication of how often reviews are made in comparison to the number of complaints completed.

	Reviews received	Schedule 3 complaints finalised
Force	73	463
SPLY	74	378
MSF Average	58	293
National	3,200	15,484



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	64	42	44	49
Average number of working days to complete IOPC reviews	179	155	139	138

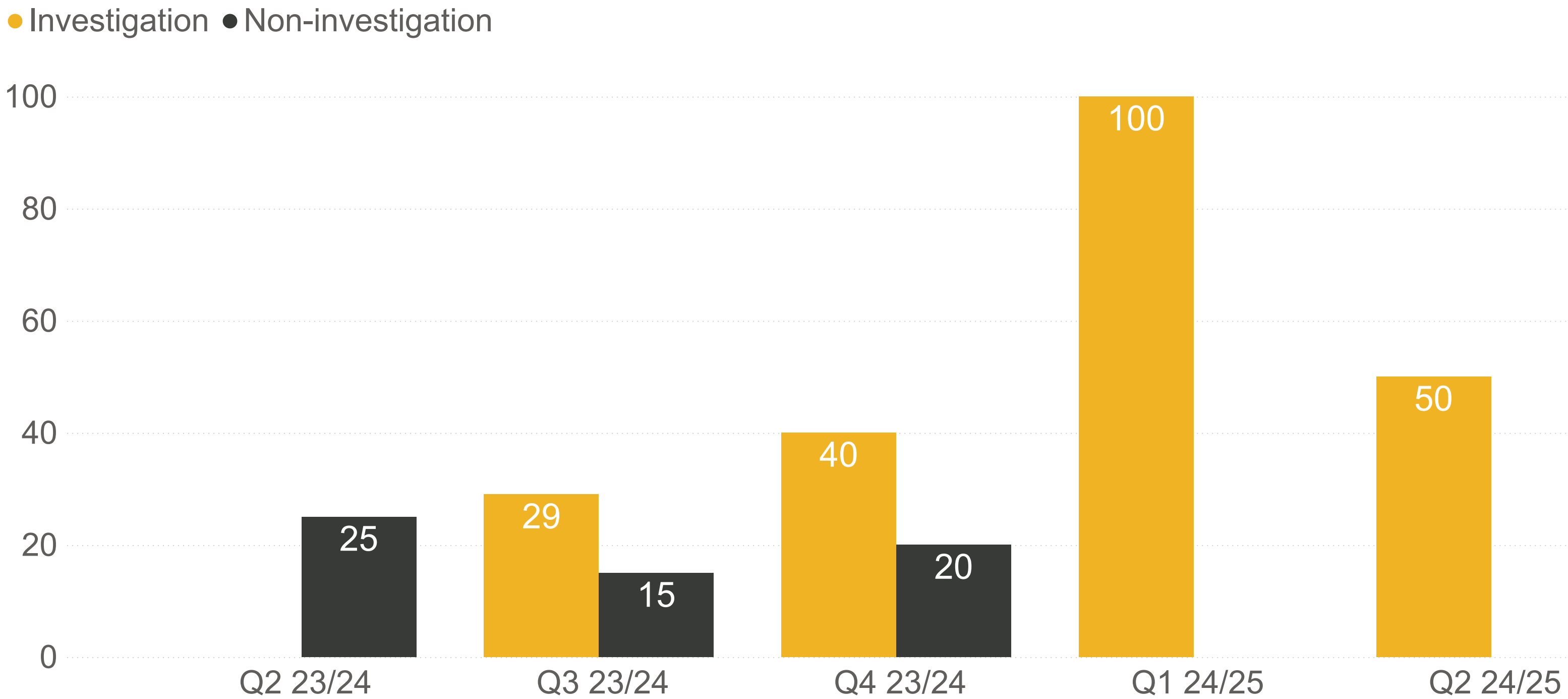
Section C2: Outcomes on reviews

This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, 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. Contact the IOPC for specific recommendations and directions made as these are not available in this data set

