Most Similar Force (MSF) Group:

(Blank)

About this bulletin

This bulletin presents information about complaints defined under the Police Reform Act 2002 (PRA 2002) amended by the Police and Crime Act 2017. The new legislation came into effect on 1 February 2020 (4 2021 for the British Transport Police).

It sets out performance against a number of measures and compares force results to their most similar fo (MSF) group and with the overall result for all forces (national).

Data relating to complaints made prior to 1 February 2020 will be reported separately and in line with the performance framework

Please note: data about complaints handled outside of Schedule 3 to the PRA 2002 by Bedfordshire Police Cambridgeshire Constabulary, Hertfordshire Constabularly and Northumbria Police is not included in this because of technical issues. This will have an effect on the MSF averages, which include these forces, an national figures. The IOPC is working with these forces to ensure reporting of these complaint cases is po the future.

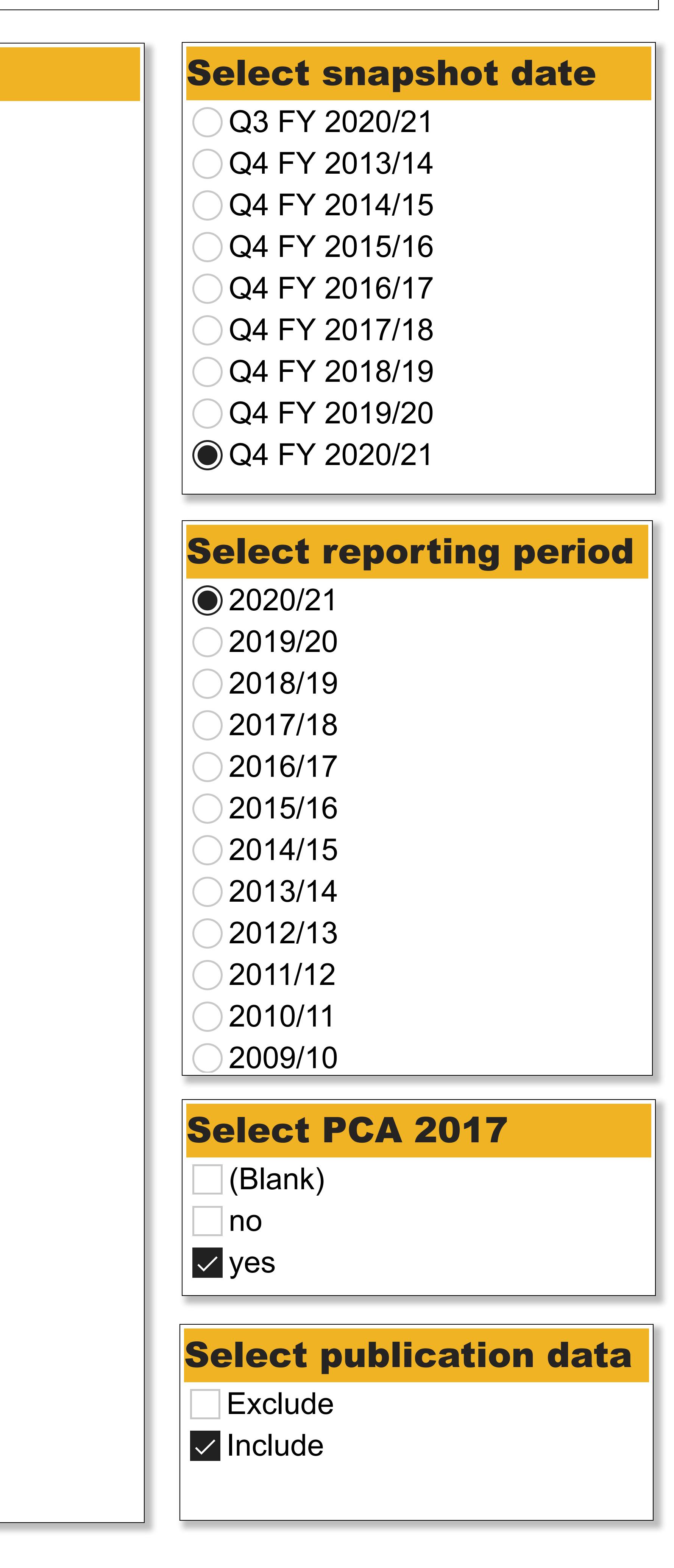
Contents

Section A1:1: complaint cases and allegations logged – timeliness and per 1,000 emplyees Section A1.2: allegations logged – what has been complained about Section A1.3: allegations logged – what has been complained about – top five allegation categories and t subcategories Section A1.4: allegations logged – what has been complained about (category) and the situational contex allegations (factors) Section A2: how complaint cases and allegations have been handled Section A3.1: complaints cases finalised - timeliness Section A3.2: allegations finalised – how they have been handed and timeliness Section A4.1: allegation decisions – by how they were handled Section A4.2: allegation decisions – by what was complained about (category) Section B.1: investigations (all investigation types) – timeliness Section B.2: investigations (by type of investigation) - timeliness Section C: referrals Section D1: reviews received Section D2: reviews timeliness Section D3: decisions on reviews Section E1.1: allegation actions – on complaint cases handled outside of Schedule 3 Section E1.2: allegation actions – on complaint cases handled under Schedule 3 Section E2: focus on RPRP, UPP, misconduct and criminal outcomes (for complaint cases handled under Schedule 3) Notes Acronyms used in this bulletin

Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

	Select an authority
2), as	Select all
January	Avon And Somerset
	Bedfordshire
orce	British Transport
e previous	Cambridgeshire
	Cheshire
ice,	City of London
sbulletin	Cleveland
ind operiole in	Cumbria
ossible in	Derbyshire
	Devon And Cornwall
	Dorset
	Durham
	Dyfed-Powys
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xt of	Greater Manchester
	Gwent
	Hampshire
	Hertfordshire
	Humberside
	Kent
	Lancashire
	Leicestershire
	Lincolnshire
	Merseyside
	Metropolitan
	National
r	Norfolk
	North Wales
	North Yorkshire
	Northamptonshire
	Northumbria
	Nottinghamshire





Section A1.1: complaint cases and allegations logged – timeliness and per 1,000 employees

	To contact cu	ustomers	To log compla	int cases
Average number of working days	Initial handling performance	Customer perspective	Initial handling performance	Customer perspective
Force	2	5	3	7
National	7	7	6	6

Please note: average times presented in the above table are rounded to the nearest whole number. In comparison, the charts below present the exact result.



Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: British Transport

No. of allegations logged per 1,000 employees No. of complaint cases logged per 1,000 employ

Notes

This section presents information relating to the force's contact with customers and their initial handling of the complaint cases. It shows how long, on average it takes from the customer's perspective from when they made the complaint, and the force's performance of the initial handling from when it received the complaint.

