

Police Complaints Information Bulletin: Kent

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

Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hertfordshire, Kent, Northamptonshire, Nottinghamshire, Staffordshire

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

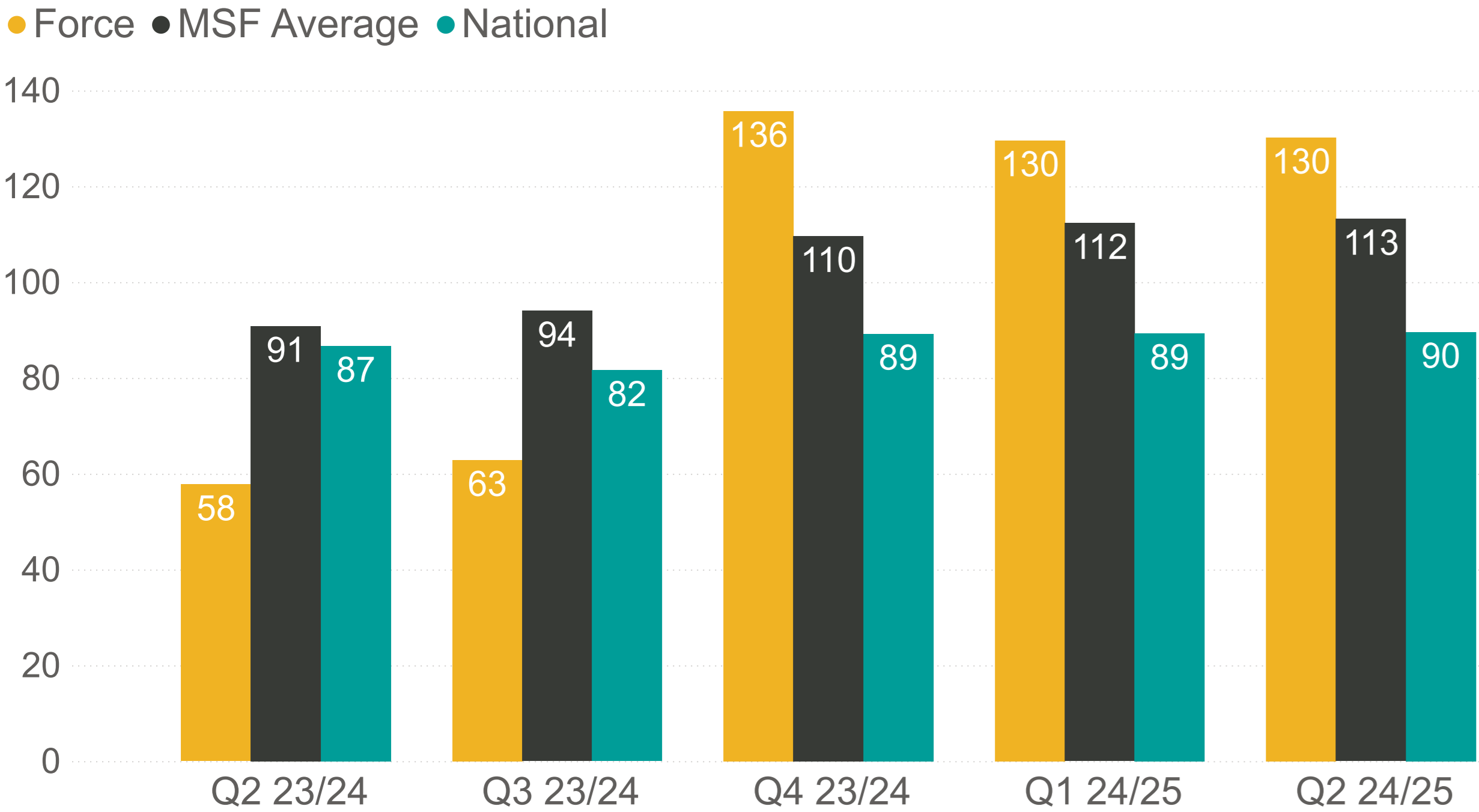
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

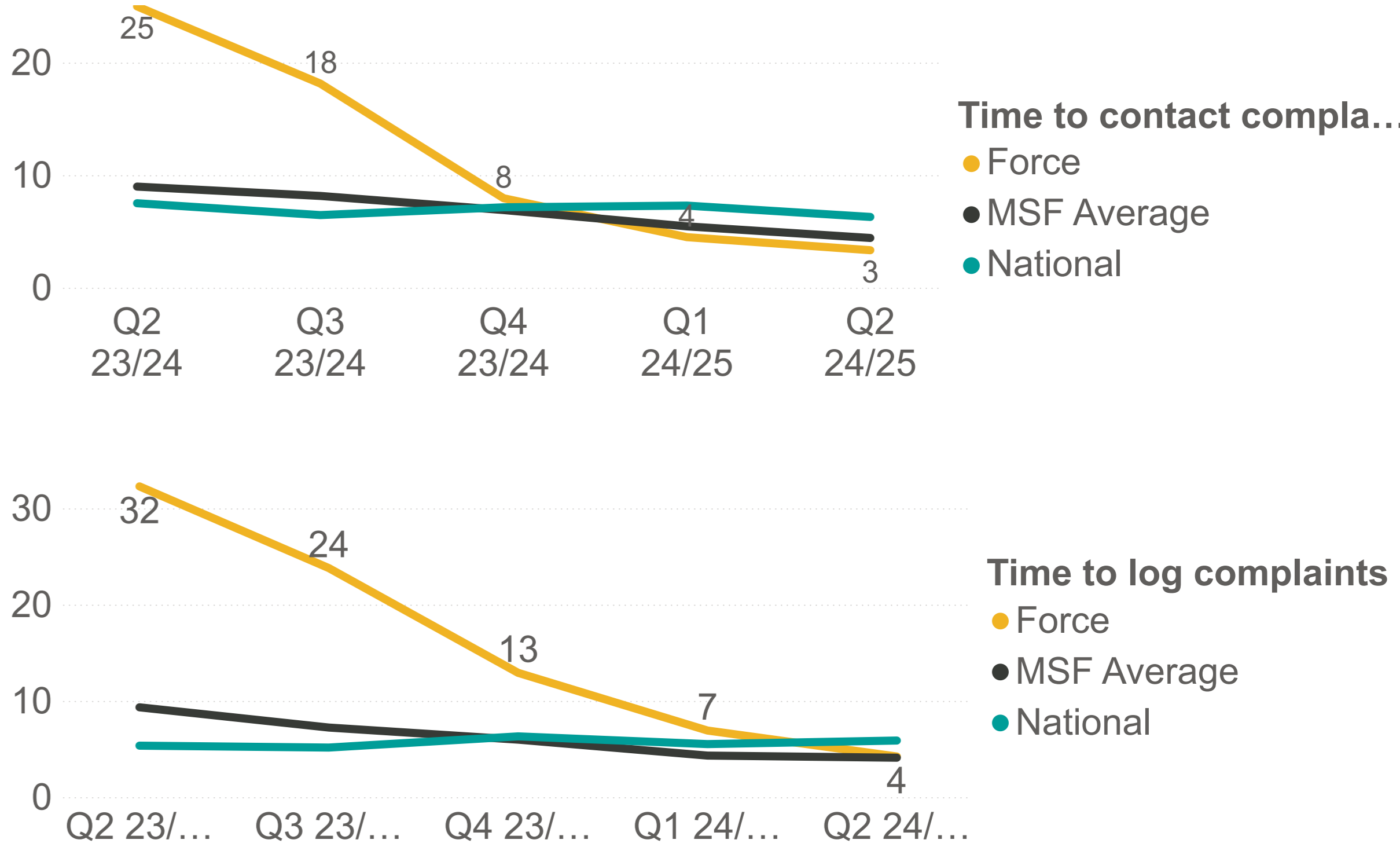
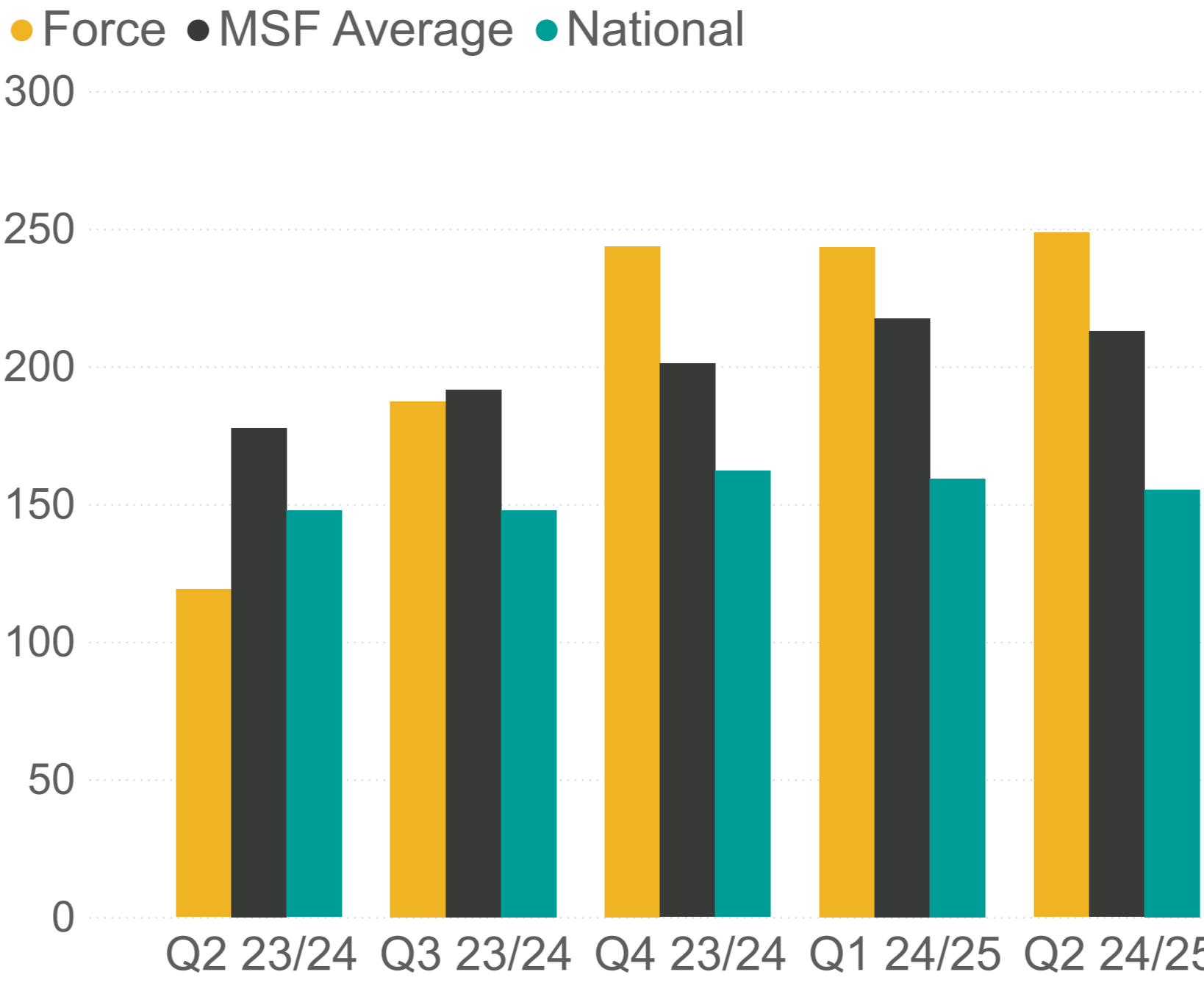
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	1,818	260	3,443	492	4	6
SPLY	683	96	1,467	207	21	28
MSF Average	1,124	226	2,150	430	5	4
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	507	402	185	6,798
Complainant wishes the complaint be recorded	7	5	49	2,795
Dissatisfaction after initial handling	74	155	68	2,316
Nature of the allegation(s) in the complaint	70	100	131	3,441
Total	658	662	434	15,350

