

# Police Complaints Information Bulletin: Lancashire

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

**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).

**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.

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## 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

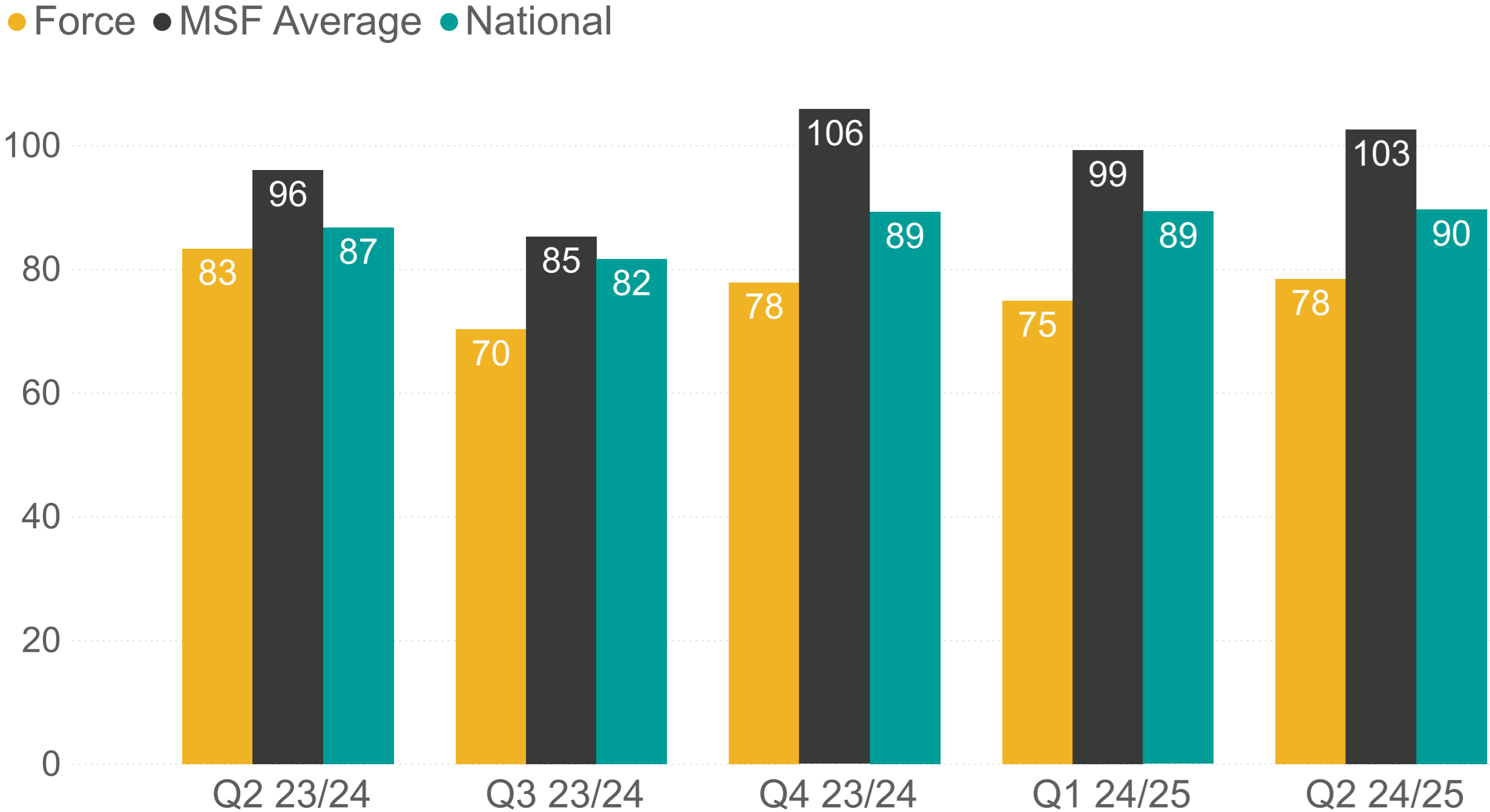
**Nat.** – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

**Section A1.1: Complaint cases and allegations logged**

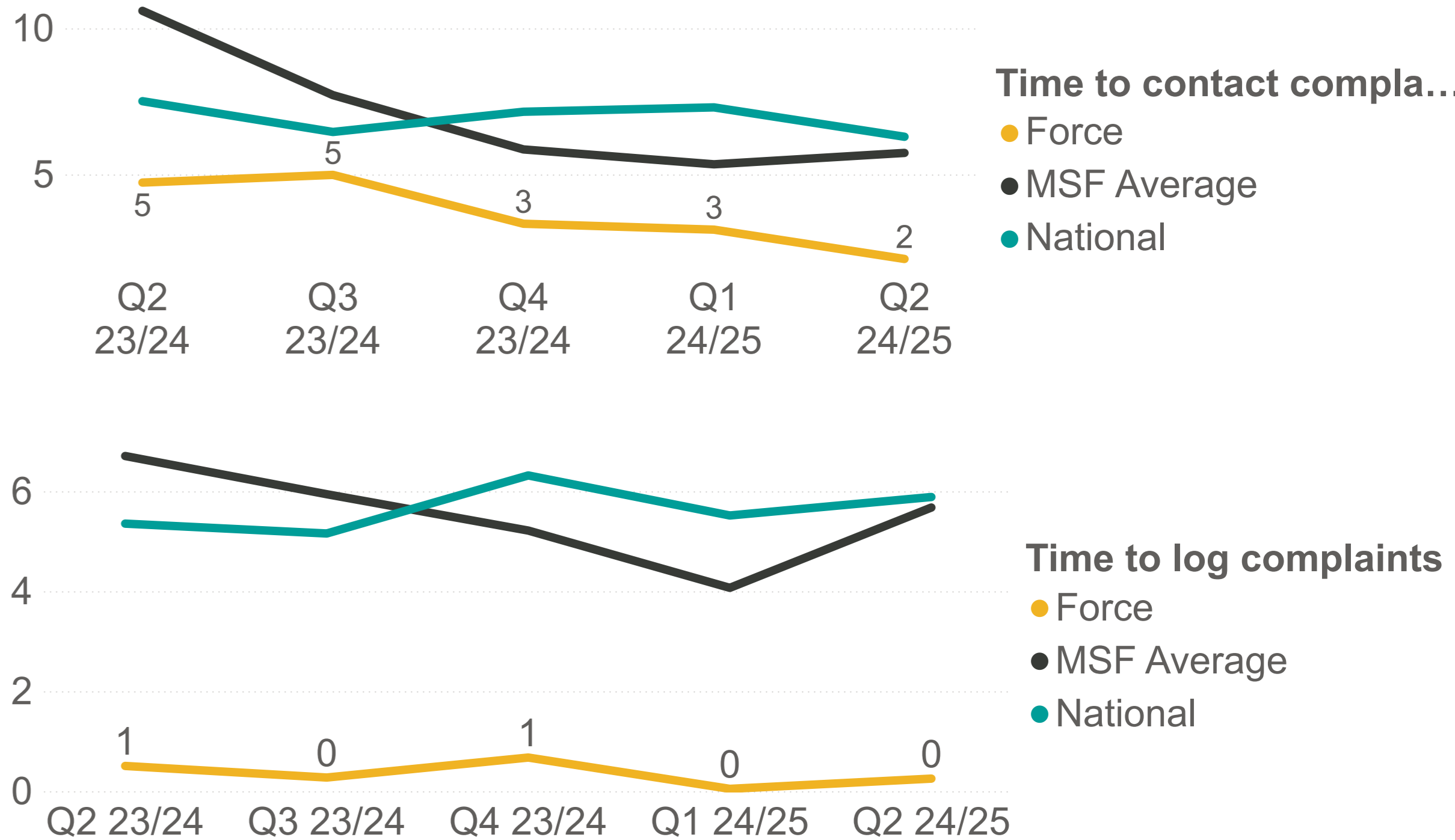
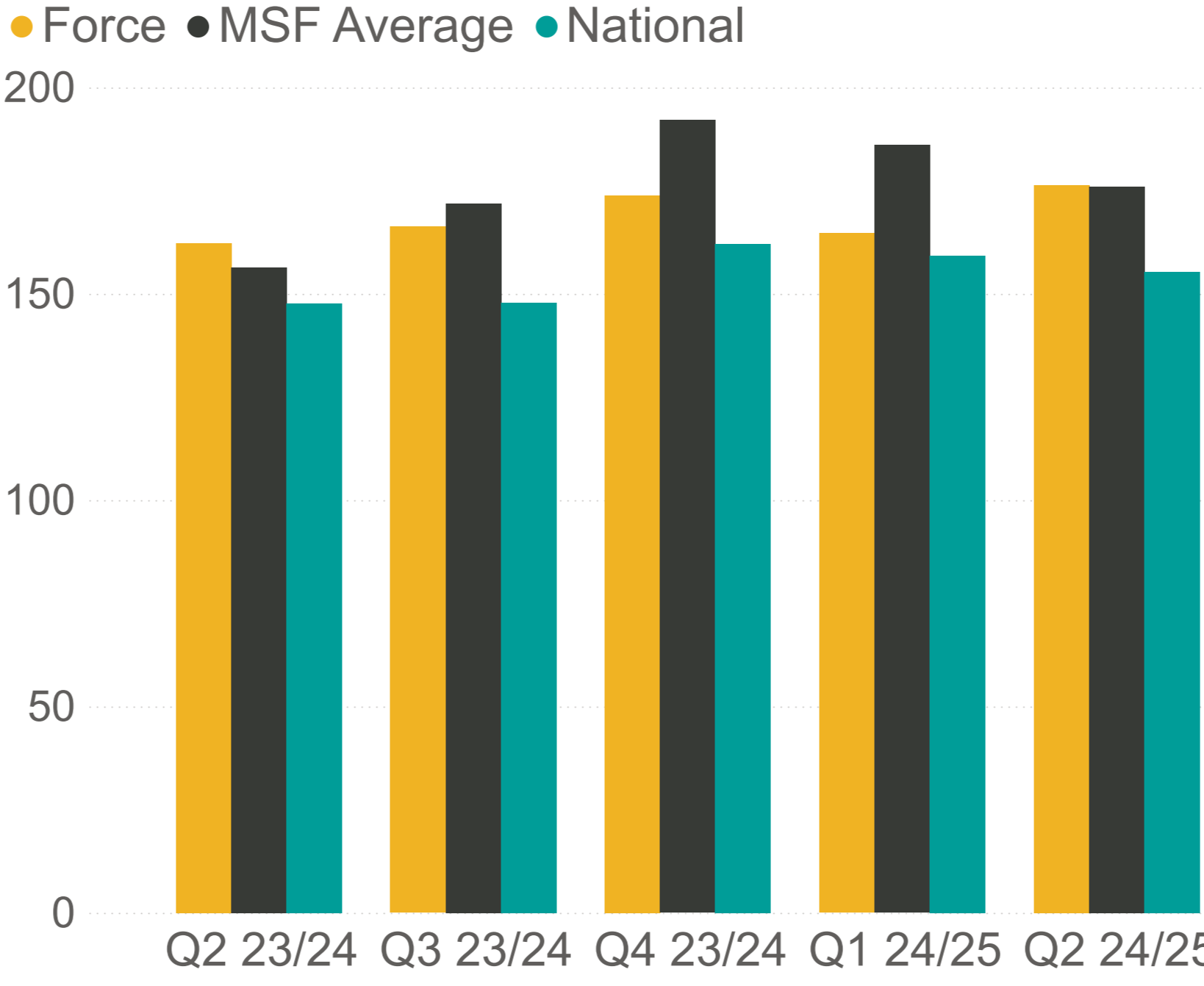
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	964	153	2,145	341	3	0
SPLY	974	157	1,941	313	5	1
MSF Average	1,261	202	2,220	362	6	5
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	107	31	114	6,798
Complainant wishes the complaint be recorded	111	88	135	2,795
Dissatisfaction after initial handling	31	26	53	2,316
Nature of the allegation(s) in the complaint	72	184	140	3,441
<b>Total</b>	<b>321</b>	<b>329</b>	<b>441</b>	<b>15,350</b>