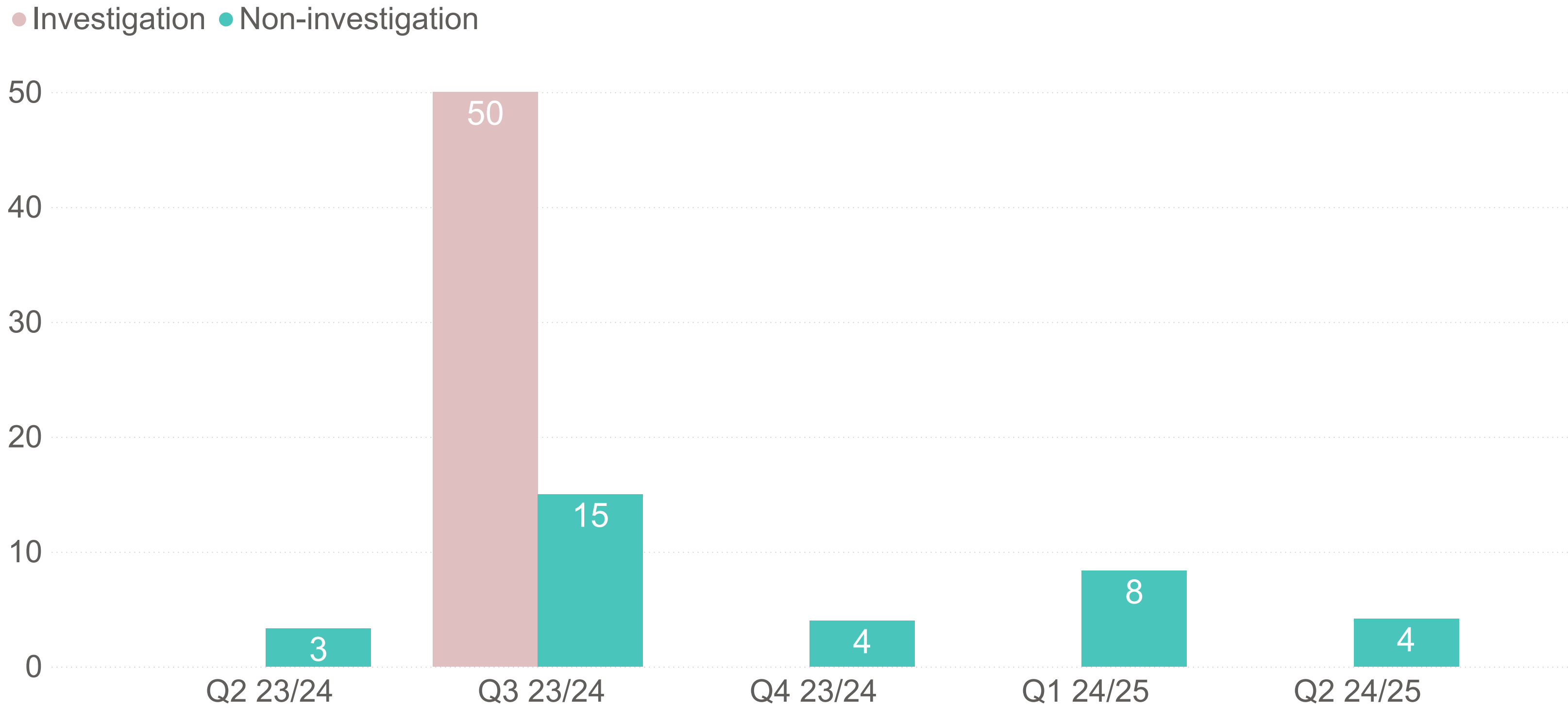
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	4	2	2	
SPLY	3	0	0	
MSF Average	7	2	1	
National	453	139	157	39

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	7	0	48	3
SPLY	12	3	52	2
MSF Average	8	2	37	8
National	452	144	1,825	363