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	77 %	61 %	37 %	44 %
Complainant wishes the complaint be recorded	1 %	1 %	11 %	18 %
Dissatisfaction after initial handling	11 %	23 %	22 %	15 %
Nature of the allegation(s) in the complaint	11 %	15 %	29 %	22 %

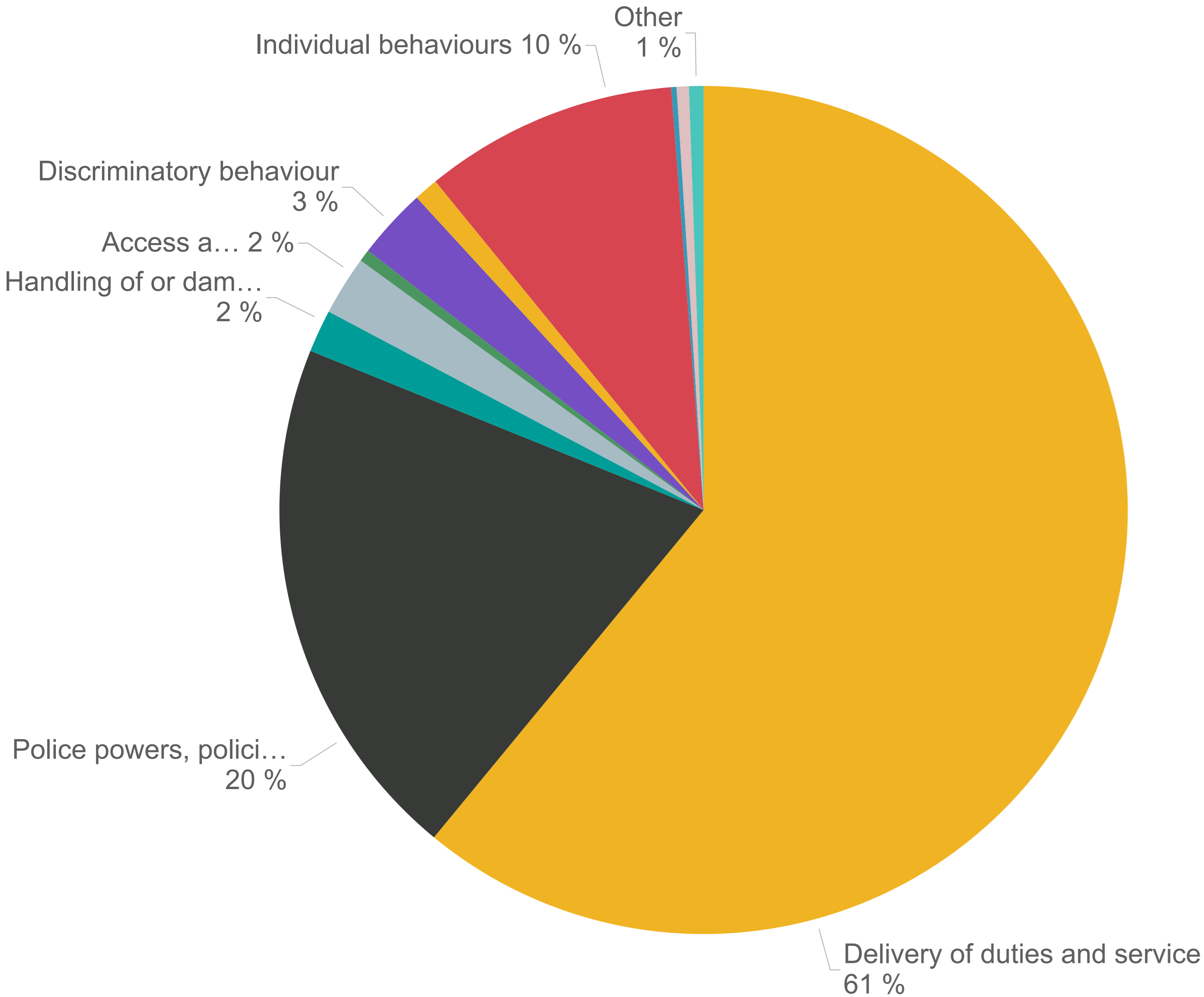
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

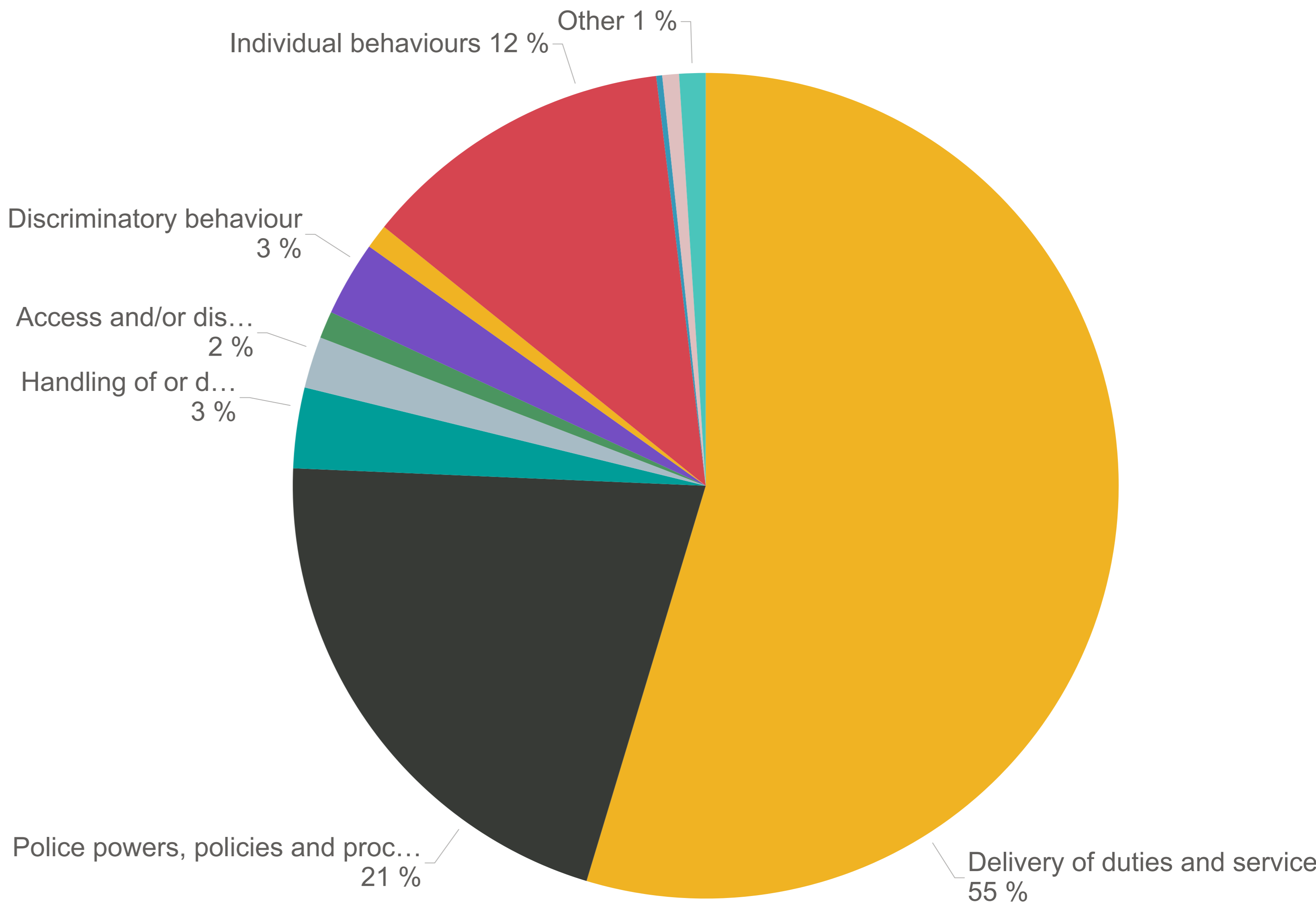
What has been complained about (YTD)