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	33 %	9 %	29 %	44 %
Complainant wishes the complaint be recorded	35 %	27 %	24 %	18 %
Dissatisfaction after initial handling	10 %	8 %	17 %	15 %
Nature of the allegation(s) in the complaint	22 %	56 %	30 %	22 %

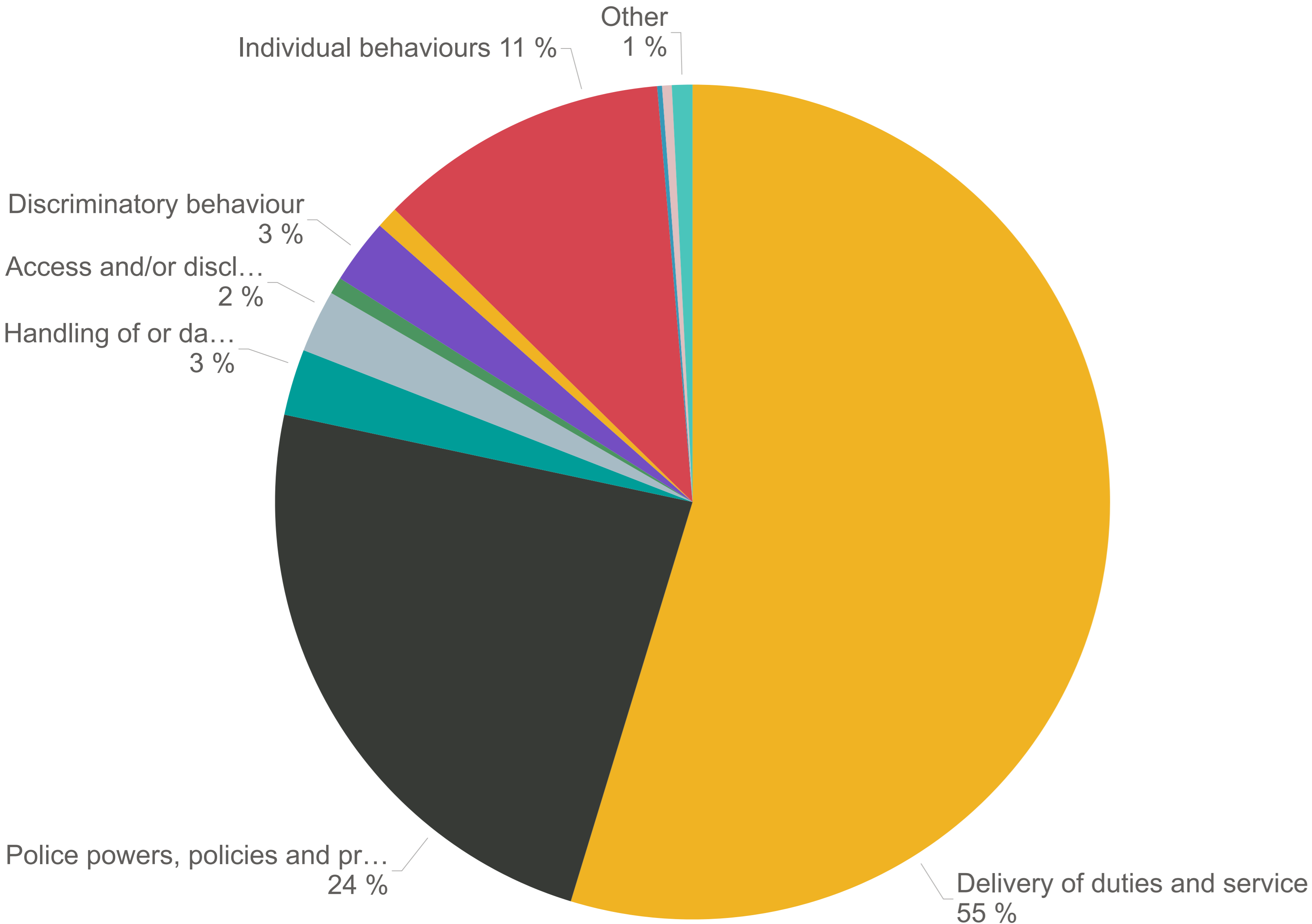
**Section A1.3: Allegations logged – what has been complained about (YTD)**

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.

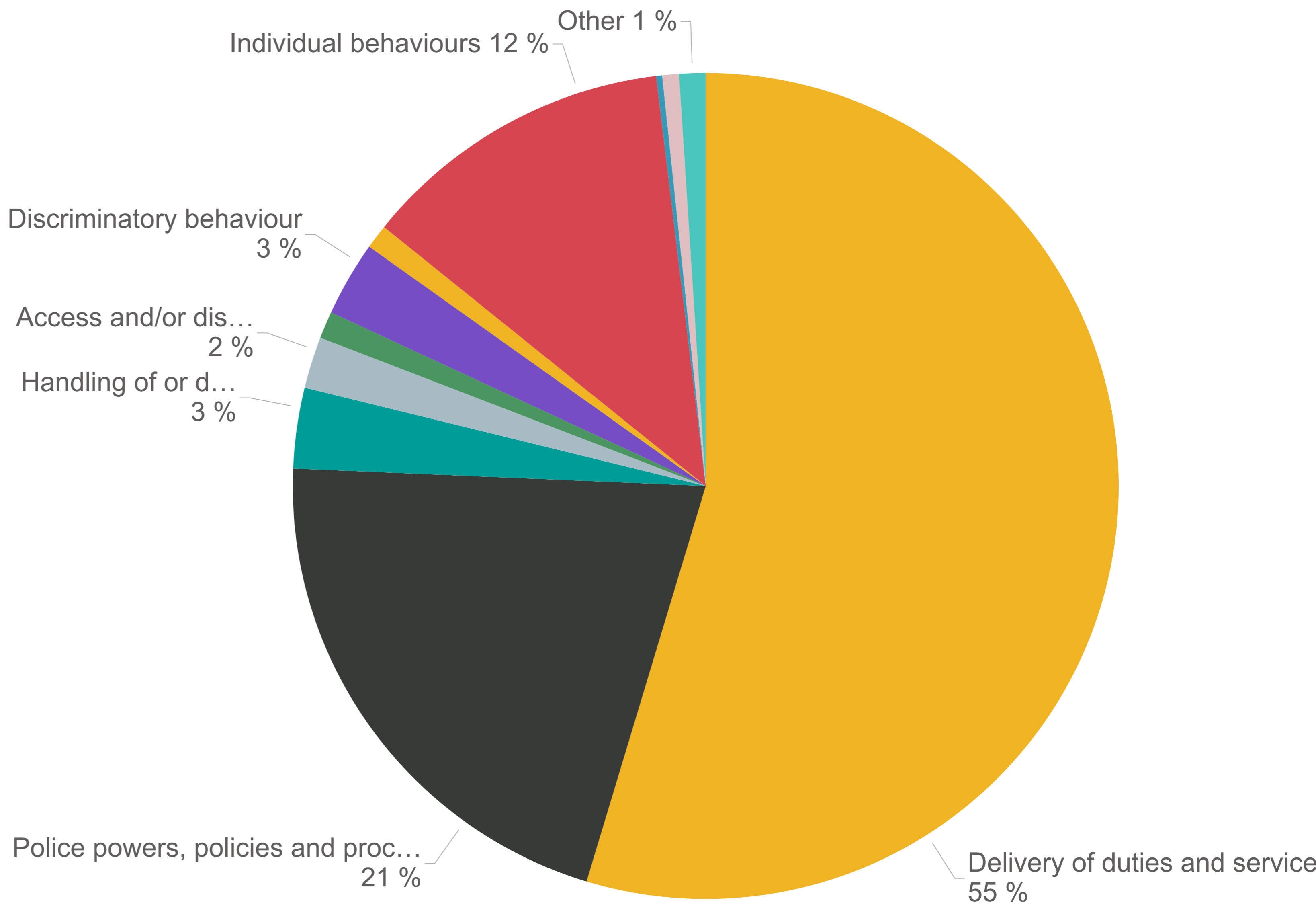
**What has been complained about (YTD)**