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



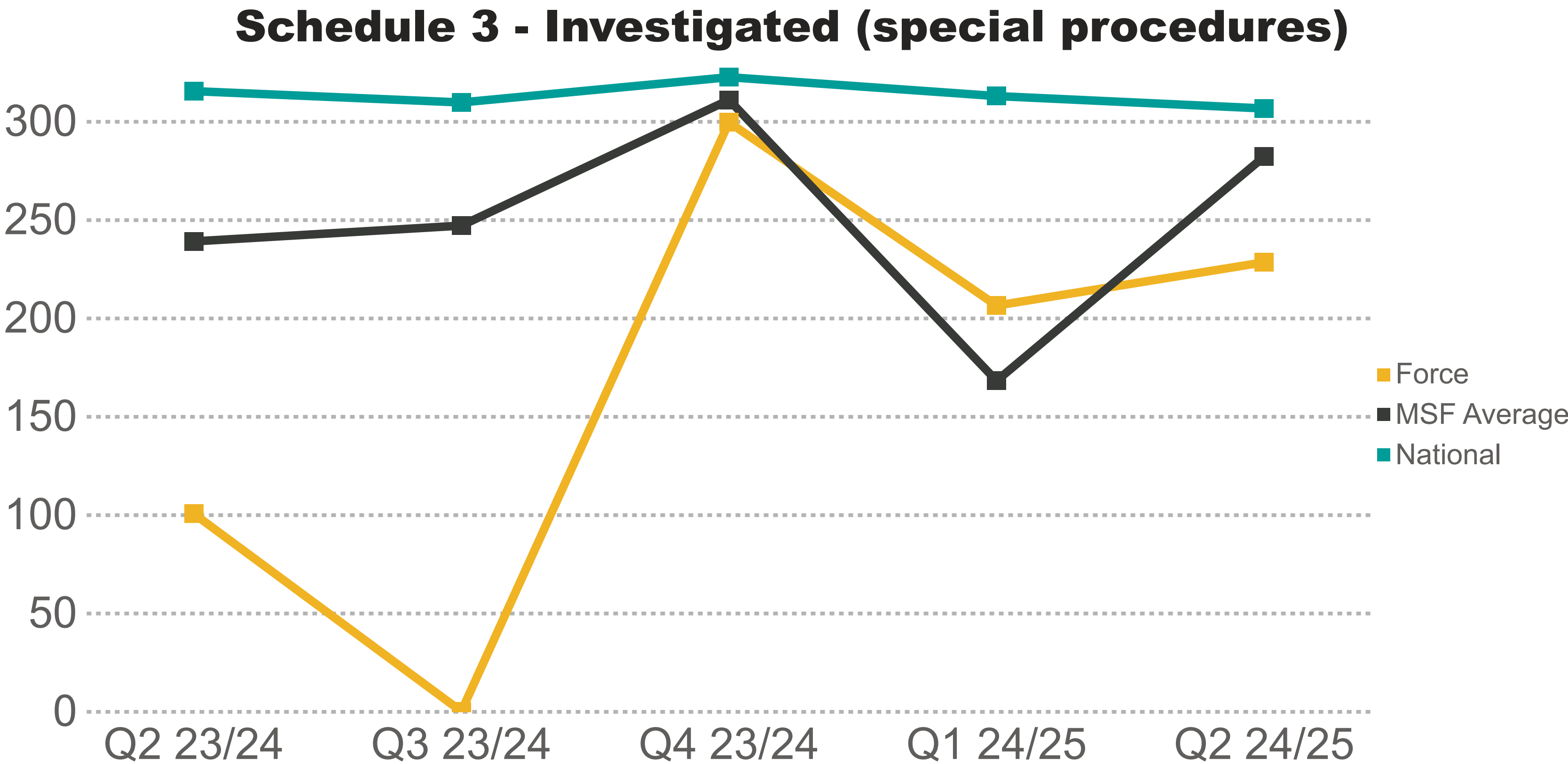