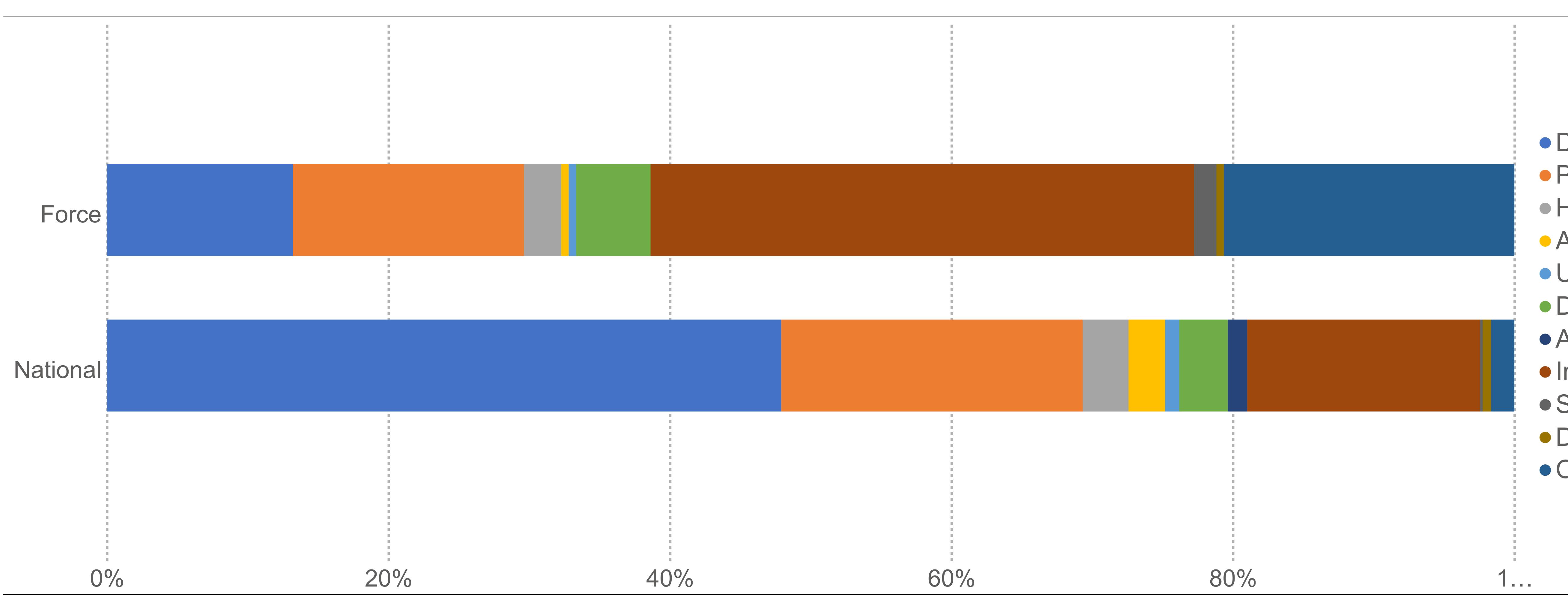
Complaint cases with 'invalid dates' have been removed from timeliness measures. Please refer to the performance framework counting rules and calculations on the **IOPC** website for explanations of customer perspective, initial handling and invalid dates.



	Force	MSF Average	National
	38		467
yees	32		290

Section A1.2: allegations logged - what has been complained about

		<section-header></section-header>	powers,		Access and/or disclosure of information	<section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header>	Discriminatory behaviour	<section-header></section-header>	Individual behaviours	<section-header></section-header>	Discreditable conduct	Other	Total
	Force	25	31	5	1	1	10		73	3	1	39	189
Number	MSF Average												
	National	52,300	23,368	3,553	2,845	1,104	3,764	1,490	18,073	199	648	1,807	109,151
	Force	13%	16%	3%	1%	1%	5%		39%	2%	1%	21%	
Percentage	MSF Average												
	National	48%	21%	3%	3%	1%	3%	1%	17%	0%	1%	2%	



Notes

This section presents information that shows what people complain about. Allegation categories capture the root of the dissatisfaction expressed in a complaint. A complaint case will contain one or more allegations and one category is selected for each allegation logged. Please refer to our <u>Guidance on capturing data about police complaints</u> for guidance on logging allegations and complaint category definitions.

Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: British Transport



 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

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

Category ▲	- Subc
Delivery of duties and service	Tota Polic Deci Gen Infor
Police powers, policies and pro	cedures Tota Stop Sea Pow Dete Bail, Use Evid
Discriminatory behaviour	Out Othe Tota
	Age Disa Gen Marr Preg Race
	Relig Sex Sex Othe
Individual behaviours	Tota Unp Lack Ove Impo
Other	Othe Tota Othe

Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: British Transport

category	
al	
ce action following contact	
sisions	
neral level of service	
rmation	
os, and stop and search	
rches of premises and seizure of property	
ver to arrest and detain	
ention in police custody	
, identification and interview procedures	
of force	
antial procedures	
of court disposals	
er policies and procedures	
ability	
ider reassignment	
riage and civil partnership	
gnancy and maternity	
e	
gion or belief	
ual orientation	
er	
orofessional attitude and disrespect	
k of fairness and impartiality erbearing or harassing behaviours	
olite language / tone	
olite and intolerant actions	
er neglect or failure in duty	
al	
er	

Ford		Nati	
No.	%	No.	%
25	13 %	52,300	48 %
9	36 %	23,155	44 %
1	4 %	7,524	14 %
15	60 %	16,612	32 %
		5,006	10 %
		3	0 %
31	16 %	23,368	21 %
3	10 %	2,275	10 %
1	3 %	3,168	14 %
10	32 %	3,407	15 %
1	3 %	3,176	14 %
		702	3 %
14	45 %	6,752	29 %
		1,212	5 %
		311	1 %
2	6 %	2,362	10 %
		3	0 %
10	5 %	3,764	3 %
1	10 %	58	2 %
1	10 %	487	13 %
		35	1 %
		4	0 %
		5	0 %
7	70 %	2,375	63 %
1	10 %	91	2 %
		340	9 %
		92	2 %
		277	7 %
73	39 %	18,073	17 %
5	7 %	4,687	26 %
7	10 %	2,954	16 %
7	10 %	3,419	19 %
11	15 %	4,645	26 %
43	59 %	2,367	13 %
		1	0 %
39	21 %	1,807	2 %
39	100 %	1,804	100 %
		3	0 %



Notes

This section presents the five most commonly recorded categories for allegations that have been logged.

A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged.

Total % is of the total number of allegations logged.