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	1,173	507	55	52	14	54	18	242	4	8	17	2,144
SPLY	1,075	451	25	47	22	60	26	200	3	5	27	1,941
MSF Average	1,201	458	66	54	21	75	26	277	4	11	29	2,220
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	<b>Total</b>	<b>1,173</b>	<b>55 %</b>	<b>1,075</b>	<b>55 %</b>	<b>1,201</b>	<b>55 %</b>	<b>43,801</b>	<b>55 %</b>	
	Police action following contact	454	39 %	484	45 %	355	30 %	18,035	41 %	
	Decisions	285	24 %	220	20 %	203	17 %	6,186	14 %	
	General level of service	269	23 %	235	22 %	527	43 %	14,604	33 %	
	Information	165	14 %	136	13 %	117	10 %	4,976	11 %	
Police powers, policies and procedures	<b>Total</b>	<b>507</b>	<b>24 %</b>	<b>451</b>	<b>23 %</b>	<b>458</b>	<b>21 %</b>	<b>16,837</b>	<b>21 %</b>	
	Use of force	132	26 %	128	28 %	131	29 %	4,424	26 %	
	Power to arrest and detain	89	18 %	64	14 %	73	16 %	3,002	18 %	
	Detention in police custody	73	14 %	94	21 %	69	15 %	2,422	14 %	
	Searches of premises and seizure of property	67	13 %	70	16 %	69	16 %	2,094	12 %	
	Other policies and procedures	53	10 %	25	6 %	40	8 %	1,615	10 %	
	Evidential procedures	42	8 %	16	4 %	37	8 %	1,283	8 %	
	Stops, and stop and search	23	5 %	17	4 %	15	3 %	793	5 %	
	Bail, identification and interview procedures	21	4 %	32	7 %	19	4 %	955	6 %	
	Out of court disposals	7	1 %	5	1 %	6	1 %	249	1 %	
	Individual behaviours	<b>Total</b>	<b>242</b>	<b>11 %</b>	<b>200</b>	<b>10 %</b>	<b>277</b>	<b>12 %</b>	<b>9,853</b>	<b>12 %</b>
		Impolite language / tone	77	32 %	91	46 %	66	25 %	2,449	25 %
		Unprofessional attitude and disrespect	46	19 %	43	22 %	80	31 %	2,782	28 %
Lack of fairness and impartiality		42	17 %	31	16 %	36	13 %	1,368	14 %	
Impolite and intolerant actions		40	17 %	15	8 %	50	17 %	1,498	15 %	
Overbearing or harassing behaviours		37	15 %	20	10 %	46	14 %	1,756	18 %	
Handling of or damage to property/ premises	<b>Total</b>	<b>55</b>	<b>3 %</b>	<b>25</b>	<b>1 %</b>	<b>66</b>	<b>3 %</b>	<b>2,467</b>	<b>3 %</b>	
	Handling of or damage to property/ premises	55	100 %	25	100 %	66	100 %	2,466	98 %	
Discriminatory behaviour	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	
	<b>Total</b>	<b>54</b>	<b>3 %</b>	<b>60</b>	<b>3 %</b>	<b>75</b>	<b>3 %</b>	<b>2,349</b>	<b>3 %</b>	
	Race	24	44 %	27	45 %	30	42 %	1,088	46 %	
	Disability	12	22 %	14	23 %	15	18 %	439	19 %	
	Sex	11	20 %	6	10 %	16	18 %	394	17 %	
	Other	4	7 %	8	13 %	9	13 %	229	10 %	
	Sexual orientation	2	4 %	3	5 %	3	4 %	76	3 %	
	Religion or belief	1	2 %	2	3 %	1	1 %	57	2 %	
	Age	0	0 %	0	0 %	1	3 %	38	2 %	
	Gender reassignment	0	0 %	0	0 %	1	1 %	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 %		

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
Investigation	691	32 %	846	44 %	745	35 %	29,355	37 %
None	294	14 %	243	13 %	418	18 %	15,525	19 %
Arrest	257	12 %	303	16 %	270	12 %	10,232	13 %
Roads/traffic	173	8 %	158	8 %	109	5 %	4,731	6 %
Mental health	122	6 %	78	4 %	71	3 %	2,317	3 %
Neighbourhood policing	117	5 %	119	6 %	86	4 %	3,752	5 %
Custody	108	5 %	157	8 %	123	6 %	4,574	6 %
Domestic / gender abuse	83	4 %	118	6 %	104	5 %	4,125	5 %
VAWG - dissatisfaction handling	83	4 %	62	3 %	62	3 %	3,054	4 %
Call Handling	61	3 %	79	4 %	87	4 %	3,424	4 %
Child protection / CSA / CSE	52	2 %	38	2 %	33	1 %	1,370	2 %
Premises search	42	2 %	53	3 %	52	3 %	1,958	2 %
Death	39	2 %	25	1 %	23	1 %	759	1 %
Drugs / alcohol	37	2 %	62	3 %	31	1 %	897	1 %
Public order incident	36	2 %	6	0 %	21	1 %	645	1 %
Stop and/or search	23	1 %	28	1 %	25	1 %	1,618	2 %
Missing persons	11	1 %	9	0 %	17	1 %	514	1 %
Restraint equipment	10	0 %	4	0 %	15	1 %	855	1 %
Fraud	6	0 %	9	0 %	8	0 %	485	1 %
Hate Crime	6	0 %	11	1 %	15	1 %	468	1 %
Firearms	5	0 %	4	0 %	7	0 %	400	0 %
Police dogs or horses	3	0 %	1	0 %	1	0 %	54	0 %
Social media	3	0 %	8	0 %	10	0 %	330	0 %
VAWG - police perpetrated	3	0 %	0	0 %	13	0 %	539	1 %
Covert policing	2	0 %	1	0 %	1	0 %	48	0 %
Serious injury	1	0 %	0	0 %	4	0 %	168	0 %
Taser	1	0 %	1	0 %	2	0 %	105	0 %
Coronavirus - other	0	0 %	3	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 %
PPDA	0	0 %	0	0 %	1	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 %	4	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 %
VAWG - police victim	0	0 %	0	0 %	7	0 %	88	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 perpetrated	0	0	0	0	2
VAWG - dissatisfaction handling	61	9	0	0	11
Taser	0	1	0	0	0
Stop and/or search	2	16	0	1	3
Social media	2	0	0	0	0
Serious injury	0	1	0	0	0
Roads/traffic	77	42	5	4	29
Restraint equipment	0	9	0	0	0
Public order incident	15	13	0	2	3
Premises search	6	26	5	0	4
Police dogs or horses	2	1	0	0	0
None	149	24	12	9	59
Neighbourhood policing	88	9	0	4	13
Missing persons	8	3	0	0	0
Mental health	54	26	2	8	28
Investigation	534	70	10	16	43
Hate Crime	4	0	0	2	0
Fraud	6	0	0	0	0
Firearms	2	1	0	2	0
Drugs / alcohol	13	20	1	0	0
Domestic / gender abuse	61	9	1	0	11
Death	34	3	1	0	0
Custody	17	79	4	1	3
Covert policing	2	0	0	0	0
Child protection / CSA / CSE	32	14	2	0	2
Call Handling	45	0	0	2	12
Arrest	58	152	13	4	20
<b>Total</b>	<b>1,117</b>	<b>445</b>	<b>52</b>	<b>49</b>	<b>225</b>

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	33	0	0	<b>33</b>
Q3 23/24	25	0	0	<b>25</b>
Q4 23/24	34	1	0	<b>35</b>
Q1 24/25	24	2	0	<b>26</b>
Q2 24/25	59	1	0	<b>60</b>
<b>Total</b>	<b>175</b>	<b>4</b>	<b>0</b>	<b>179</b>