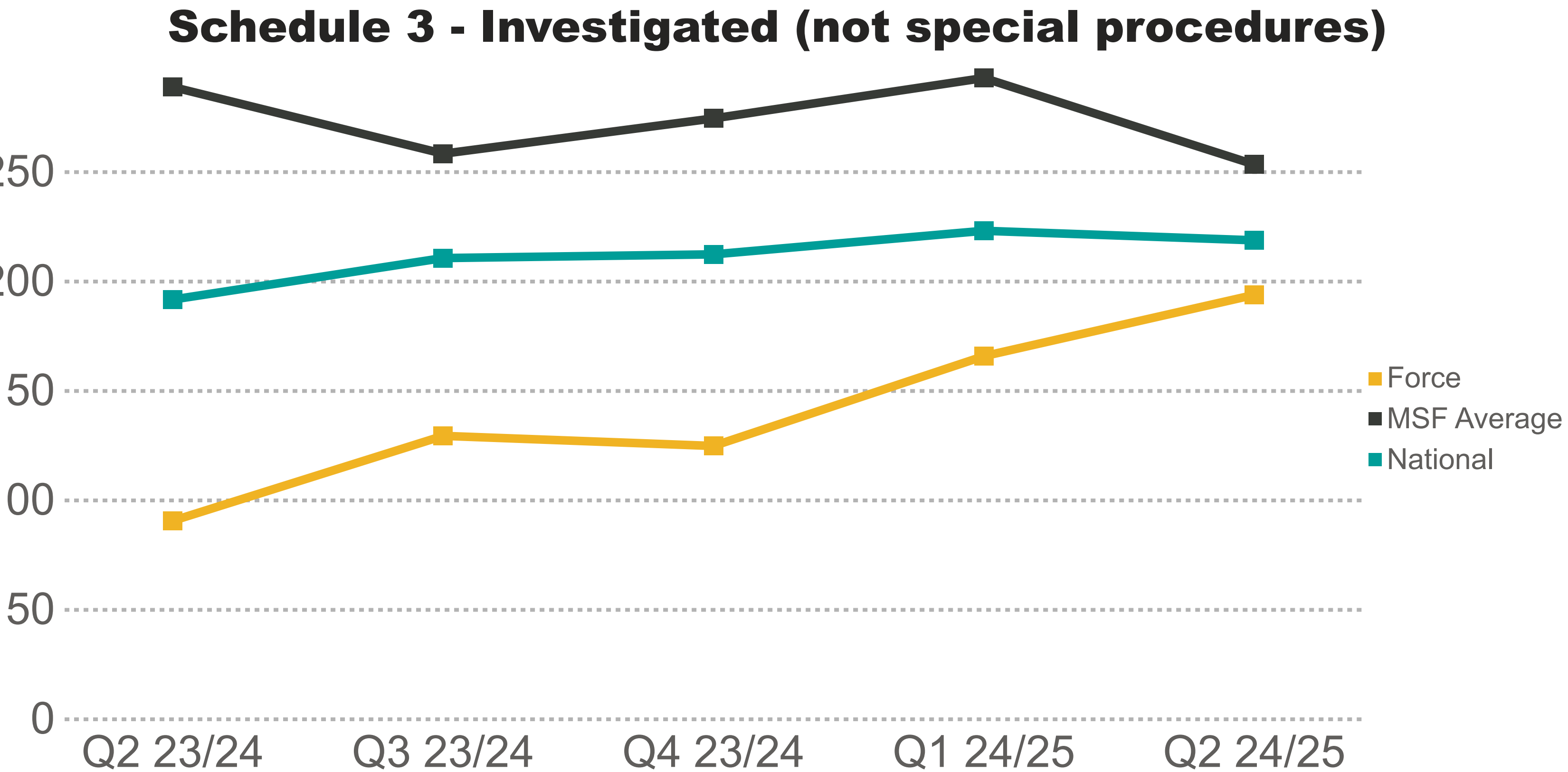
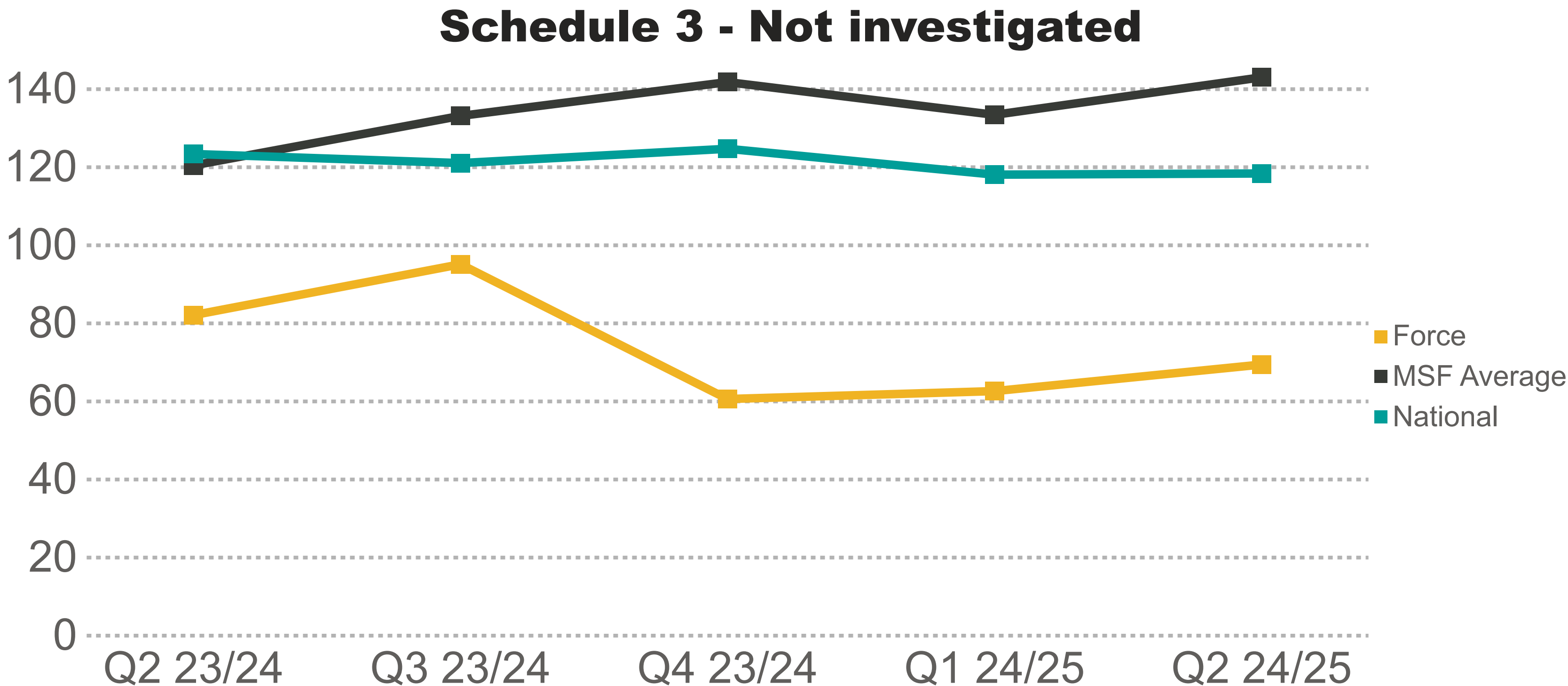
Section D1: Complaint cases finalised under Schedule 3 - timeliness