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

					Alle	egation cate	gory				
Factors ▲	<section-header></section-header>	Police powers, policies and procedures	or damage	Access and/or disclosure of information	<section-header></section-header>	behaviour		behaviours		Other	Total
Arrest		7									7
Call Handling	1	4				2		10		1	18
Coronavirus – other	3	1				1		13		1	19
Coronavirus – police powers on restricti	2										2
Custody								1		1	2
Investigation	2										2
None	10	3	2		1	1		40	2	19	78
Premises search		1									1
Stop and/or search		2				1		1		1	5

Notes

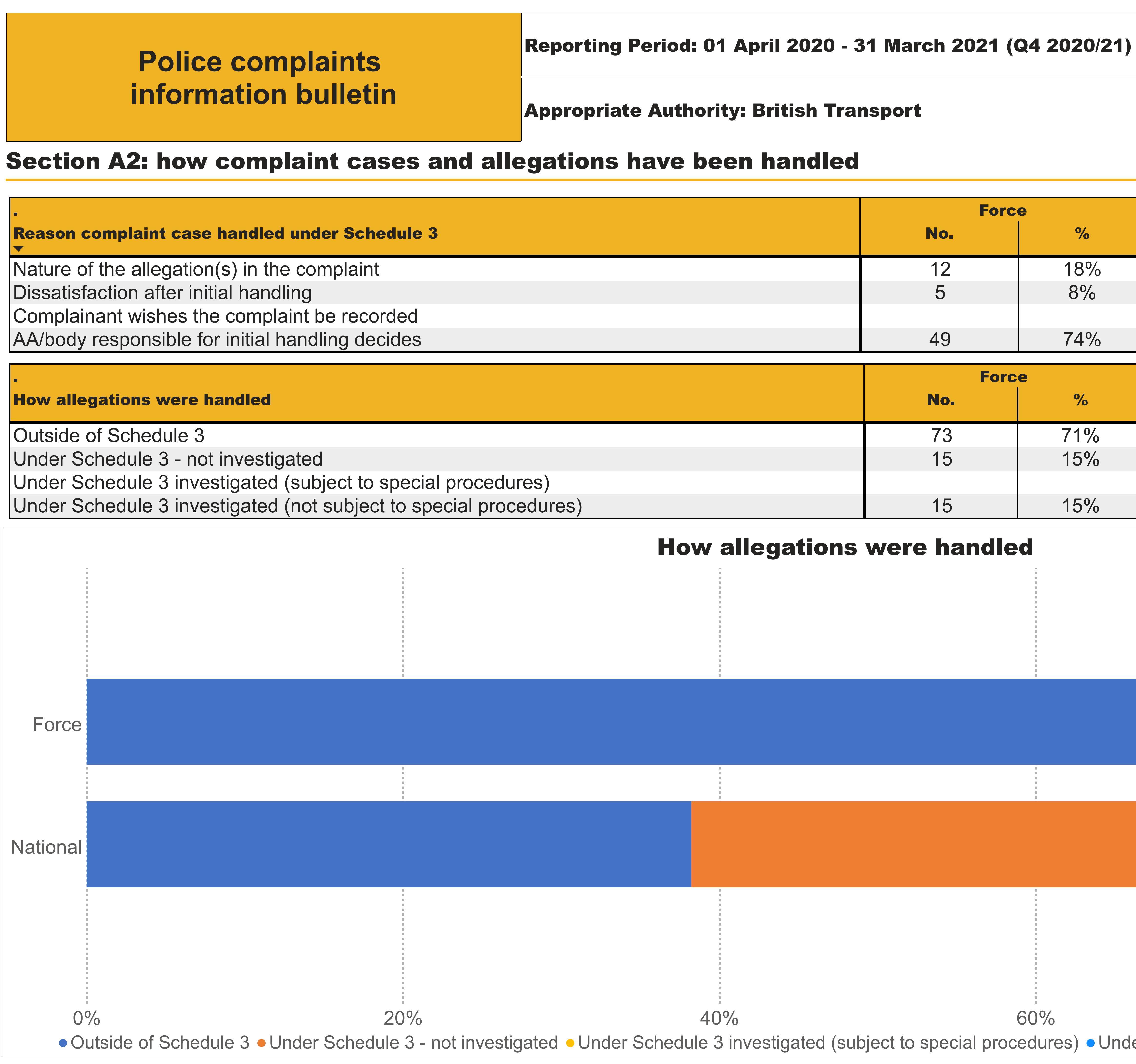
This section presents information that shows what people are complaining about using a combination of allegation categories and factors. Categories capture the root of the dissatisfaction expressed in a complaint. The combination of categories and factors provides a richer picture of what people are 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 <u>Guidance on capturing data about police complaints</u> for definitions of categories and factors.

Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)





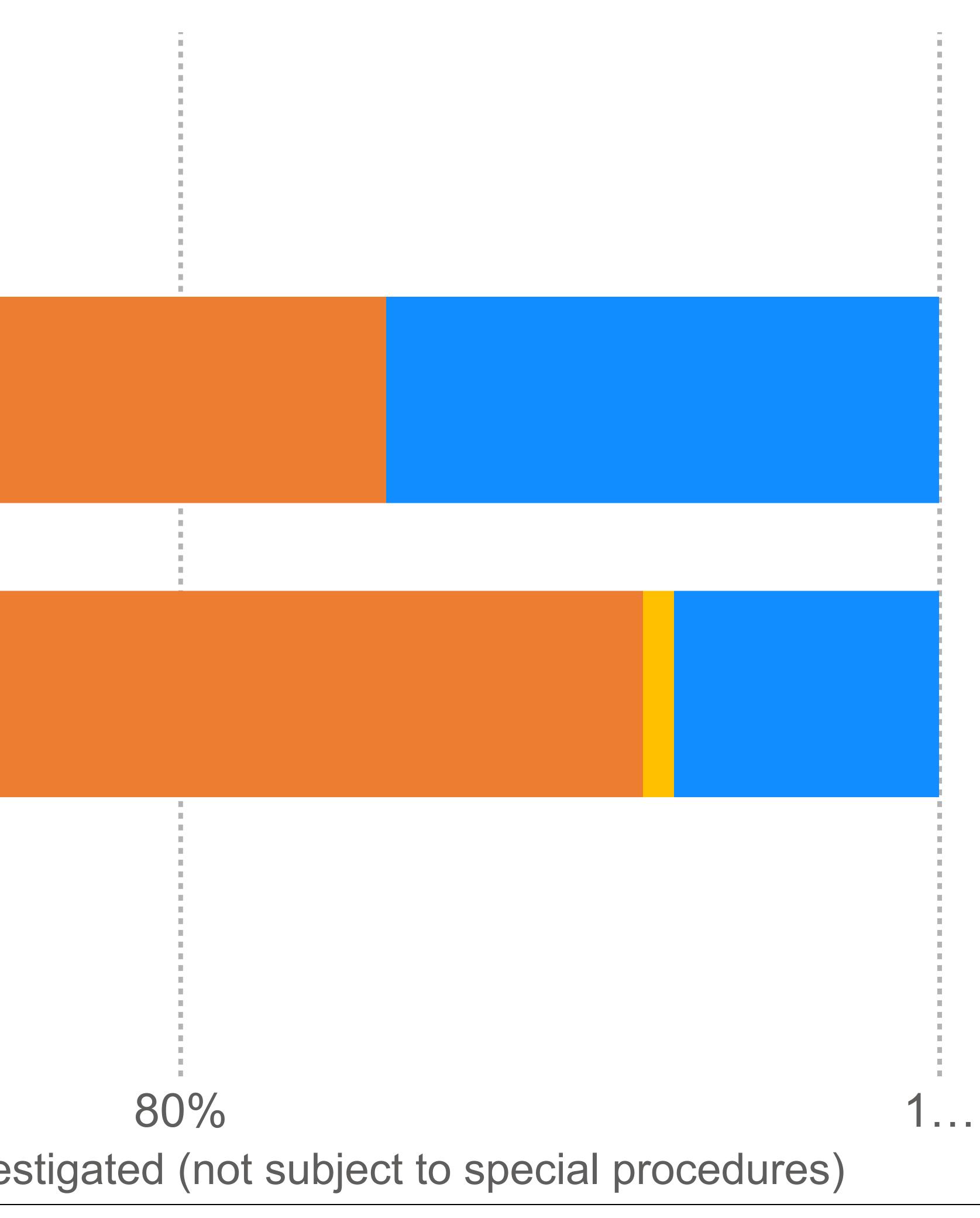
Notes

This section presents the number of complaint cases handled under Schedule 3 of the PRA 2002 and the reasons why. A breakdown of how allegations were handled, including whether they were investigated under Schedule 3 or otherwise than by investigation (not investigated) is also given.