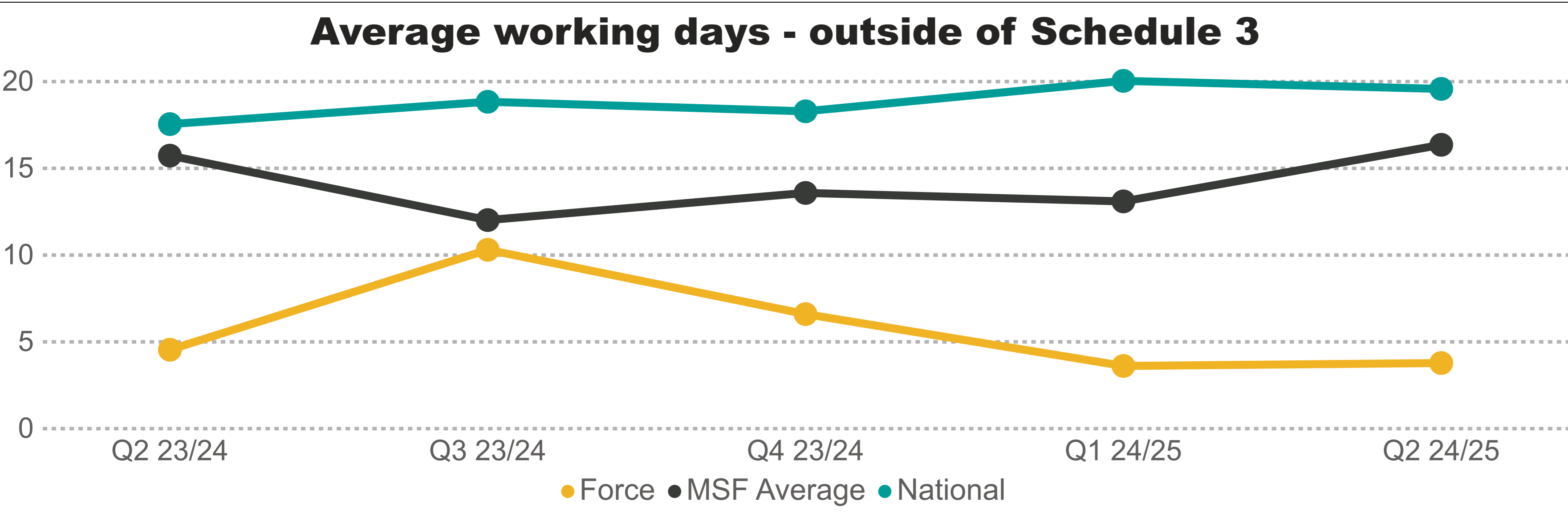
**Section A2: Allegations timeliness**

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.

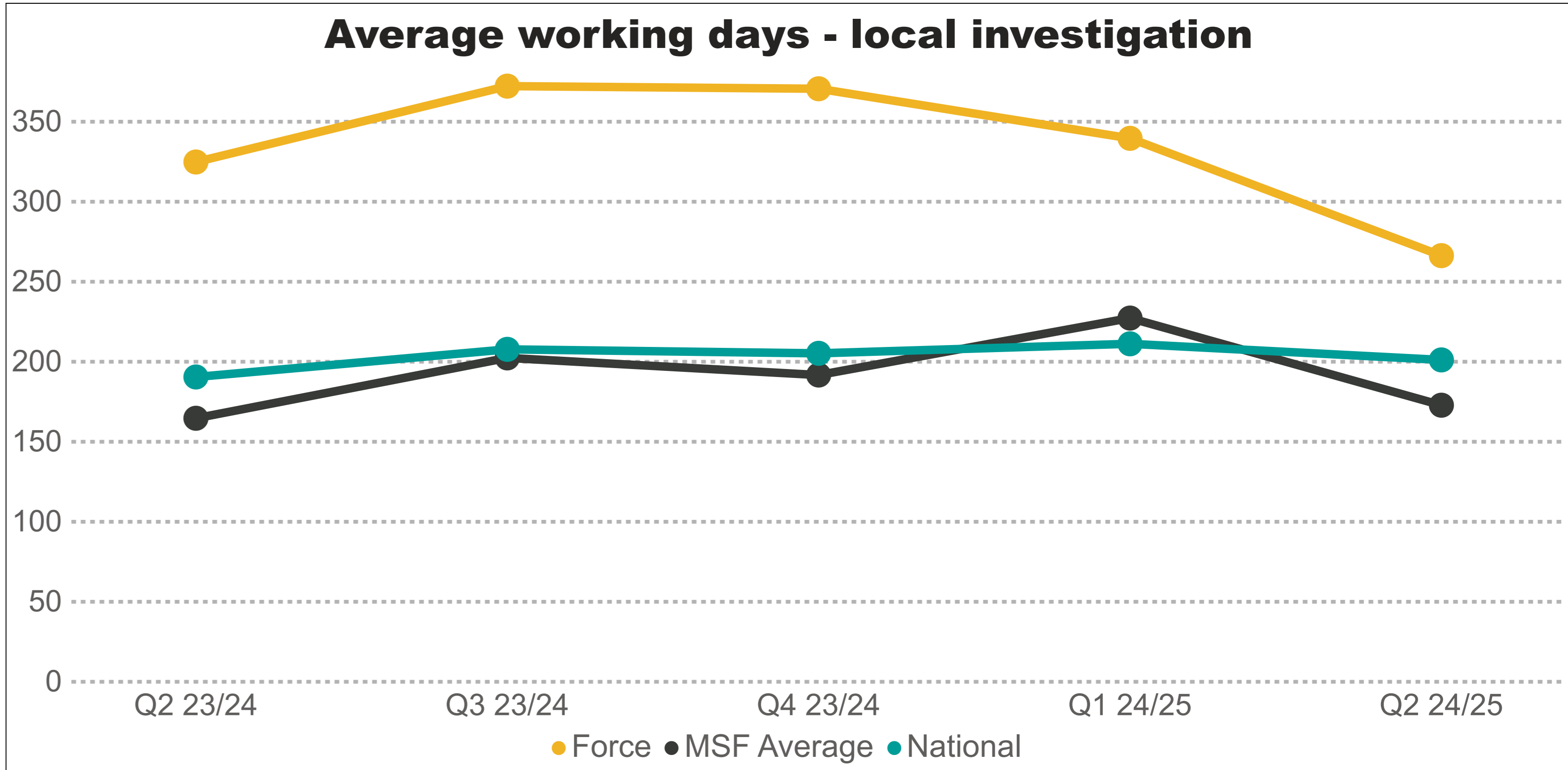
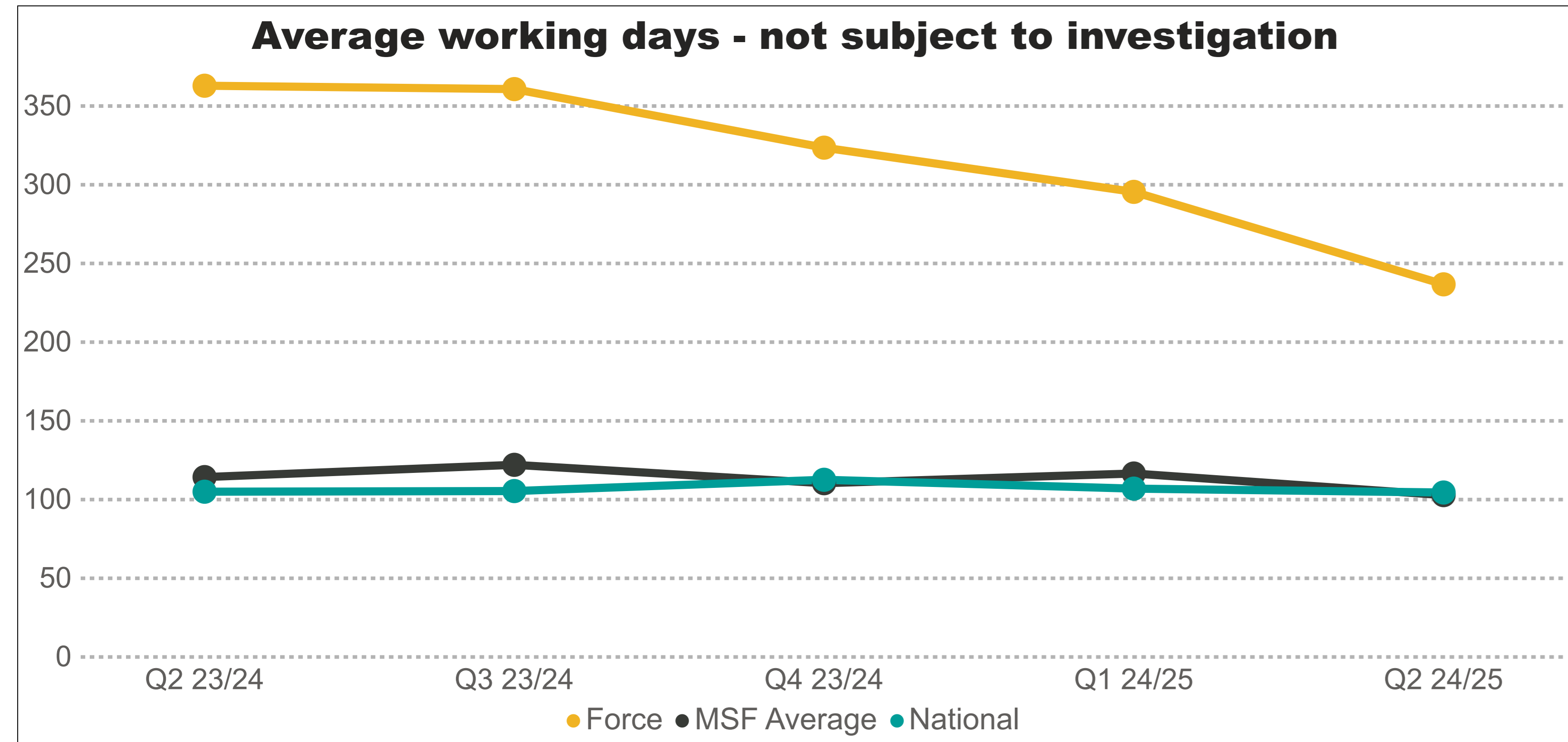
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	678	4	799	277	248	312	0	0
SPLY	686	4	709	330	54	296	0	0
MSF Average	850	14	871	110	284	205	3	189
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