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with outside if Schedule 3) please see page 14

Average working days to finalise (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 investigated (subject to special procedures)	217	93	267	310
Under Schedule 3 investigated (not subject to special procedures)	182	102	265	221
Under Schedule 3 - not investigated	66	82	138	118
Total	74	84	152	140

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	434	337	262	12,474
Under Schedule 3 investigated (not subject to special procedures)	23	38	27	2,681
Under Schedule 3 investigated (subject to special procedures)	6	3	5	329
Total	463	378	293	15,484

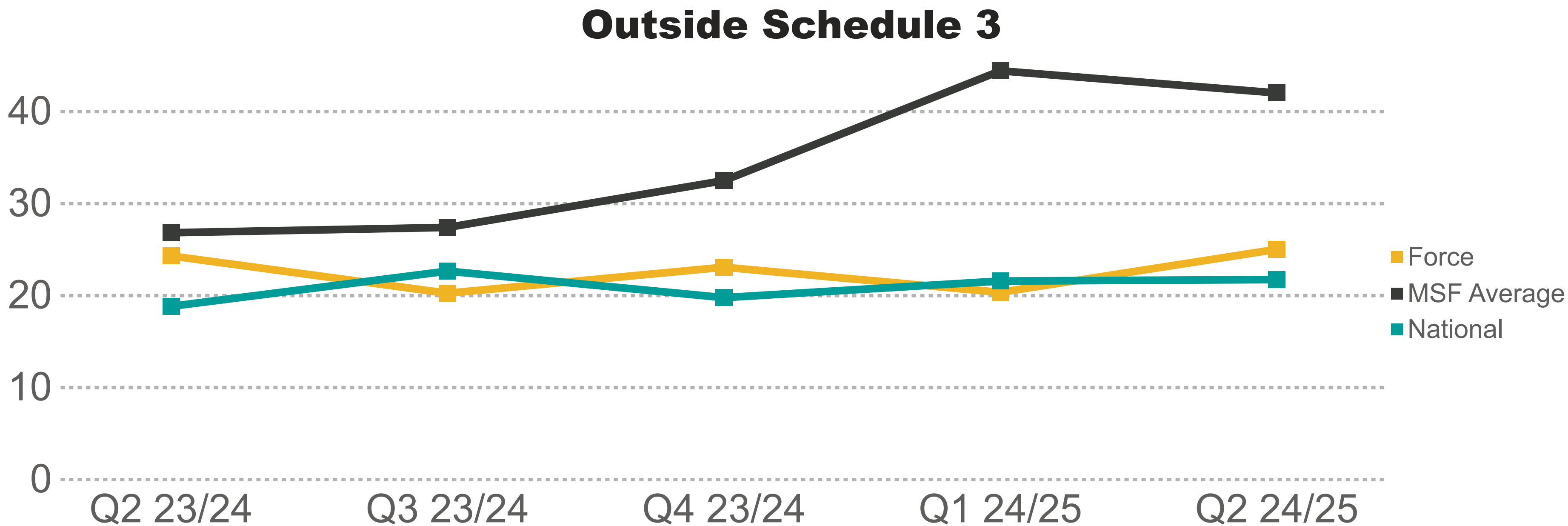


Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled 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.

Year to date

	Force	SPLY	MSF Average	National
Complaint cases handled outside of Schedule 3	343	366	397	27766
Average days to finalise complaint cases handled outside of Schedule 3	23	23	42	22



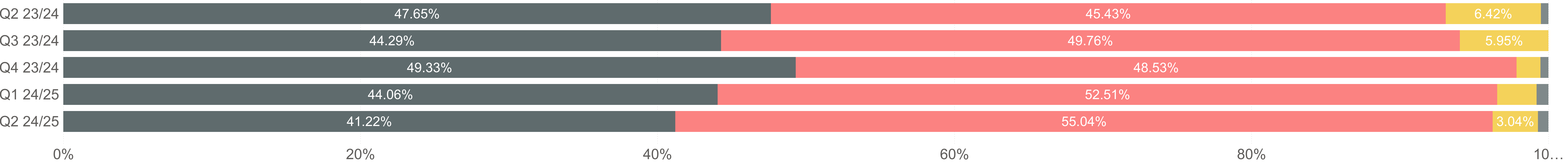
Section D3: How complaint cases handled

This section shows the proportion of complaint cases handled by the force, most similar for group and nationally under each method of handling. The table covers data recorded in the period as per 'Reporting Period' above, while the below chart concerns the force only using the last four quarters of available data.

Means Of Handling	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	343	43%	366	49%	397	58%	27,766	64%
Under Schedule 3 - not investigated	434	54%	337	45%	262	38%	12,474	29%
Under Schedule 3 investigated (not subject to special procedures)	23	3%	39	5%	27	4%	2,681	6%
Under Schedule 3 investigated (subject to special procedures)	6	1%	3	0%	5	1%	329	1%
Total	806	100%	745	100%	690	100%	43,250	100%

Force: percent of complaint cases finalised by handling method

Means Of Handling • Outside of Schedule 3 • Under Schedule 3 - not investigated • Under Schedule 3 investigated (not subject to special procedures) • Under Schedule 3 investigated (subject to special procedures)



Section E: Referrals

The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints.

When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation.

Referrals may have been completed in a different period to when they were received.