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	2,099	694	56	78	16	93	32	333	7	16	19	3,443
SPLY	670	390	19	44	3	101	56	162	4	11	7	1,467
MSF Average	1,213	410	58	38	20	62	27	292	5	13	12	2,150
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	2,099	61 %	670	46 %	1,212	56 %	43,801	55 %	
	General level of service	1,328	63 %	414	62 %	357	27 %	14,604	33 %	
	Decisions	345	16 %	85	13 %	200	17 %	6,186	14 %	
	Police action following contact	279	13 %	136	20 %	465	39 %	18,035	41 %	
	Information	147	7 %	35	5 %	190	16 %	4,976	11 %	
Police powers, policies and procedures	Total	694	20 %	390	27 %	410	19 %	16,837	21 %	
	Use of force	129	19 %	111	28 %	98	24 %	4,424	26 %	
	Evidential procedures	125	18 %	59	15 %	36	8 %	1,283	8 %	
	Searches of premises and seizure of property	104	15 %	39	10 %	52	12 %	2,094	12 %	
	Detention in police custody	92	13 %	71	18 %	64	15 %	2,422	14 %	
	Power to arrest and detain	84	12 %	50	13 %	76	19 %	3,002	18 %	
	Other policies and procedures	81	12 %	26	7 %	37	10 %	1,615	10 %	
	Bail, identification and interview procedures	46	7 %	26	7 %	26	6 %	955	6 %	
	Stops, and stop and search	21	3 %	7	2 %	12	3 %	793	5 %	
	Out of court disposals	12	2 %	1	0 %	10	3 %	249	1 %	
	Individual behaviours	Total	333	10 %	162	11 %	292	13 %	9,853	12 %
		Unprofessional attitude and disrespect	104	31 %	41	25 %	74	27 %	2,782	28 %
		Impolite language / tone	82	25 %	21	13 %	74	26 %	2,449	25 %
Lack of fairness and impartiality		56	17 %	52	32 %	59	19 %	1,368	14 %	
Impolite and intolerant actions		56	17 %	19	12 %	36	13 %	1,498	15 %	
Overbearing or harassing behaviours		35	11 %	29	18 %	49	15 %	1,756	18 %	
Discriminatory behaviour	Total	93	3 %	101	7 %	62	3 %	2,349	3 %	
	Race	31	33 %	49	49 %	27	43 %	1,088	46 %	
	Other	22	24 %	1	1 %	5	8 %	229	10 %	
	Disability	17	18 %	19	19 %	13	23 %	439	19 %	
	Sex	16	17 %	25	25 %	11	17 %	394	17 %	
	Sexual orientation	4	4 %	6	6 %	2	3 %	76	3 %	
	Age	1	1 %	0	0 %	2	3 %	38	2 %	
	Gender reassignment	1	1 %	0	0 %	1	1 %	25	1 %	
	Religion or belief	1	1 %	1	1 %	1	1 %	57	2 %	
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	2	0 %	
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %	
Access and/or disclosure of information	Total	78	2 %	44	3 %	38	2 %	1,617	2 %	
	Disclosure of information	60	77 %	34	77 %	30	77 %	1,086	67 %	
	Handling of information	16	21 %	7	16 %	5	13 %	340	21 %	
	Accessing and handling of information from other sources	2	3 %	1	2 %	2	4 %	62	4 %	
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %	
	Use of police systems	0	0 %	2	5 %	2	6 %	128	8 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	

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	1,324	38 %	716	49 %	454	18 %	15,525	19 %
Investigation	1,129	33 %	225	15 %	834	41 %	29,355	37 %
Arrest	197	6 %	158	11 %	225	11 %	10,232	13 %
Call Handling	177	5 %	53	4 %	100	5 %	3,424	4 %
Custody	108	3 %	110	7 %	105	5 %	4,574	6 %
Roads/traffic	87	3 %	29	2 %	105	5 %	4,731	6 %
VAWG - dissatisfaction handling	81	2 %	66	4 %	60	3 %	3,054	4 %
Domestic / gender abuse	68	2 %	69	5 %	87	4 %	4,125	5 %
Child protection / CSA / CSE	61	2 %	2	0 %	31	2 %	1,370	2 %
VAWG - police perpetrated	60	2 %	50	3 %	14	0 %	539	1 %
Mental health	57	2 %	11	1 %	49	2 %	2,317	3 %
Premises search	52	2 %	19	1 %	38	2 %	1,958	2 %
Stop and/or search	51	1 %	11	1 %	22	1 %	1,618	2 %
Neighbourhood policing	46	1 %	2	0 %	79	4 %	3,752	5 %
VAWG - police victim	37	1 %	32	2 %	5	0 %	88	0 %
Missing persons	13	0 %	11	1 %	14	1 %	514	1 %
Death	11	0 %	10	1 %	13	1 %	759	1 %
Restraint equipment	11	0 %	8	1 %	12	1 %	855	1 %
Drugs / alcohol	10	0 %	7	0 %	16	1 %	897	1 %
Firearms	9	0 %	3	0 %	8	0 %	400	0 %
Fraud	8	0 %	0	0 %	5	0 %	485	1 %
Social media	6	0 %	0	0 %	6	0 %	330	0 %
Public order incident	4	0 %	2	0 %	18	1 %	645	1 %
Hate Crime	3	0 %	3	0 %	12	1 %	468	1 %
Taser	2	0 %	1	0 %	2	0 %	105	0 %
Serious injury	1	0 %	6	0 %	4	0 %	168	0 %
Coronavirus - other	0	0 %	1	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 %	1	0 %	0	0 %	0	0 %
Covert policing	0	0 %	0	0 %	2	0 %	48	0 %
Police dogs or horses	0	0 %	0	0 %	1	0 %	54	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 %	2	0 %	0	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	Access and/or disclosure of information	Discriminatory behaviour	Individual behaviours
VAWG - police victim	14	16	0	1	4
VAWG - police perpetrated	14	23	0	2	7
VAWG - dissatisfaction handling	37	35	0	1	6
Taser	0	2	0	0	0
Stop and/or search	13	27	0	2	8
Social media	4	0	1	0	0
Serious injury	0	1	0	0	0
Roads/traffic	49	11	0	1	11
Restraint equipment	1	10	0	0	0
Public order incident	1	1	0	1	1
Premises search	15	26	0	0	3
None	809	205	51	50	147
Neighbourhood policing	31	4	0	1	8
Missing persons	10	1	2	0	0
Mental health	24	27	1	2	2
Investigation	835	144	16	26	84
Hate Crime	1	0	0	2	0
Fraud	4	3	0	0	0
Firearms	4	3	1	1	0
Drugs / alcohol	8	1	0	0	1
Domestic / gender abuse	28	9	0	3	20
Death	11	0	0	0	0
Custody	22	77	1	2	5
Child protection / CSA / CSE	37	15	2	0	7
Call Handling	129	9	2	2	31
Arrest	63	109	2	5	14
Total	2,073	673	77	92	329

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	41	35	29	51
Q3 23/24	74	78	49	103
Q4 23/24	92	113	73	131
Q1 24/25	60	49	35	78
Q2 24/25	21	11	2	33
Total	288	286	188	396

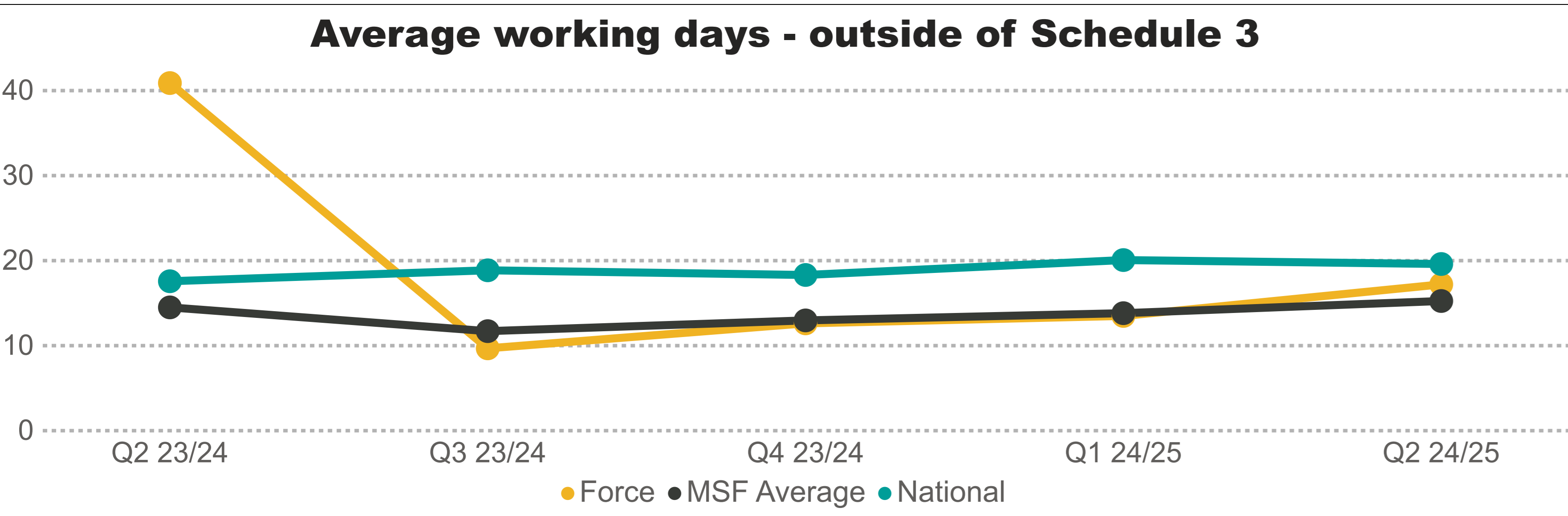
Section A2: Allegations timeliness

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.