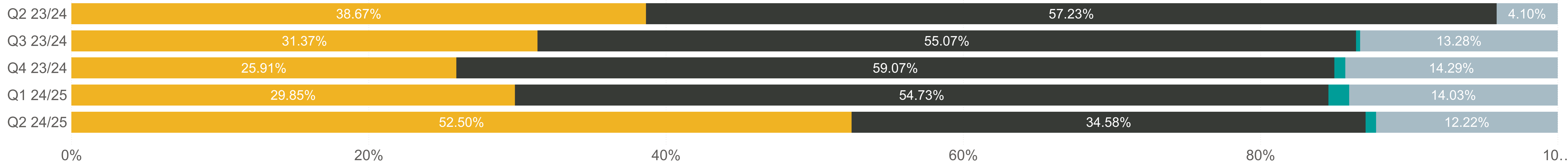
**Section A3.1: How allegations were handled and their decisions**

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)	229	13 %	270	12 %	7,922	10 %
Under Schedule 3 investigated (subject to special procedures)	19	1 %	16	1 %	883	1 %
Under Schedule 3 - not investigated	799	46 %	871	42 %	35,230	46 %
Outside of Schedule 3	678	39 %	850	45 %	33,250	43 %
<b>Total</b>	<b>1,725</b>	<b>100 %</b>	<b>2008</b>	<b>100 %</b>	<b>77,285</b>	<b>100 %</b>

**Force: percent of allegations finalised by handling method**

Handling Method • 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)



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					20	3 %	2,768	8 %			9	1 %	2	1 %	242	3 %
Regulation 41 applies							59	0 %			1	0 %			93	1 %
Service provided - unable to determine					70	9 %	3,238	9 %			10	1 %	23	10 %	770	10 %
Service provided - not acceptable					104	13 %	4,563	13 %	1	5 %	26	3 %	26	11 %	900	11 %
Service provided - acceptable					565	71 %	23,538	67 %	2	11 %	129	15 %	175	76 %	5,675	72 %
Not Resolved	45	7 %	1,876	6 %												
Resolved	633	93 %	31,373	94 %												
No Case to Answer									3	16 %	512	58 %				
Case to Answer									13	68 %	180	20 %				
Withdrawal					40	5 %	1,063	3 %			16	2 %	3	1 %	242	3 %



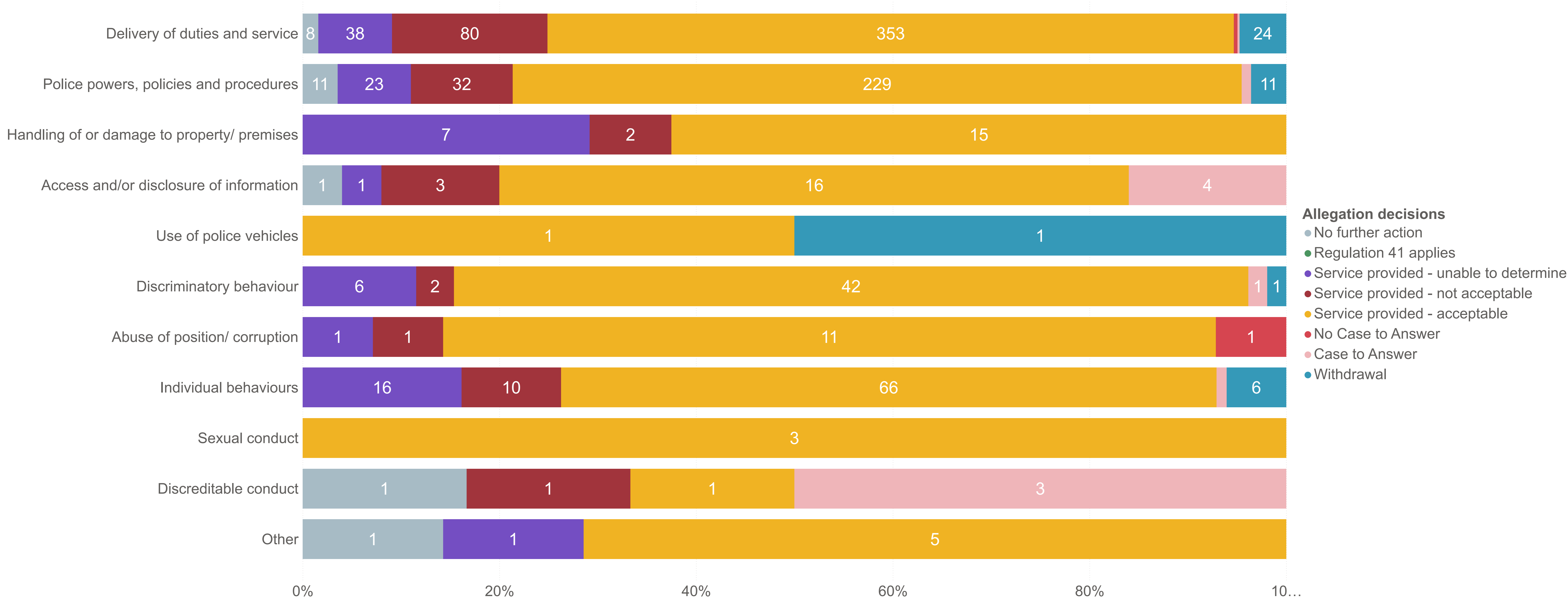
**Section A3.2: Allegation decisions by what was complained about (Year to date by category)**

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	426	90	21	14	13	0	0	59	0	2	8	633
Not Resolved	23	9	0	0	0	1	1	8	0	0	3	45

**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	2	0 %	3	0 %	5	1 %	132	0 %
Learning from reflection	6	1 %	20	3 %	51	5 %	935	3 %
Policy review	0	0 %	0	0 %	2	0 %	32	0 %
Goodwill gesture	1	0 %	0	0 %	1	0 %	52	0 %
Apology	92	14 %	69	10 %	89	13 %	3,241	10 %
Debrief	3	0 %	2	0 %	13	2 %	311	1 %
Explanation	454	67 %	432	63 %	467	57 %	20,147	61 %
No further action	75	11 %	137	20 %	115	11 %	3,760	11 %
Other action	45	7 %	13	2 %	84	9 %	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	8	1 %	3	0 %	11	1 %	398	1 %
Apology	37	4 %	26	3 %	50	4 %	1,605	4 %
Debrief	14	1 %	1	0 %	10	1 %	1,343	3 %
Explanation	697	67 %	330	43 %	749	63 %	27,139	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	11	0 %
No further action	199	19 %	301	39 %	227	22 %	9,817	22 %
Other action	2	0 %	7	1 %	11	1 %	432	1 %
Learning from reflection	60	6 %	41	5 %	74	6 %	2,263	5 %
Referral to RPRP	16	2 %	34	4 %	11	1 %	671	2 %

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

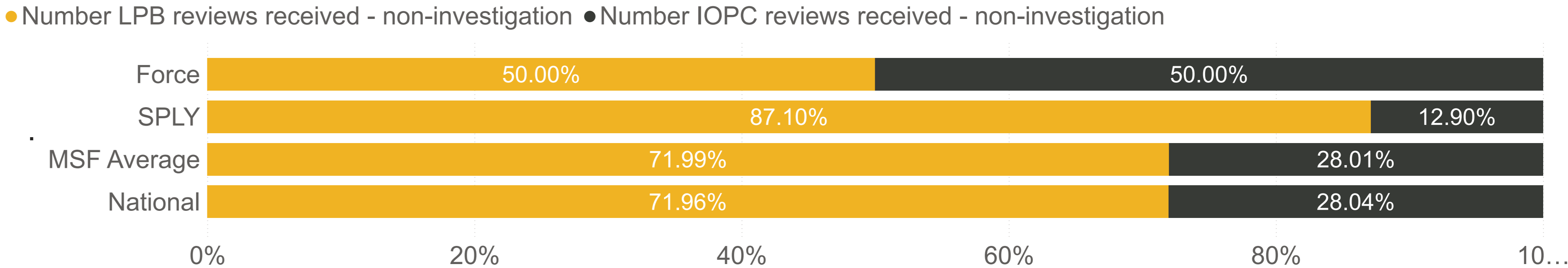
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	9	47 %	0	0 %	3	18 %	77	9 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	2	0 %
Other actions following a case to answer decision	1	5 %	0	0 %	2	10 %	64	7 %
Referral to RPRP	1	5 %	5	100 %	1	7 %	161	18 %

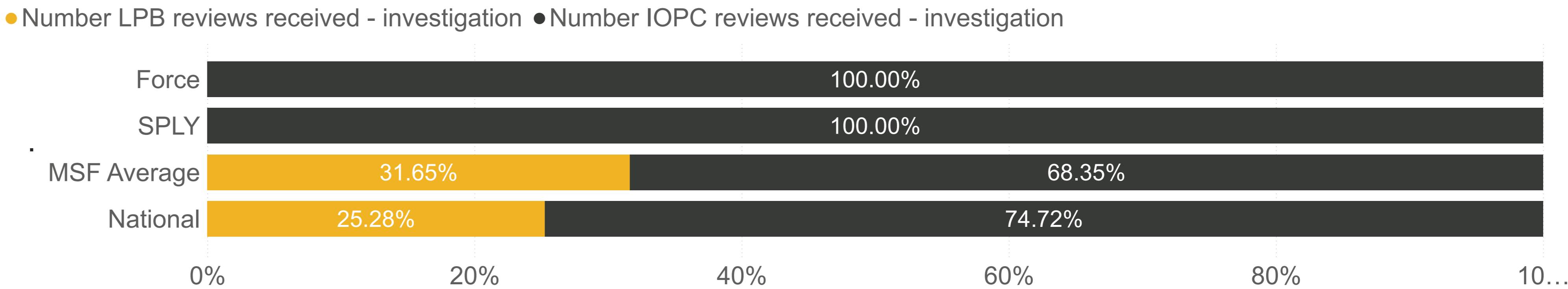
**Section C1: Reviews received and timeliness (Year to date)**