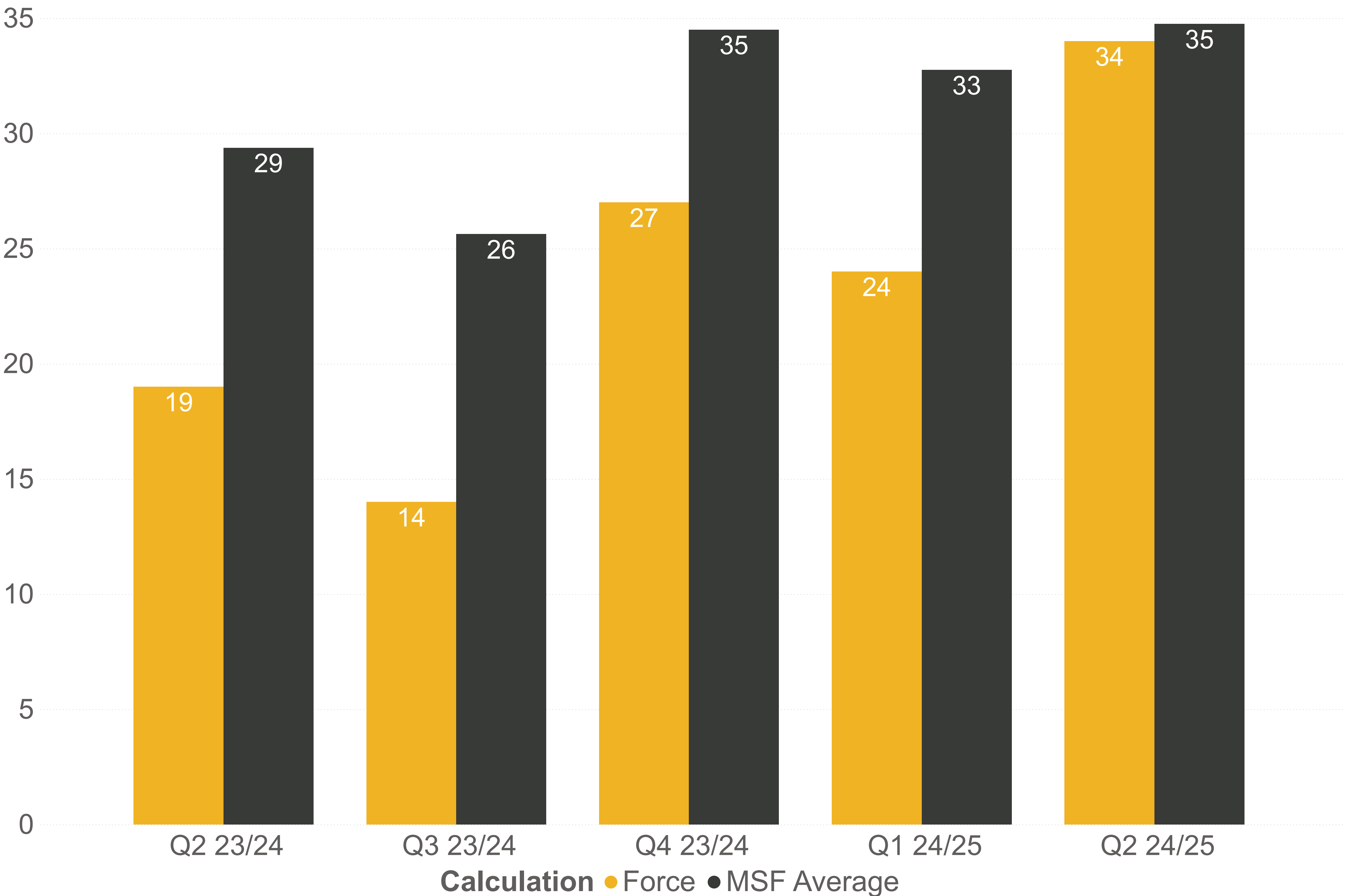
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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

Year to date

	Force	SPLY	MSF Average	National
Number referrals received	58	44	68	3,490
Number referrals completed	54	44	66	3,490
Decision: Independent Investigation	1	1	3	206
Decision: Directed Investigation	0	1	0	5
Decision: Local Investigation	27	26	38	1,935
Decision: Return to Force	22	15	23	1,262
Decision: Invalid	4	1	3	80

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Avon And Somerset, Cheshire, Derbyshire, Devon And Cornwall, Northamptonshire, Staffordshire, Suffolk, Wiltshire

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 \(February 2020\)](#).