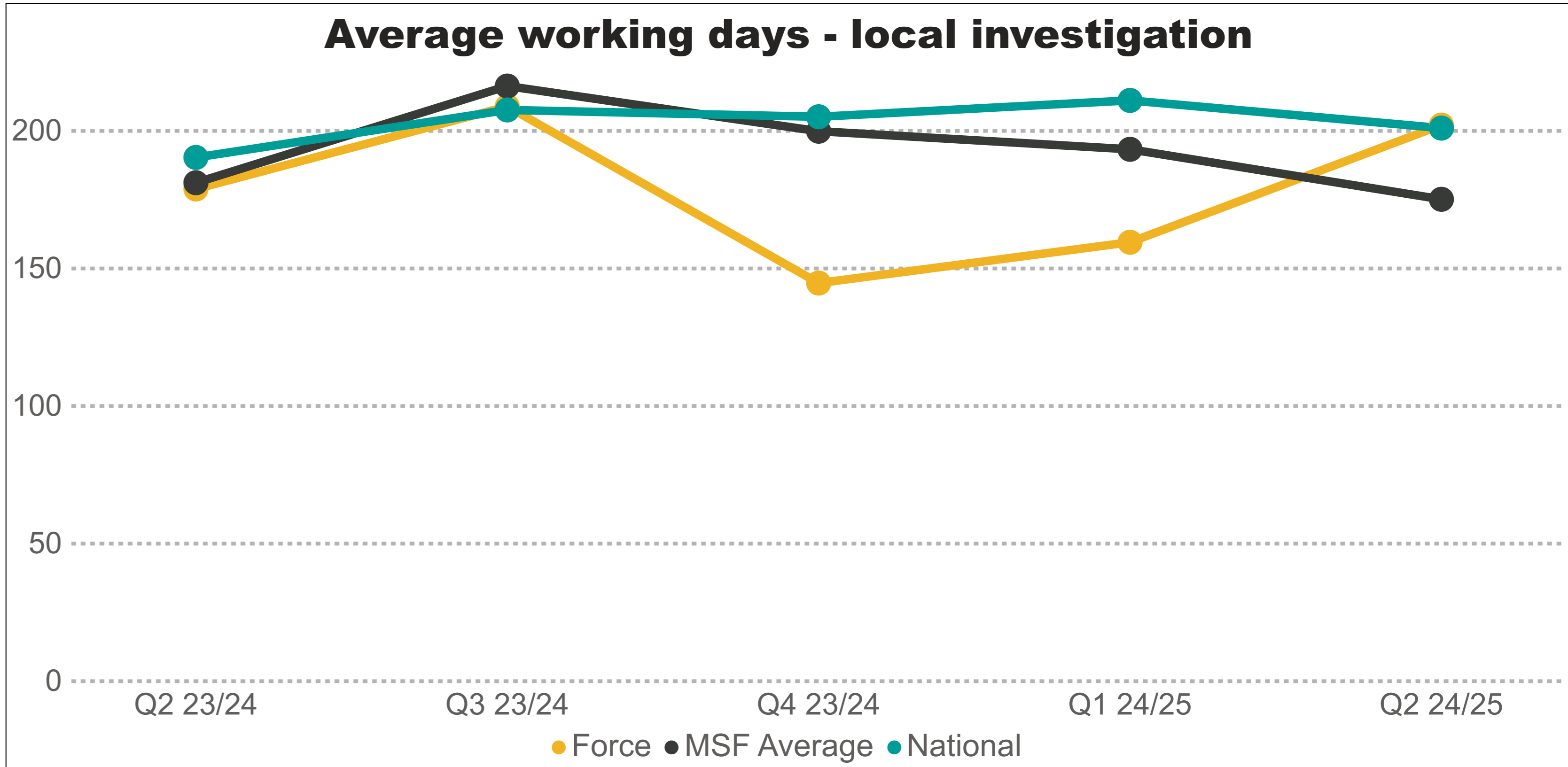
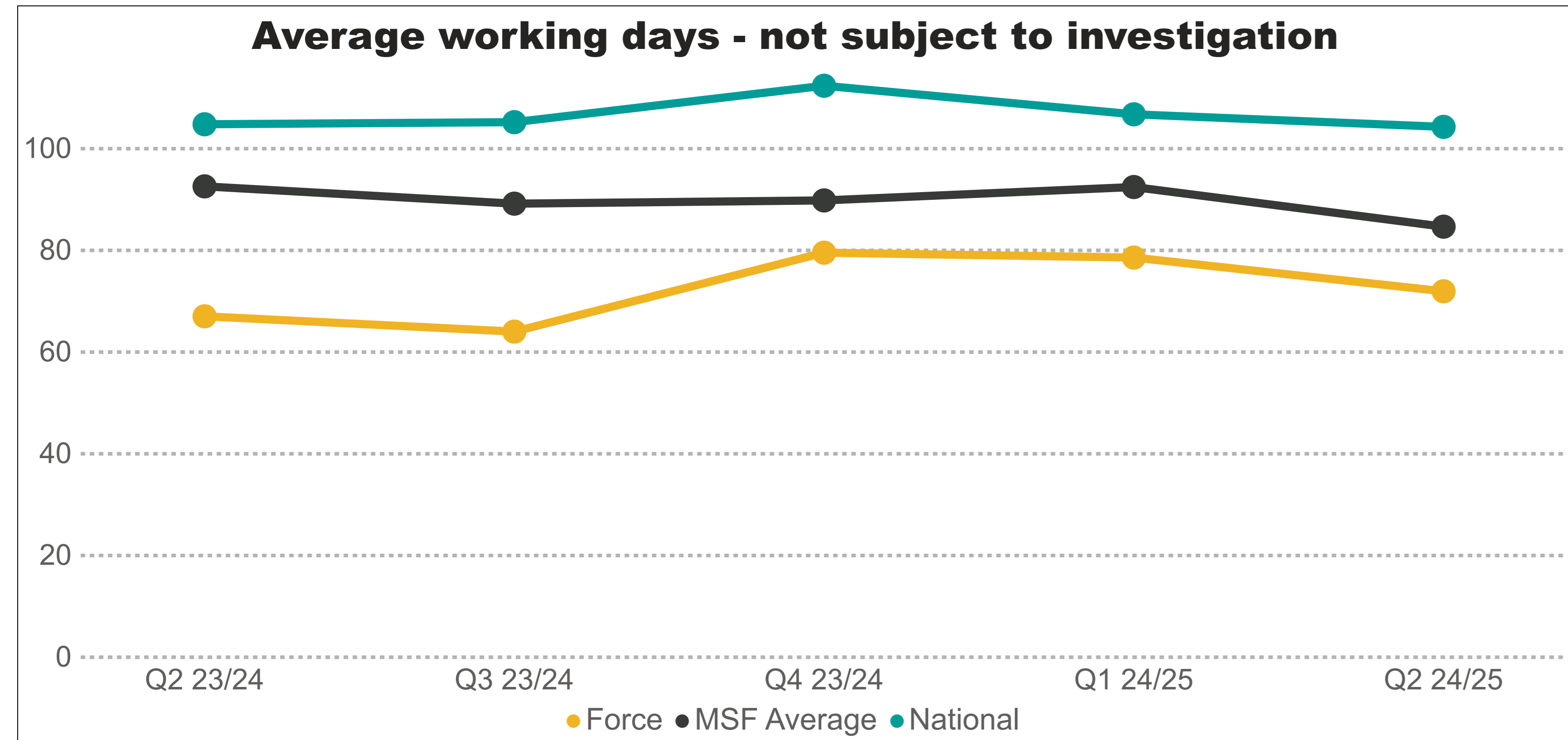
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	997	15	1,679	75	464	172	0	0
SPLY	31	31	1,071	70	617	155	0	0
MSF Average	777	14	981	88	222	185	2	107
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