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	13	13
SPLY	27	4
MSF Average	55	22
National	1,850	721

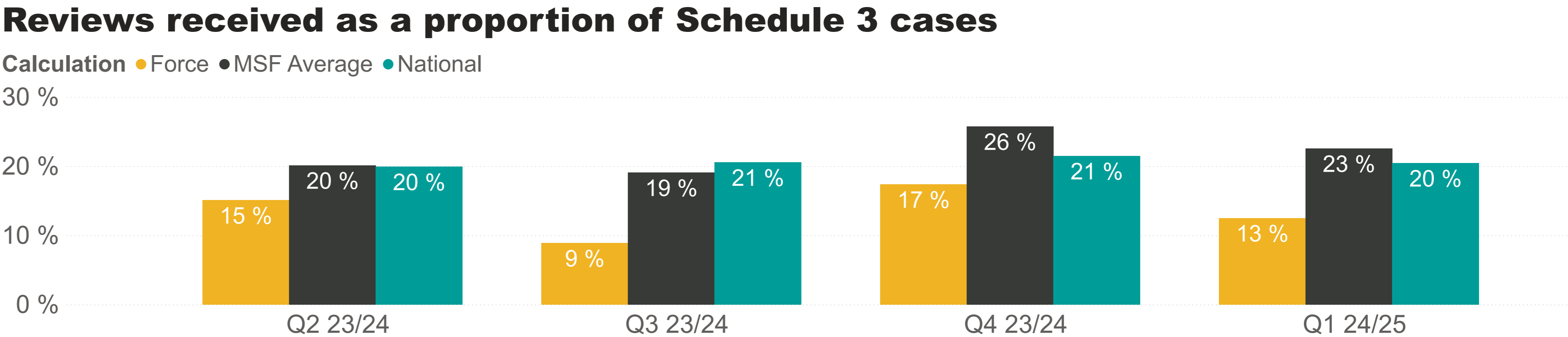


Investigation reviews received	LPB	IOPC
Force	0	6
SPLY	0	4
MSF Average	6	14
National	159	470



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	32	309
SPLY	35	234
MSF Average	97	455
National	3,200	15,484



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	91	50	29	49
Average number of working days to complete IOPC reviews	124	150	134	138

**Section C2: Outcomes on reviews**

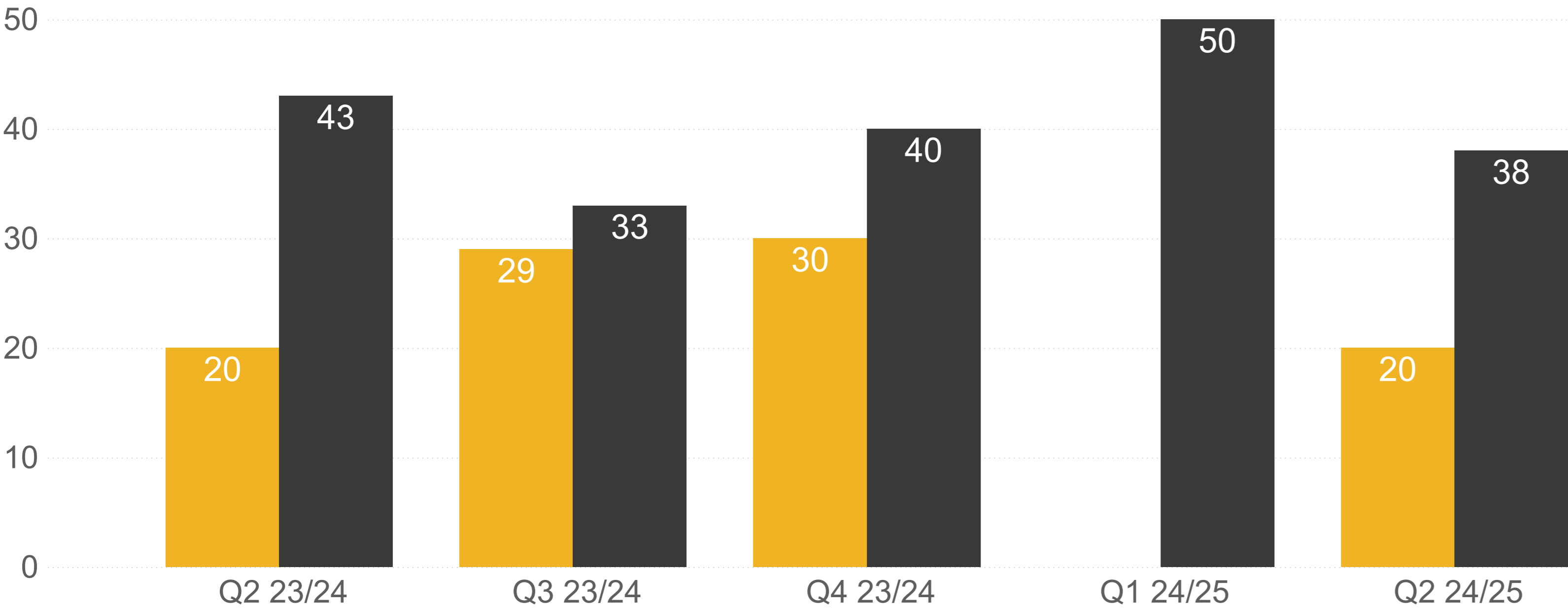
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any 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	5	1	0	
SPLY	5	1	0	
MSF Average	14	4	5	4
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	45	4
SPLY	7	3	16	3
MSF Average	16	5	54	9
National	452	144	1,825	363