Please note that figures presented in the second table may be under-representing the number of allegations finalised under Schedule 3 and investigated (not suject to special procedures), instead grouping some of these allegations as finalised under Schedule 3 and not investigated. This is because police forces were not able to consistently and accurately collect this data on their systems until the implementation of an upgrade from November 2020.

Force MSF Average National No. % No. % 12 18% 5,811 16% 5 8% 2,889 8% 5 8% 12,440 34% 49 74% 15,225 42% Force MSF Average National % No. % No. % 73 71% 32,012 38% 15 15% 45,205 54% 15 15% 688 1% 15 15% 5,845 7%	
5 8% 2,889 8% 49 74% 12,440 34% MSF Average National No. % No. % 15 71% 32,012 38% 15 15% 45,205 54% 15 15% 688 1% 15 15% 5,845 7%	
49 74% 12,440 34% 49 74% MSF Average National No. % No. % 73 71% 32,012 38% 15 15% 45,205 54% 15 15% 5,845 7%	
49 74% 12,440 34% 49 74% 15,225 42% Force MSF Average National No. % No. % 73 71% 32,012 38% 15 15% 45,205 54% 15 15% 5,845 7%	
Force MSF Average National No. % No. % 73 71% 32,012 38% 15 15% 45,205 54% 15 15% 688 1% 15 15% 54% 5,845 7%	
No. % No. % 73 71% 32,012 38% 15 15% 45,205 54% 15 15% 688 1% 15 15% 7% 688 1%	
No. % No. % 73 71% 32,012 38% 15 15% 45,205 54% 15 15% 688 1% 15 15% 7% 688 1%	
15 15% 45,205 54% 15 15% 688 1% 15 15% 5,845 7%	
15 15% 688 1%	
15 15% 7%	
s were handled	
60%	1
ubject to special procedures) Under Schedule 3 investigated (not subject to special procedures 	

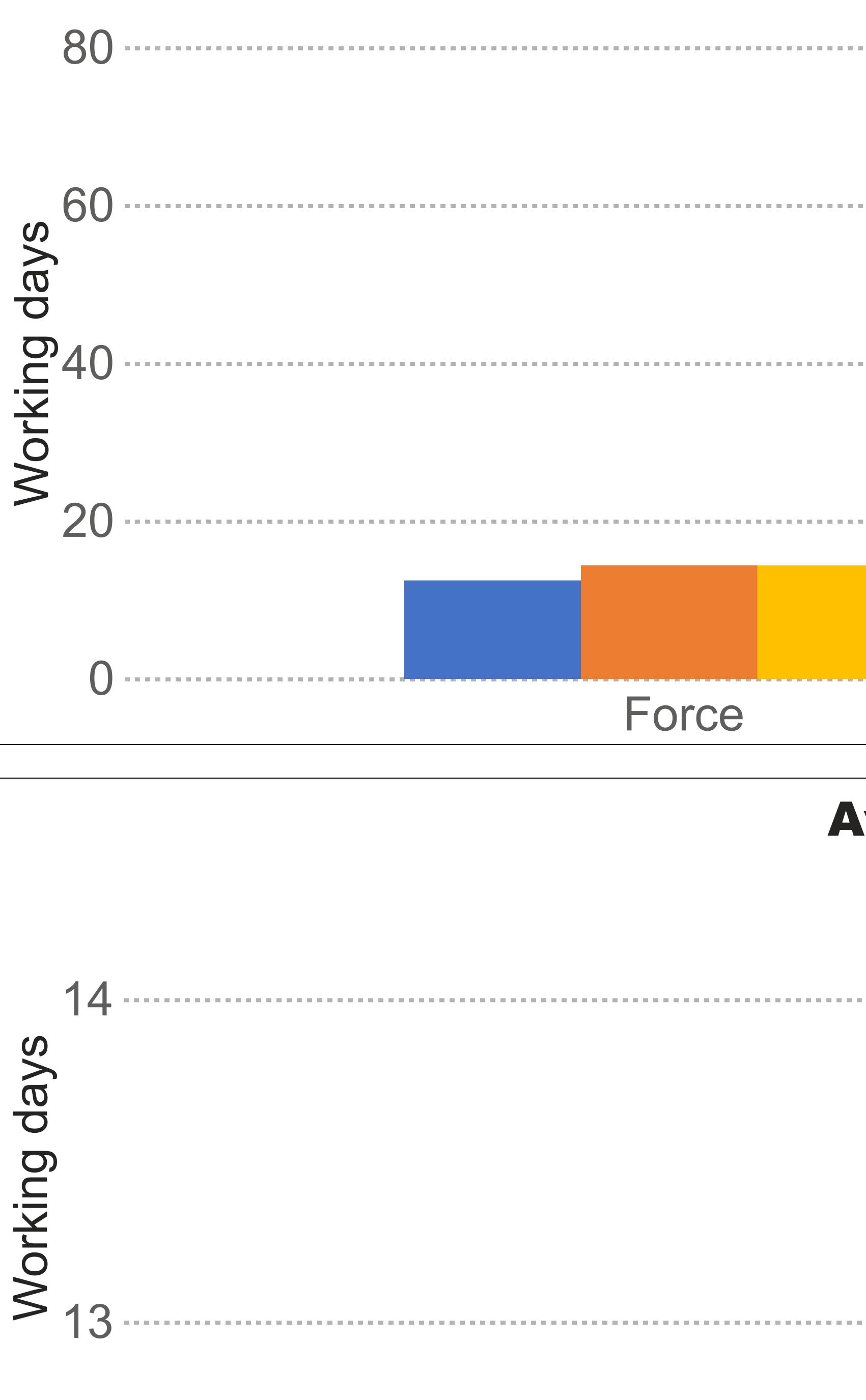




Section A3.1: complaint cases finalised - timeliness

Average number of working days to finalise complaint cases

Outside of Schedule 3 Under Schedule 3 (inc suspension) Under Schedule 3 (not inc suspension)



Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: British Transport

0	Force	MSF Average	National
	12		25
	14		73
	14		72

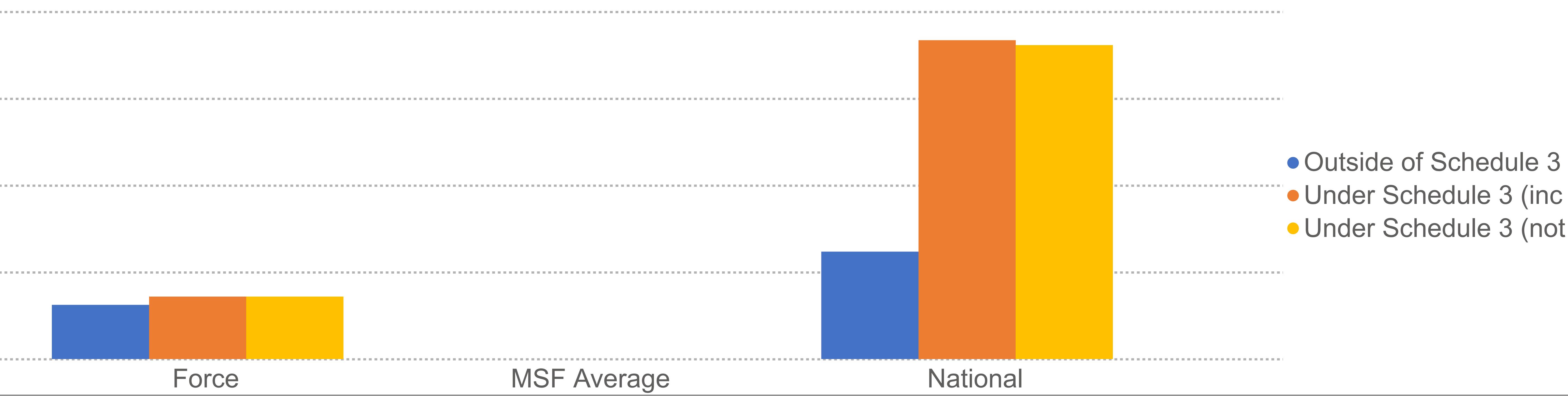
Average number of working days to finalise complaint cases

	MSF Average	
	MSF Average	
verage num		to
verage num	MSF Average ber of working days	to
verage num		
verage num		
verage num		

Notes

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 outside of Schedule 3 and those that are being handled under Schedule 3 from the date the complaint was made.

Complaint cases 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



finalise complaint cases by quarter



- MSF: Under Schedule 3 (inc suspension) MSF: Under Schedule 3 (not inc suspension).
- Force: Outside of Schedule 3
- Force: Under Schedule 3 (inc suspension) Force: Under Schedule 3 (not inc suspension)

 Under Schedule 3 (inc suspension) Under Schedule 3 (not inc suspension)



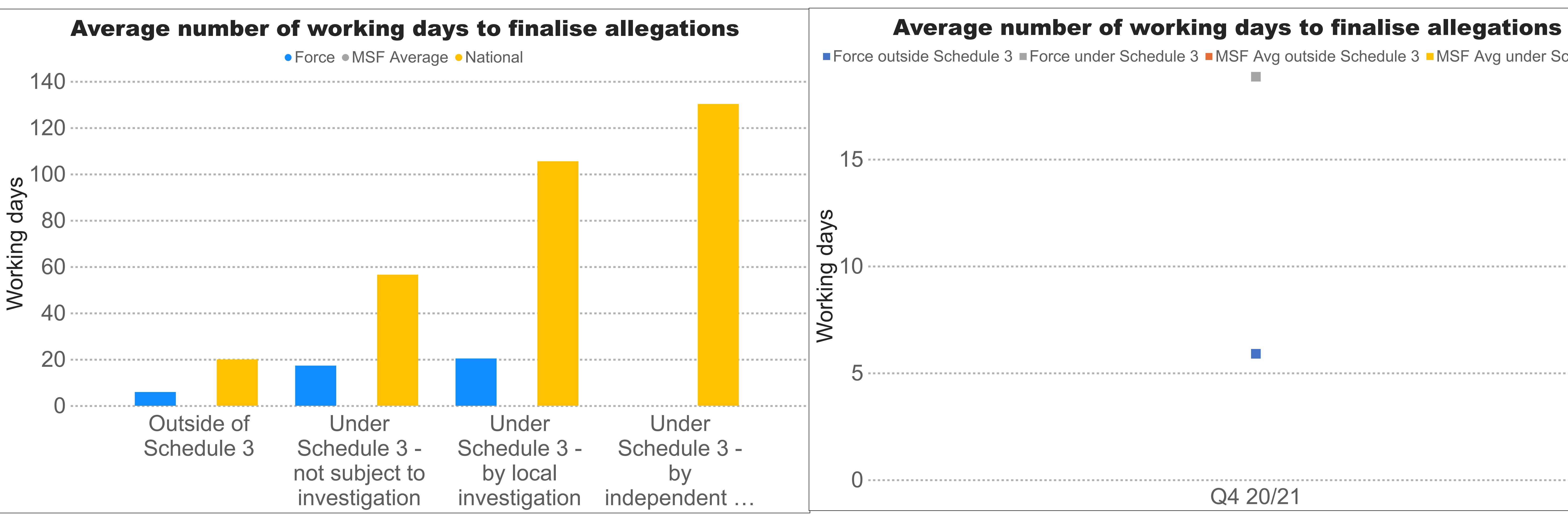
Section A3.2: allegations finalised - how they have been handled and timeliness

How allegations were handled

Outside of Schedule 3 Under Schedule 3 - not subject to investig Under Schedule 3 - by local investigation Under Schedule 3 - by independent inves

Average number of working days to fina allegations

Outside of Schedule 3 Under Schedule 3 - not subject to investig Under Schedule 3 - by local investigation Under Schedule 3 - by independent investion



Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: British Transport

	Fo	rce	MSF A	verage	Nati	onal
	No.	%	No.	%	No.	%
	73	71%			32,012	38%
tigation	15	15%			45,205	54%
n	15	15%			6,496	8%
estigation					37	0%

nalise	Force	MSF Average	National
	6		20
igation	17		57
ן	20		106
stigation			130

Notes

This section shows the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled outside Schedule 3 and those that were handled under Schedule 3, which were either investigated or handled other than by investigation. Timeliness is calculated from the date the allegation was received by the force.

At present, allegations finalised by directed investigations are being included under 'local investigation'. The IOPC is working with force IT suppliers to ensue that reporting on this is possible in the future.

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.