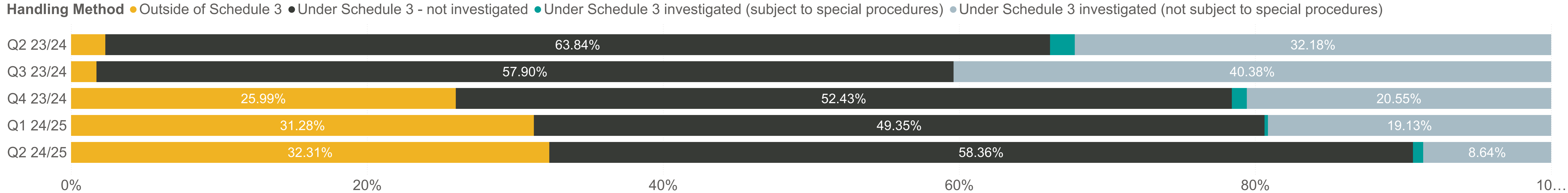


Section A3.1: How allegations were handled and their decisions

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)	450	14 %	211	10 %	7,922	10 %
Under Schedule 3 investigated (subject to special procedures)	14	0 %	13	1 %	883	1 %
Under Schedule 3 - not investigated	1,679	53 %	981	47 %	35,230	46 %
Outside of Schedule 3	997	32 %	777	42 %	33,250	43 %
Total	3,140	100 %	1982	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					276	16 %	2,768	8 %			9	1 %	1	0 %	242	3 %
Regulation 41 applies							59	0 %			1	0 %			93	1 %
Service provided - unable to determine					147	9 %	3,238	9 %			10	1 %	45	10 %	770	10 %
Service provided - not acceptable					193	11 %	4,563	13 %			26	3 %	51	11 %	900	11 %
Service provided - acceptable					965	57 %	23,538	67 %			129	15 %	346	77 %	5,675	72 %
Not Resolved	3	0 %	1,876	6 %												
Resolved	994	100 %	31,373	94 %												
No Case to Answer									12	86 %	512	58 %				
Case to Answer									2	14 %	180	20 %				
Withdrawal					98	6 %	1,063	3 %			16	2 %	7	2 %	242	3 %

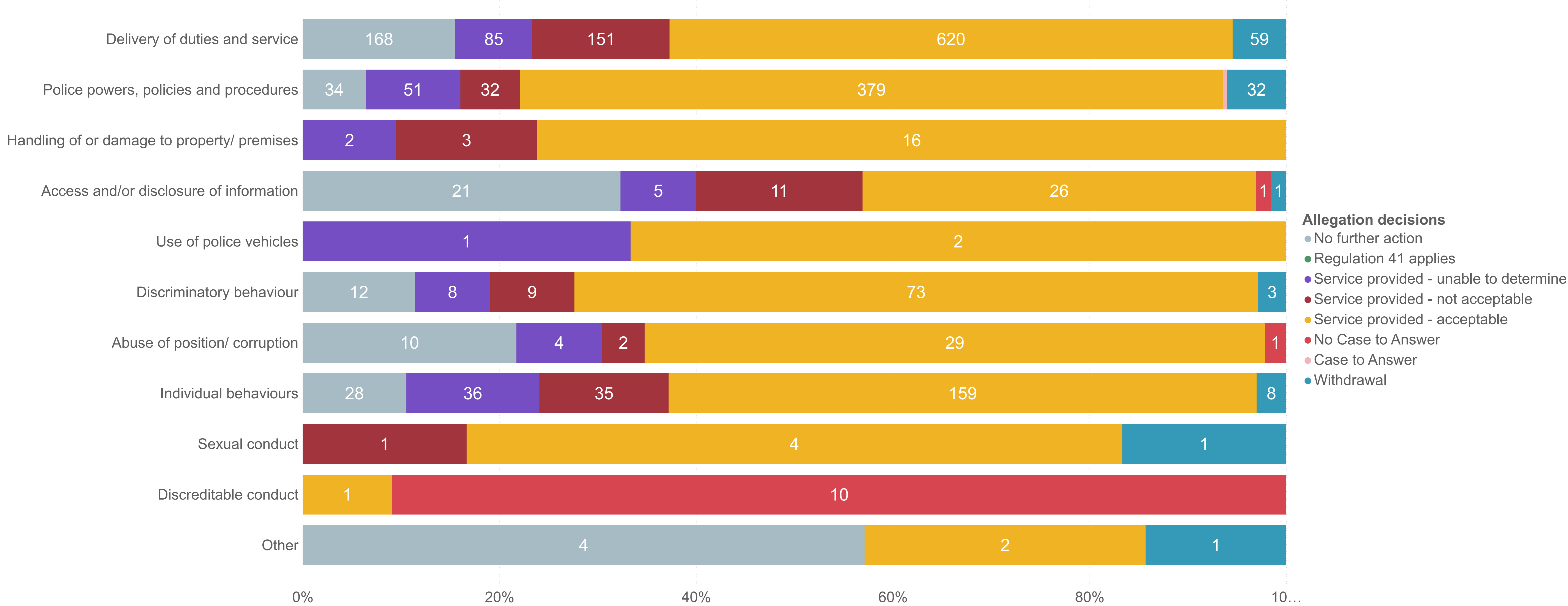
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	731	93	31	16	14	7	2	90	0	1	9	994
Not Resolved	0	1	0	0	0	1	0	1	0	0	0	3

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	30	3 %	0	0 %	6	1 %	132	0 %
Learning from reflection	243	24 %	0	0 %	46	5 %	935	3 %
Policy review	10	1 %	0	0 %	1	0 %	32	0 %
Goodwill gesture	2	0 %	0	0 %	1	0 %	52	0 %
Apology	114	11 %	0	0 %	58	7 %	3,241	10 %
Debrief	38	4 %	0	0 %	11	1 %	311	1 %
Explanation	485	49 %	25	81 %	524	70 %	20,147	61 %
No further action	62	6 %	5	16 %	90	11 %	3,760	11 %
Other action	13	1 %	0	0 %	33	4 %	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	24	1 %	123	7 %	11	1 %	398	1 %
Apology	85	4 %	31	2 %	42	3 %	1,605	4 %
Debrief	2	0 %	0	0 %	2	0 %	1,343	3 %
Explanation	1,594	74 %	787	47 %	615	55 %	27,139	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	1	0 %	11	0 %
No further action	247	12 %	507	30 %	423	31 %	9,817	22 %
Other action	55	3 %	34	2 %	33	2 %	432	1 %
Learning from reflection	102	5 %	147	9 %	58	5 %	2,263	5 %
Referral to RPRP	5	0 %	2	0 %	9	1 %	671	2 %

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

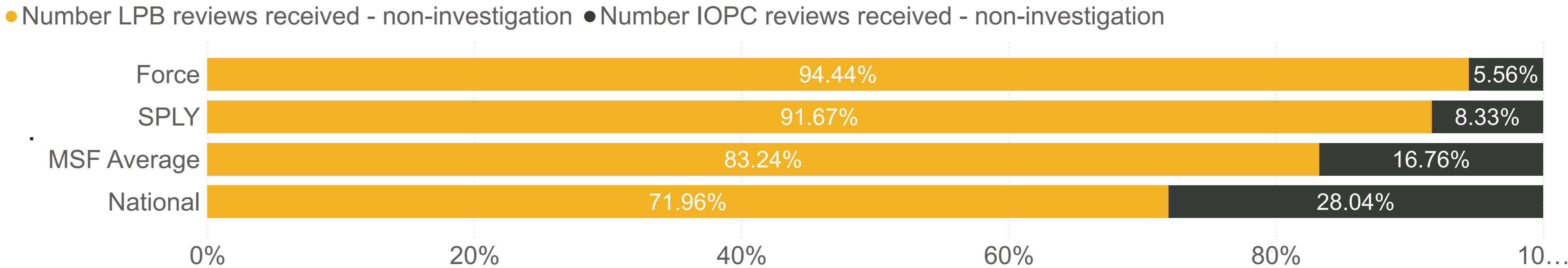
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	2	14 %	8	42 %	1	4 %	77	9 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	2	0 %
Other actions following a case to answer decision	0	0 %	2	11 %	3	16 %	64	7 %
Referral to RPRP	2	14 %	2	11 %	2	21 %	161	18 %

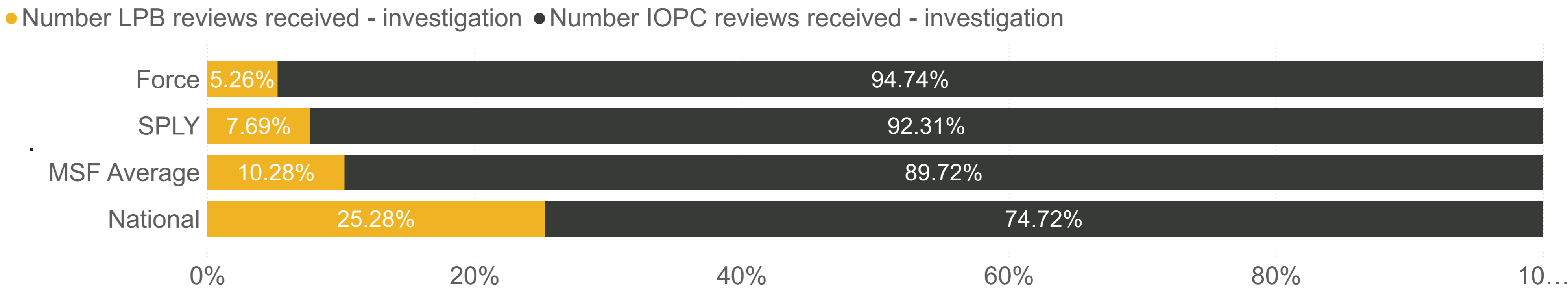
Section C1: Reviews received and timeliness (Year to date)

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	136	8
SPLY	99	9
MSF Average	57	11
National	1,850	721