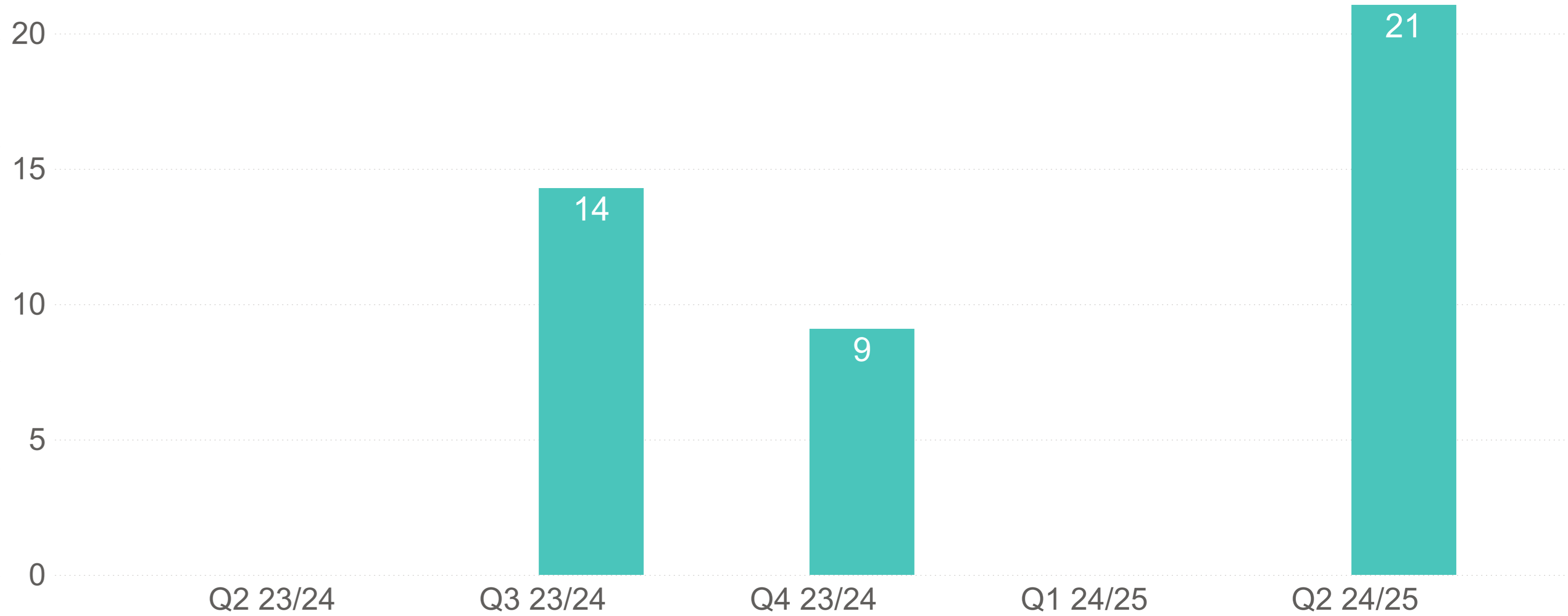
**% IOPC reviews upheld - Force**

● Investigation ● Non-investigation



**% LPB Reviews upheld - Force**

● Investigation ● Non-investigation



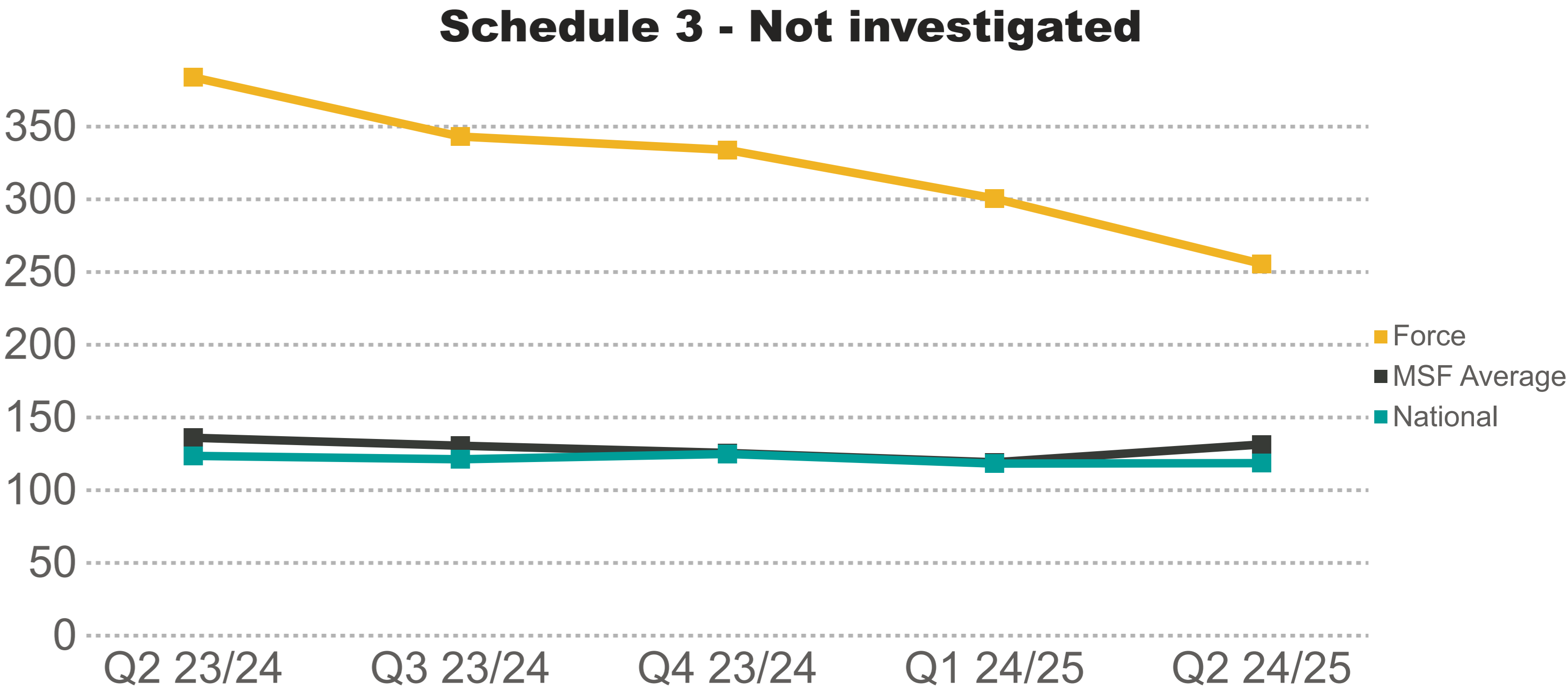
**Section D1: Complaint cases finalised under Schedule 3 - timeliness**

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.

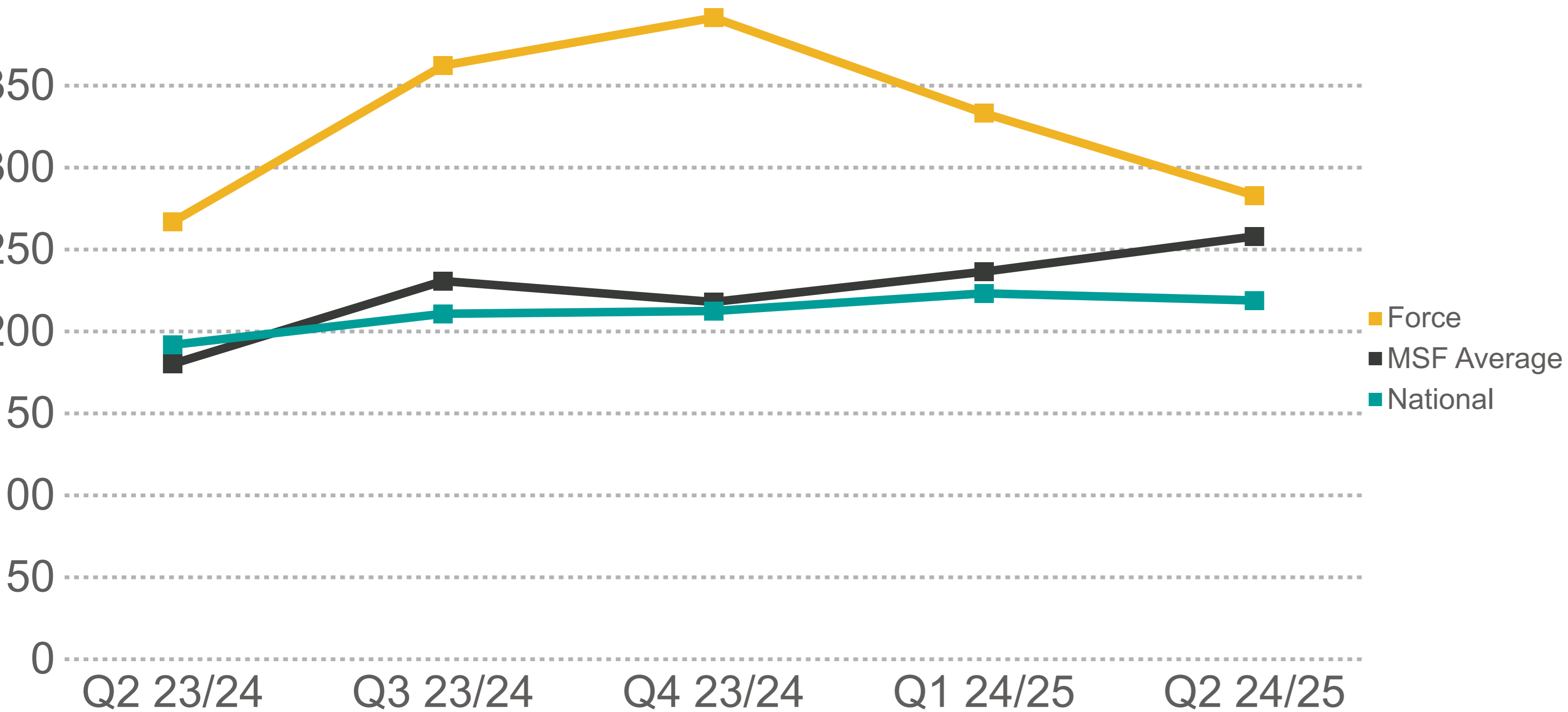
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with 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)	294	385	300	310
Under Schedule 3 investigated (not subject to special procedures)	313	267	255	221
Under Schedule 3 - not investigated	285	346	123	118
<b>Total</b>	<b>290</b>	<b>340</b>	<b>143</b>	<b>140</b>

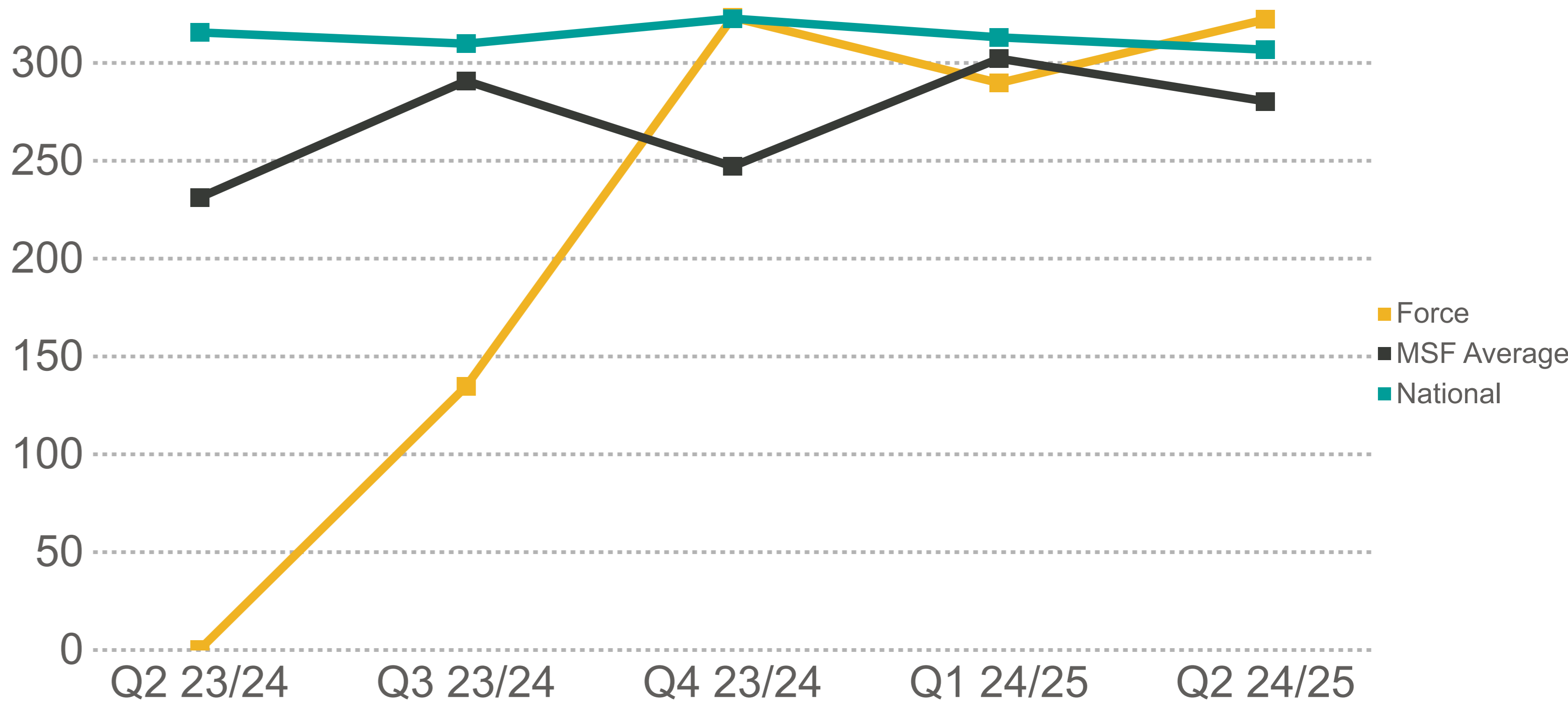
Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	243	211	355	12,474
Under Schedule 3 investigated (not subject to special procedures)	59	20	92	2,681
Under Schedule 3 investigated (subject to special procedures)	7	3	8	329
<b>Total</b>	<b>309</b>	<b>234</b>	<b>455</b>	<b>15,484</b>