F/	٩vg	out	tsid	e S	Sch	edu	le	3	ISF	A	/g เ	und	er	Sc	he	du	le	3
	\cap																	

Section A4.1: allegation decisions - by how they were handled

How allegations were handled Outside of Schedule 3 Under Schedule 3 - not investigated

Under Schedule 3 investigated (subject to special procedures) Under Schedule 3 investigated (not subject to special procedures)

Total

How allegations were handled	Outside of Schedule 3				investigated				Under Schedule 3 investigated (subject to special procedures)				investigated (not subject to special procedures)			
Allegation decision	Force			Nat. No.				Nat. No.				Nat. No.				Nat. No.
	%	No.	%		%	No.	%		%	No.	%		%	No.	%	
No further action					47 %	7	14 %	6,252			1 %	10	40 %	6	10 %	572
Regulation 41 applies							0 %	55			0 %	2			0 %	27
Service provided - unable to determine							4 %	1,906			1 %	4			3 %	147
Service provided - not acceptable							11 %	5,153			1 %	10			10 %	561
Service provided - acceptable			0 %	8	40 %	6	66 %	29,644			14 %	99	40 %	6	73 %	4,279
Not Resolved	4 %	3	6 %	1,955												
Resolved	96 %	70	94 %	30,048												
No Case to Answer											59 %	403				
Case to Answer											20 %	136				
Withdrawal					13 %	2	5 %	2,191			3 %	24	20 %	3	4 %	259
Total	71 %	73	38 %	32,011	15 %	15	54 %	45,201			1 %	688	15 %	15	7 %	5,845

Notes

This section presents information about the decisions being given on allegations. An allegation decision is logged for each allegation finalised. The allegation decision reflects how the complaint case has been handled, with 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 note that figures presented may be under-representing the number of allegations finalised under Schedule 3 and investigated (not suject to special procedures), instead grouping some of these allegations as finalised under Schedule 3 and not investigated. This is because police forces were not able to consistantly and accurately collect this data on their systems until the implementation of an

upgrade from November 2020.

Please refer to our <u>Guidance on capturing data about police complaints</u> for details of allegation decisions.

Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Force %	Force No.	National %	National No.
71 %	73	38 %	32,011
15 %	15	54 %	45,201
		1 %	688
15 %	15	7 %	5,845
100 %	103	100 %	83,745



Section A4.2: allegation decisions – by what was complained about (category)

		Allegation category										
Allegation decisions	<section-header></section-header>	Police powers, policies and procedures	or damage	<section-header></section-header>		behaviour		behaviours			Other	Total
No further action	7	1				1					4	13
Service provided - acceptable	1	1	2			1		4	2		1	12
Not Resolved								1			2	3
Resolved	9	5			1	1		44			10	70
Withdrawal	1	2						1			1	5

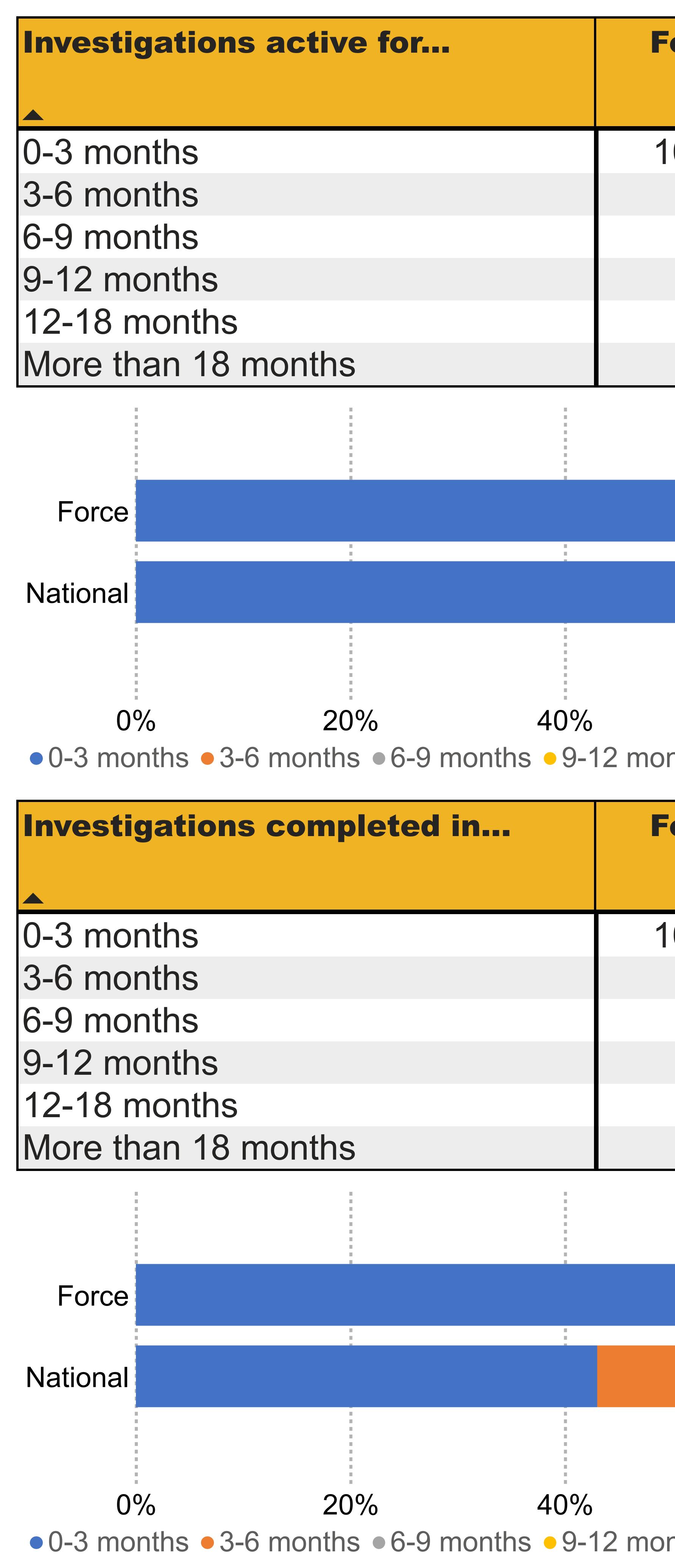
Notes

This section presents information about allegations finalised grouped by the allegation and the category selected on each allegation. Each allegation has a single category selected.

Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

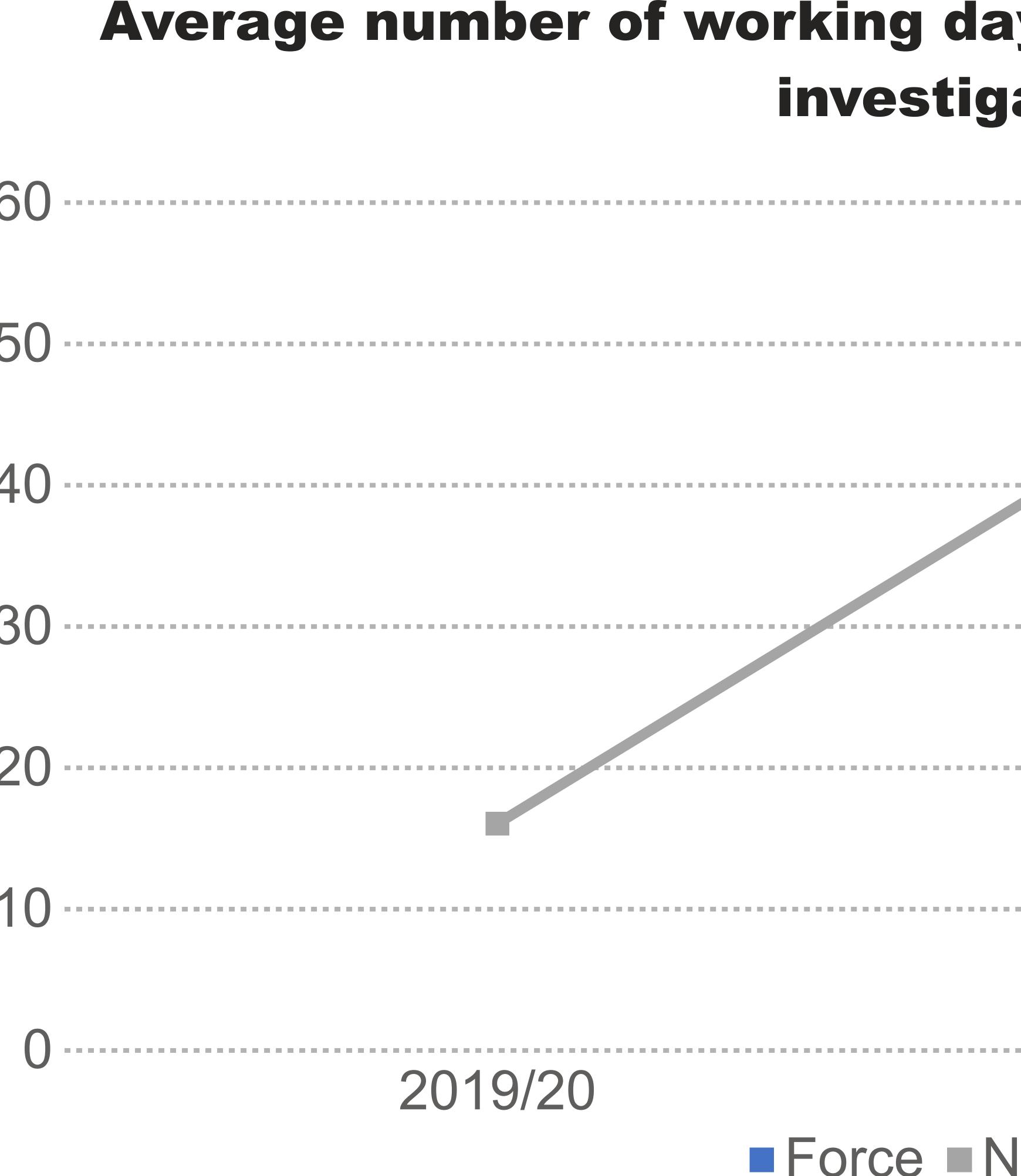


Section B1: investigations (all investigation types) - timeliness



Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

MSF	National	Allegations finalised by investig	jation (all type	s) - timelines
verage			Year allegati	ion finalised
	53% 23%	Average number of working days	2019/20	2020/21
	2070 17%	Force		19
	8%	National	16	63
		Average number of working da investig		egations by
		60		
		50		
		S 10		
Ο	<u> </u>	<u></u> a 40		
	ore than 18 months	- D - D - D - D - D - D - D - D - D - D		
nths • Mo MSF	ore than 18 months National	Vorking d 30		
s • Mo	ore than 18 months National	Norking 4 20		
onths • Mo MSF	ore than 18 months National 43%	^p Solving 30 20 10		
nths • Mo MSF	ore than 18 months National	0 30 20 10		
s • Mc SF	ore than 18 months National 43% 37%	0		
8 months • Mo	ore than 18 months National 43% 37%	0		
nonths • Mo MSF	ore than 18 months National 43% 37%	0 2019/20 Force = N		
nonths • Mo	ore than 18 months National 43% 37%	0	Vational	2020/21
nonths • Mo	ore than 18 months National 43% 37%	0 2019/20 Force IN Notes This section presents information about complain investigated. It covers complaint cases investigated	National Ints handled under Sche ted by both the force a	2020/21 edule 3 that are nd the IOPC.
s months • Mo MSF	ore than 18 months National 43% 37%	0 2019/20 Force = N <u>Notes</u> This section presents information about complain	National Ints handled under Sche ted by both the force a een open (active) at the	2020/21 edule 3 that are nd the IOPC. e end of the period