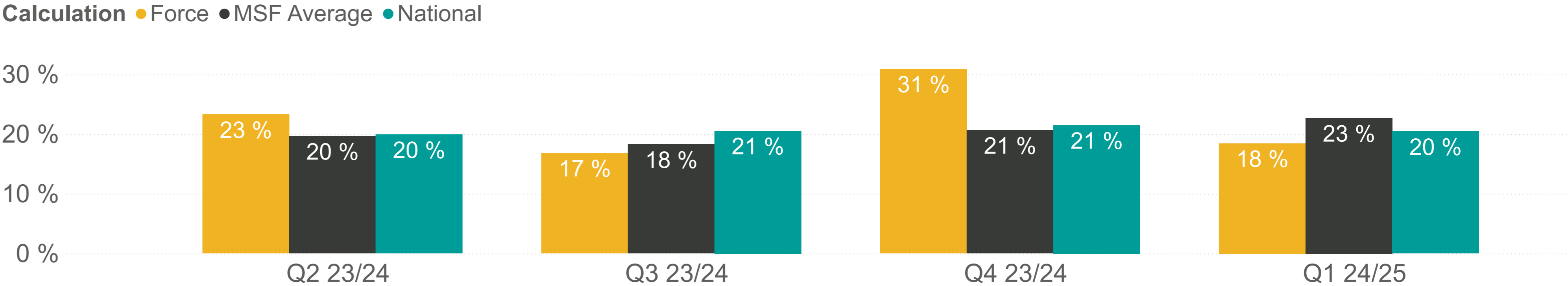
Investigation reviews received	LPB	IOPC
Force	1	18
SPLY	2	24
MSF Average	1	12
National	159	470



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	163	713
SPLY	134	624
MSF Average	81	376
National	3,200	15,484

Reviews received as a proportion of Schedule 3 cases



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	31	23	45	49
Average number of working days to complete IOPC reviews	185	182	137	138

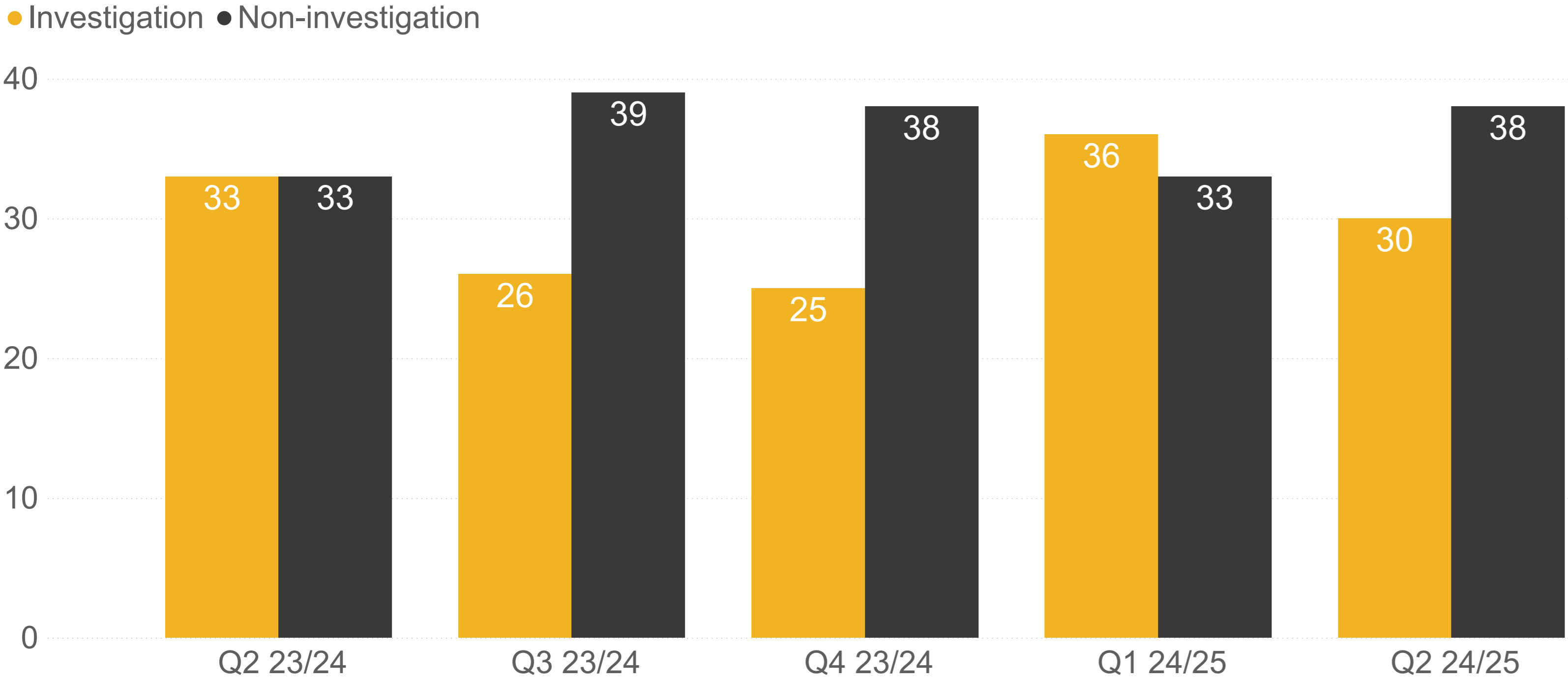
Section C2: Outcomes on reviews

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

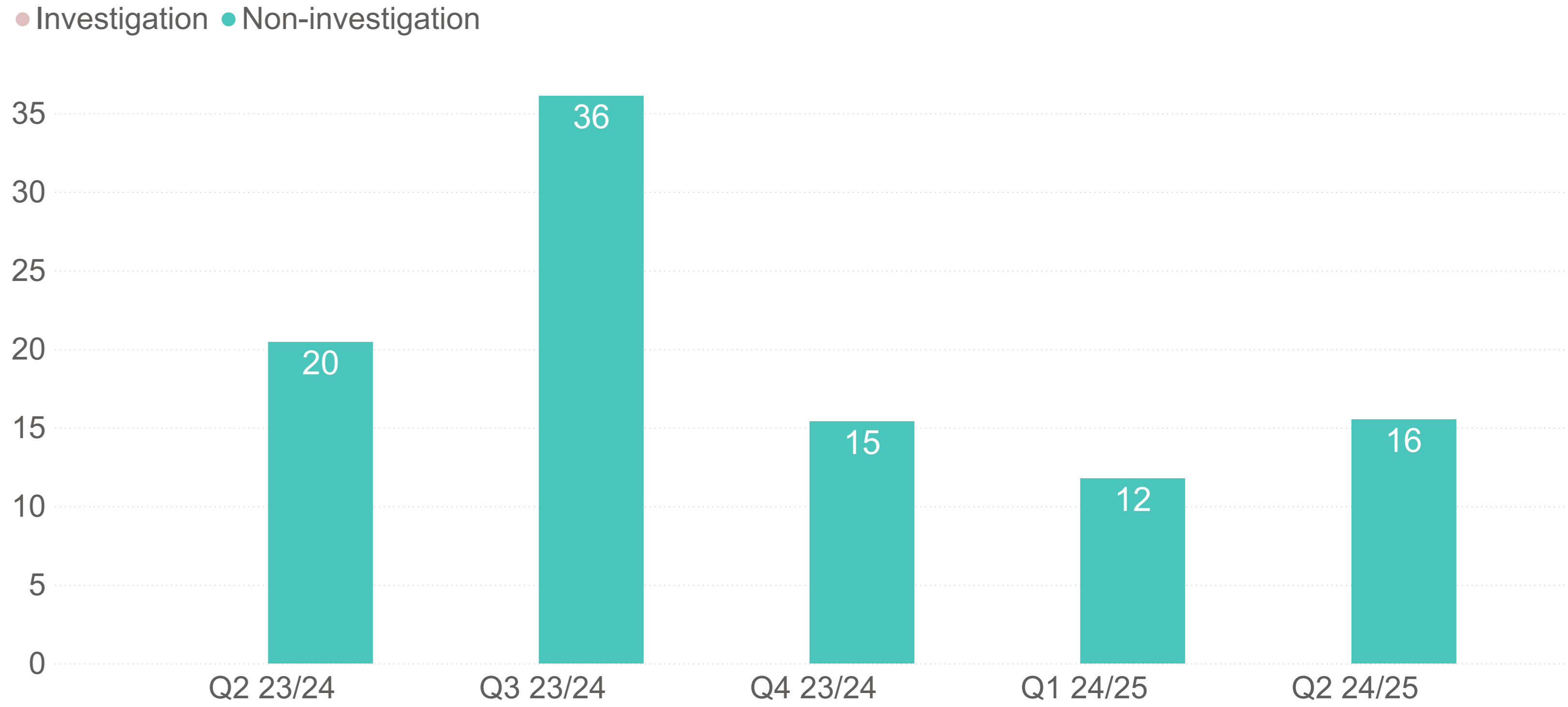
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	27	8	1	
SPLY	30	10	2	
MSF Average	12	4	1	2
National	453	139	157	39

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	8	3	109	15
SPLY	12	4	76	11
MSF Average	7	2	48	9
National	452	144	1,825	363