**Schedule 3 - Investigated (not special procedures)**



**Schedule 3 - Investigated (special procedures)**



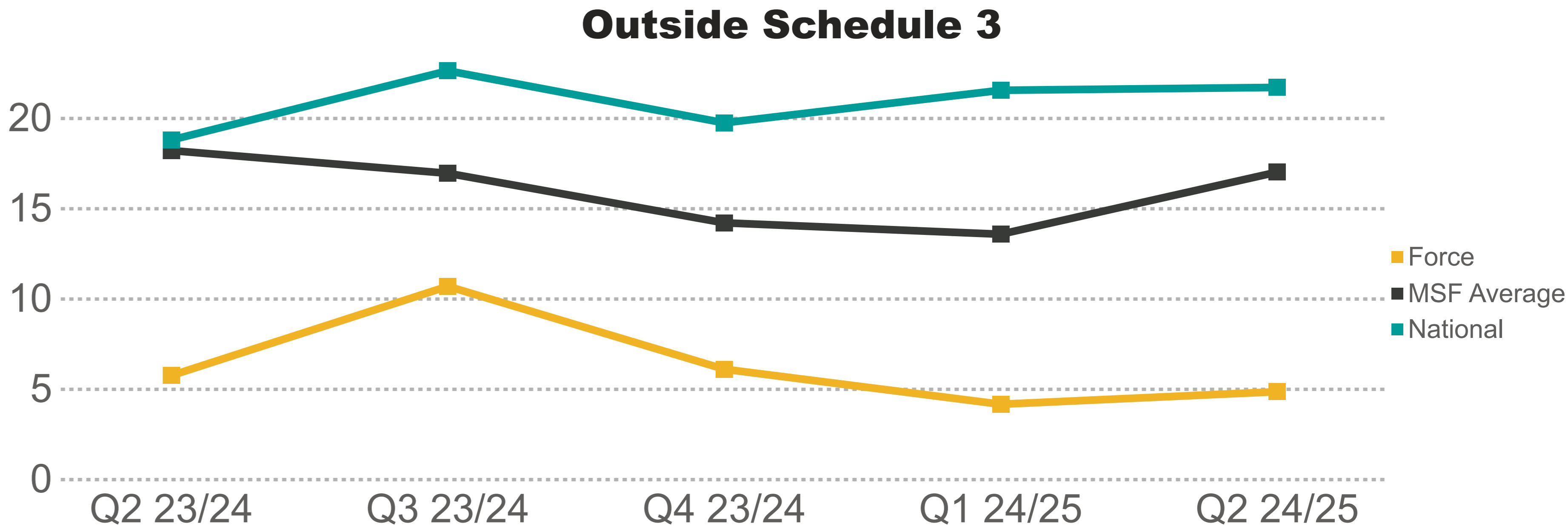
**Section D2: Complaint cases finalised outside of Schedule 3 - timeliness**

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	621	617	700	27766
Average days to finalise complaint cases handled outside of Schedule 3	5	6	15	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	621	67%	617	73%	700	61%	27,766	64%
Under Schedule 3 - not investigated	243	26%	211	25%	355	31%	12,474	29%
Under Schedule 3 investigated (not subject to special procedures)	59	6%	20	2%	92	8%	2,681	6%
Under Schedule 3 investigated (subject to special procedures)	7	1%	3	0%	8	1%	329	1%
<b>Total</b>	<b>930</b>	<b>100%</b>	<b>851</b>	<b>100%</b>	<b>1,155</b>	<b>100%</b>	<b>43,250</b>	<b>100%</b>

**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.

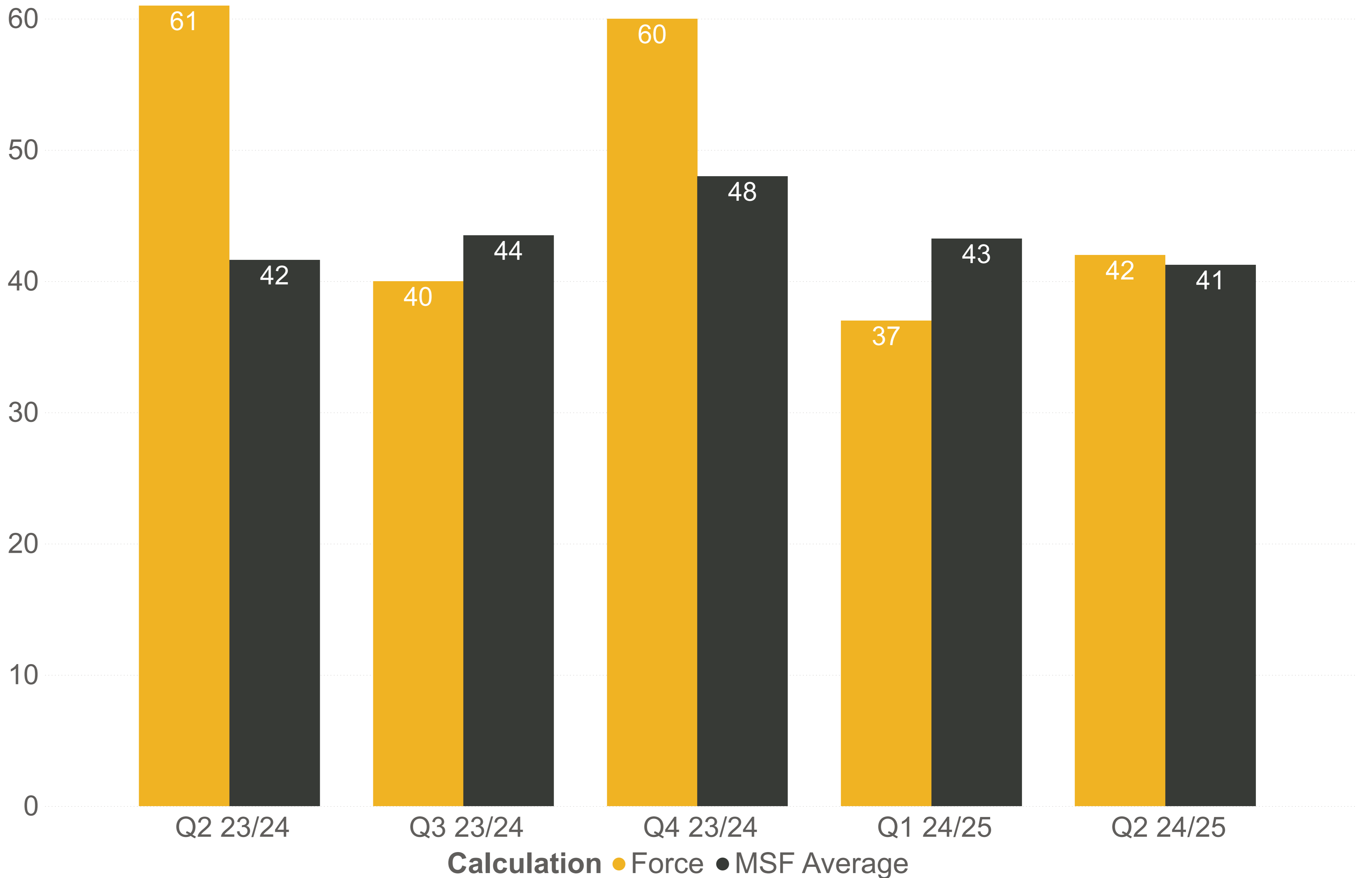
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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**

	<b>Force</b>	<b>SPLY</b>	<b>MSF Average</b>	<b>National</b>
Number referrals received	79	132	85	3,490
Number referrals completed	80	121	84	3,490
Decision: Independent Investigation	3	3	5	206
Decision: Directed Investigation	0	0	0	5
Decision: Local Investigation	45	88	43	1,935
Decision: Return to Force	30	26	35	1,262
Decision: Invalid	2	4	2	80

**Force and MSF Group referrals received**





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

## Notes

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### 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 \(February 2020\)](#).