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



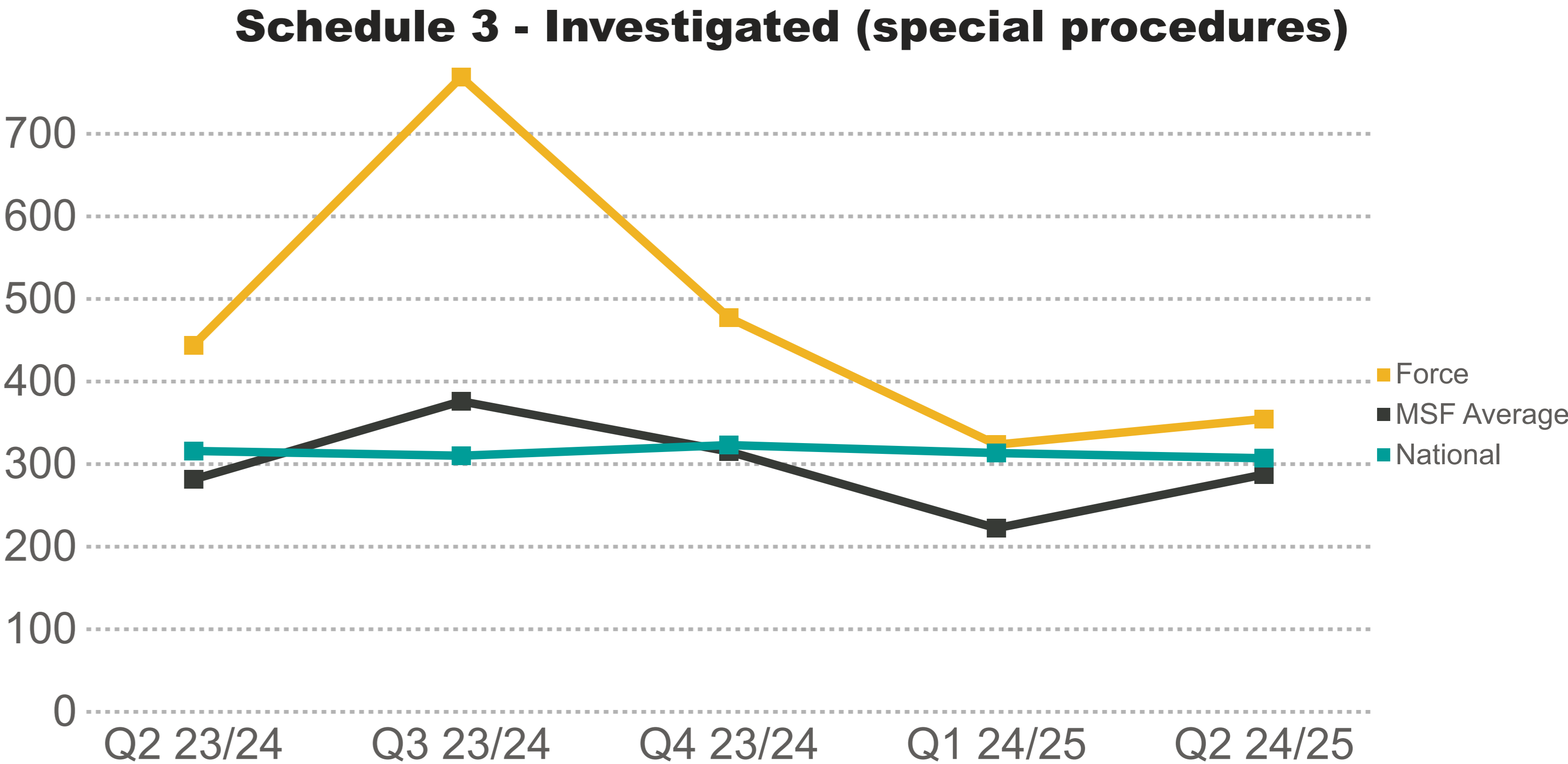
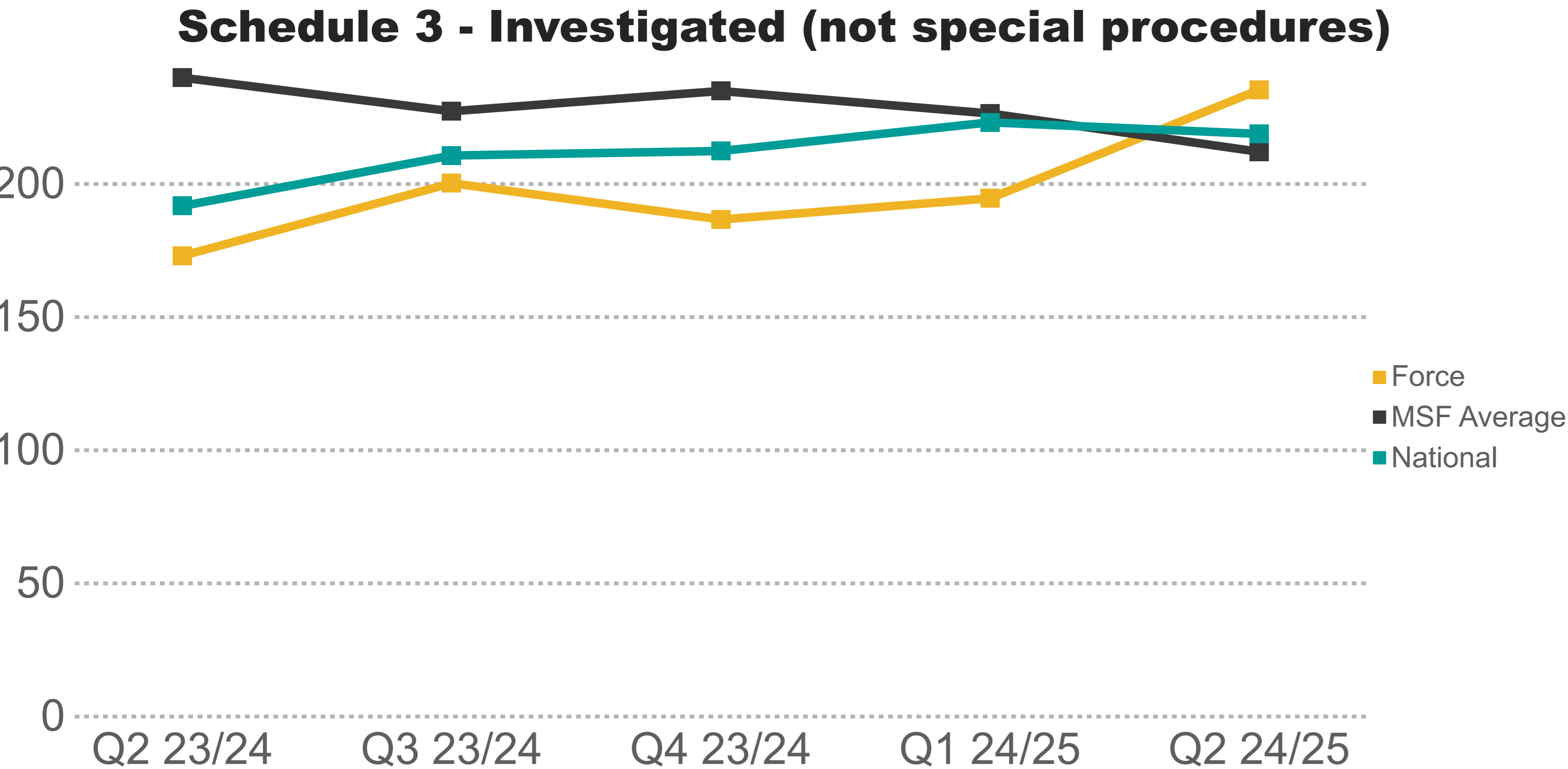
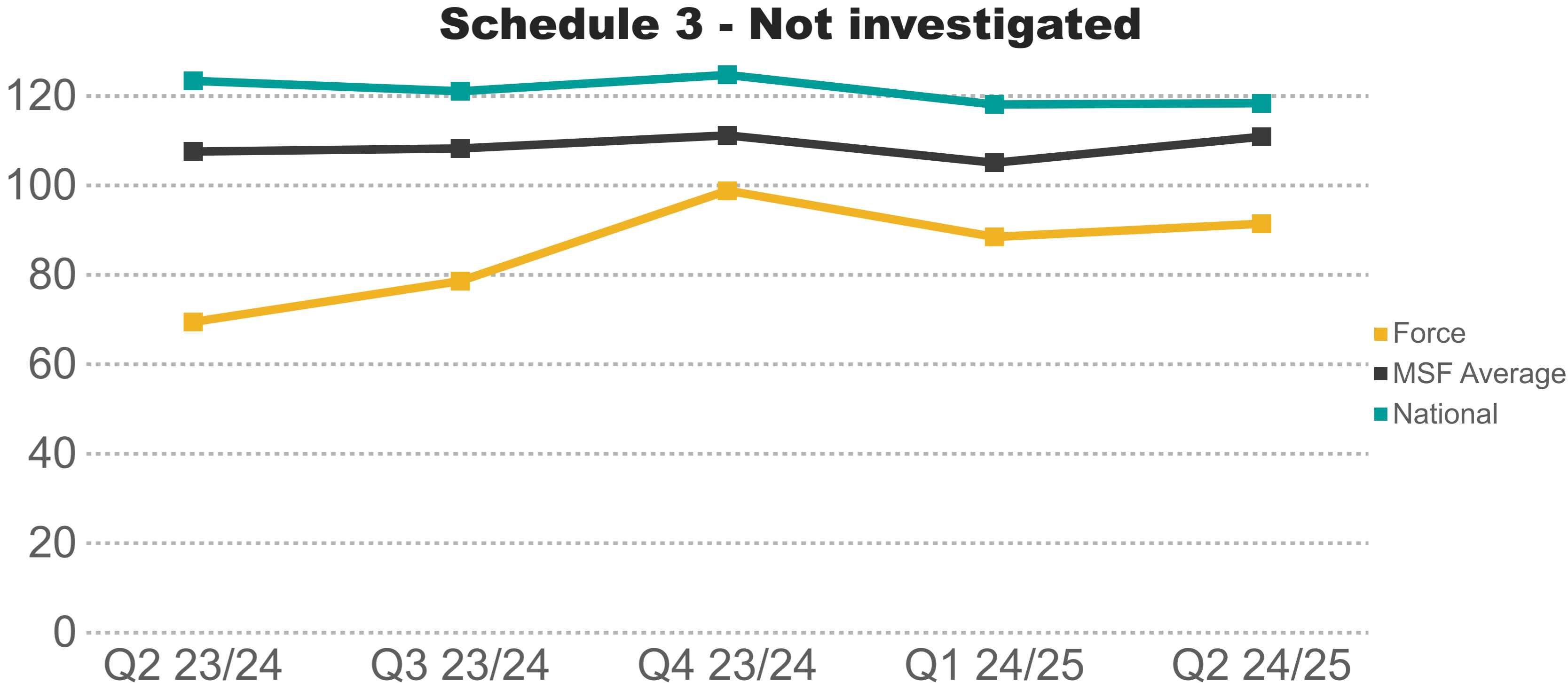
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	340	395	285	310
Under Schedule 3 investigated (not subject to special procedures)	211	171	218	221
Under Schedule 3 - not investigated	90	73	108	118
Total	115	95	127	140

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	574	498	314	12,474
Under Schedule 3 investigated (not subject to special procedures)	130	121	57	2,681
Under Schedule 3 investigated (subject to special procedures)	9	5	6	329
Total	713	624	376	15,484



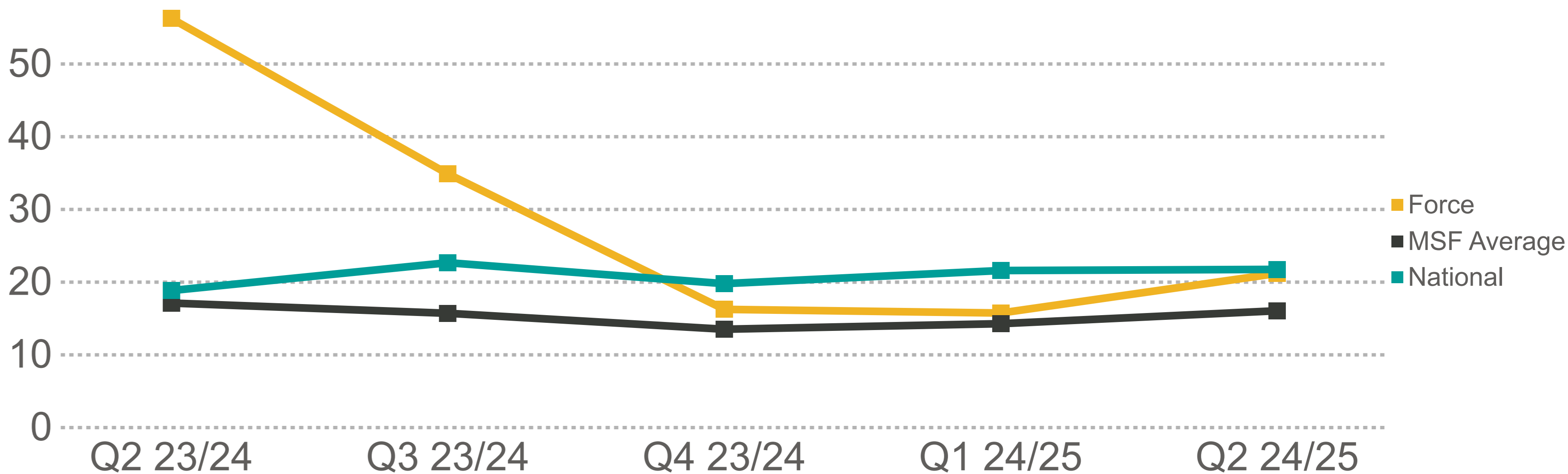
Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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	938	17	633	27766
Average days to finalise complaint cases handled outside of Schedule 3	18	45	15	22

Outside Schedule 3



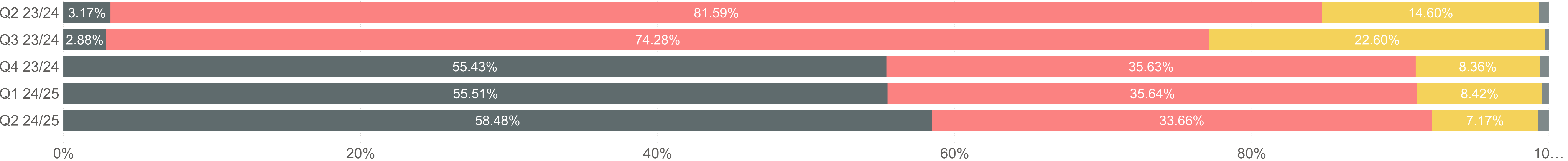
Section D3: How complaint cases handled

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	938	57%	17	3%	633	63%	27,766	64%
Under Schedule 3 - not investigated	574	35%	498	78%	314	31%	12,474	29%
Under Schedule 3 investigated (not subject to special procedures)	130	8%	121	19%	57	6%	2,681	6%
Under Schedule 3 investigated (subject to special procedures)	9	1%	5	1%	6	1%	329	1%
Total	1,651	100%	641	100%	1,009	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.

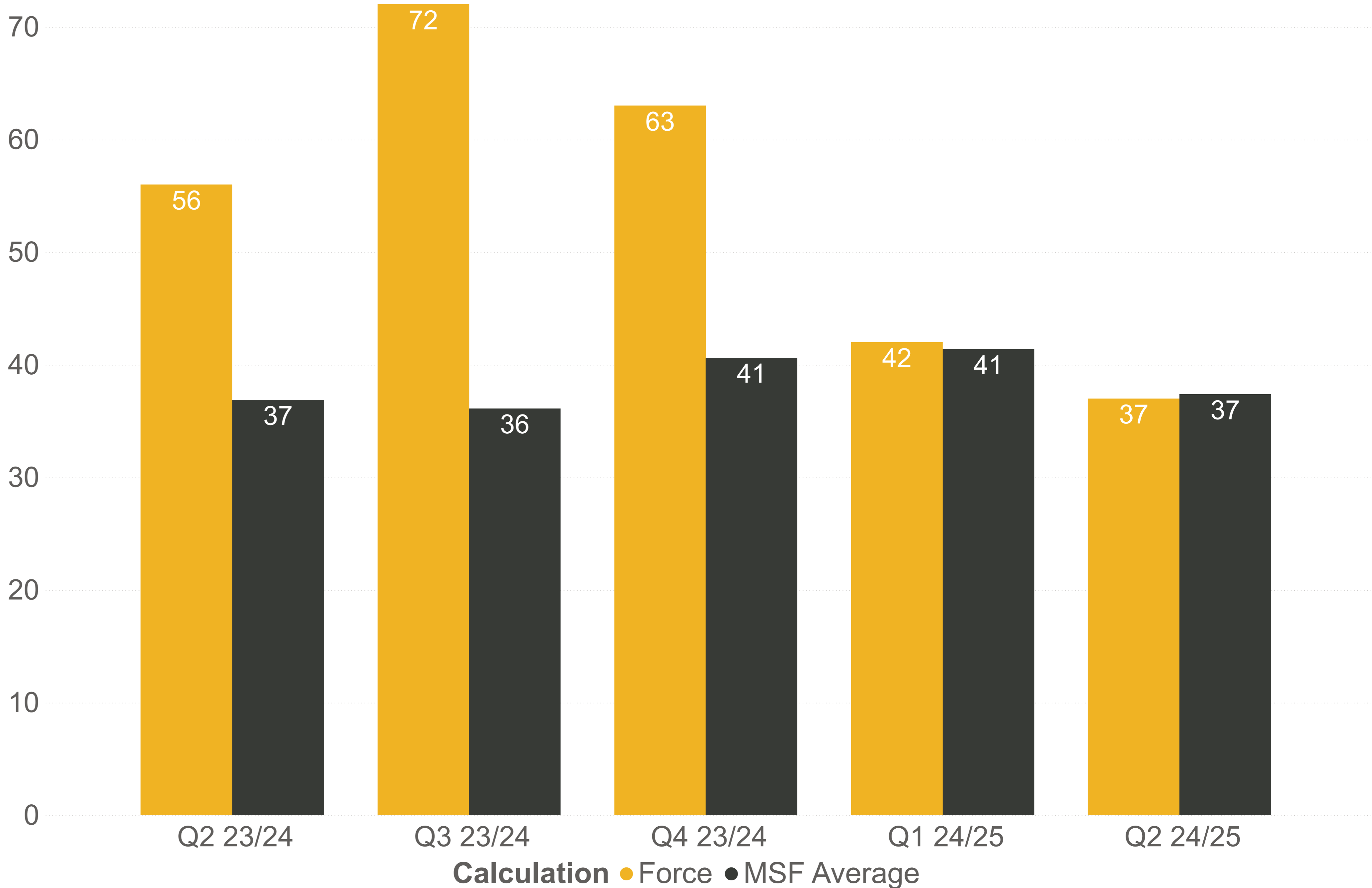
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	79	112	79	3,490
Number referrals completed	80	110	78	3,490
Decision: Independent Investigation	5	2	4	206
Decision: Directed Investigation	0	1	0	5
Decision: Local Investigation	47	84	45	1,935
Decision: Return to Force	26	20	27	1,262
Decision: Invalid	2	3	3	80

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hertfordshire, Kent, Northamptonshire, Nottinghamshire, Staffordshire

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 \(February 2020\)](#).