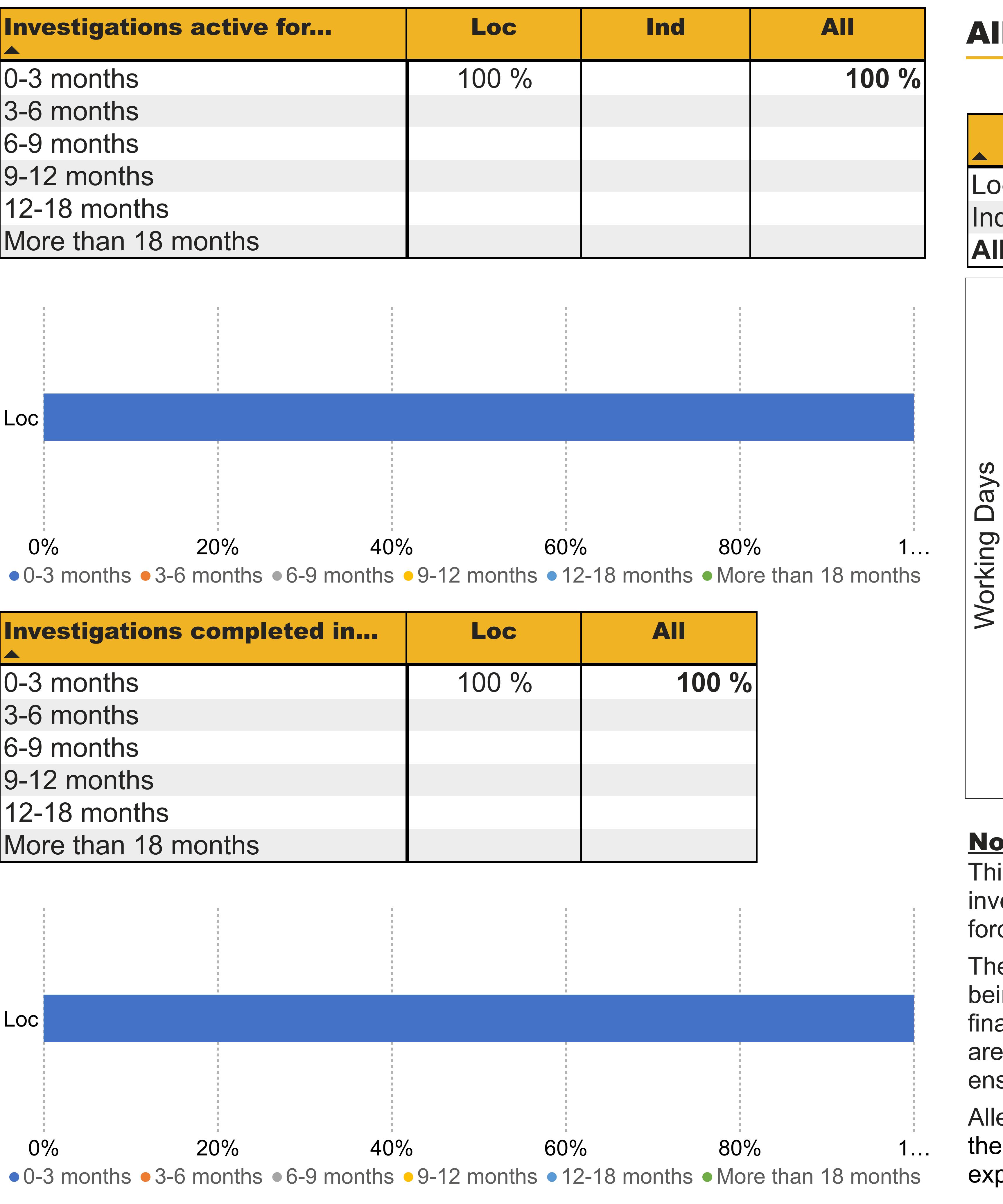


s to finalise allegations by
tion
2020/21
tional

Section B2: investigations (by type of investigation) - timeliness

Investigat	ions active for		_0
0-3 months	S	1()(
3-6 months	S		
6-9 months	S		
9-12 mont	hS		
12-18 mon	ths		
More than	18 months		
Loc			
0%	20%	40%	

Investigations completed in	Lc
0-3 months	100
3-6 months	
6-9 months	
9-12 months	
12-18 months	
More than 18 months	



Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: British Transport

Allegations finalised by investigation - timeliness

Average number of working days	
ocal	
dependent	

Average number of working days to finalise allegations by type of investigation

140	
120	
100	
80	
60	
40	
20	
0	20

Notes

This section presents information about complaint cases handled under Schedule 3 that are investigated, by the type of investigation. It covers complaint cases investigated by both the force and the IOPC.

The data shows how long investigations have been open (active) at the end of the period being reported. Also, the time it takes for allegations that have been investigated to be finalised by the type of investigation. At present, allegations finalised by directed invetigations are being included under 'local investigation'. The IOPC is working with force IT suppliers to ensure that reporting on this is possible in the future. Allegations with 'invalid dates' have been removed from finalised timeliness. Please refer to the performance framework counting rules and calculations on the **IOPC** website for an explanation of invalid dates.



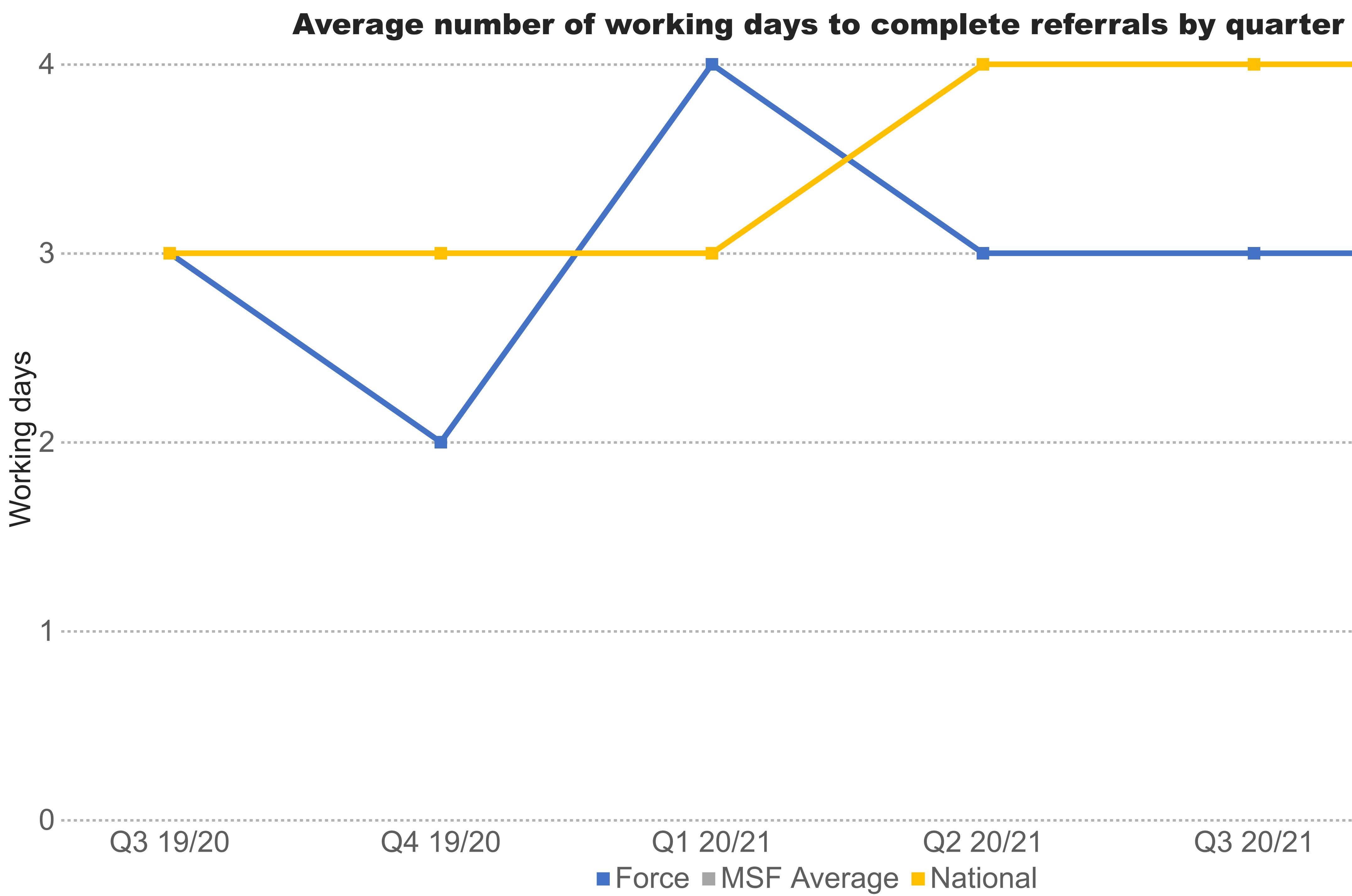
Year allegation finalised

2020/21	
19	
19	

			 	 	 ••••	 												
			 	 	 	 	 	 	 	 	 	 	 	 	 	 	 	 -
			 	 	 	 	 	 	 	 	 	 	 	 	 	 	 	 -
			 	 	 	 	 	 	 	 	 	 	 	 	 	 	 	 -
			 	 	 	 	 	 	 	 	 	 	 	 	 	 	 	 -
2(al)/2	21	 		 	 	 	 	 	 	 		 	 	 		 	

Section C: referrals

Number referrals received Number referrals completed Decision: Independent Investigation **Decision: Directed Investigation** Decision: Local Investigation Decision: Return to Force Decision: Invalid



Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: British Transport

Force	Force %	MSF Average	MSF Average %	National	National %
79				4,542	
80				4,546	
4	5%			577	13%
0	0%			47	1%
53	66%			2,712	60%
20	25%			1,153	25%
0	0%			28	1%

 $\Omega_3 20/21$

Q4 20/21



Notes

.

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

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

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

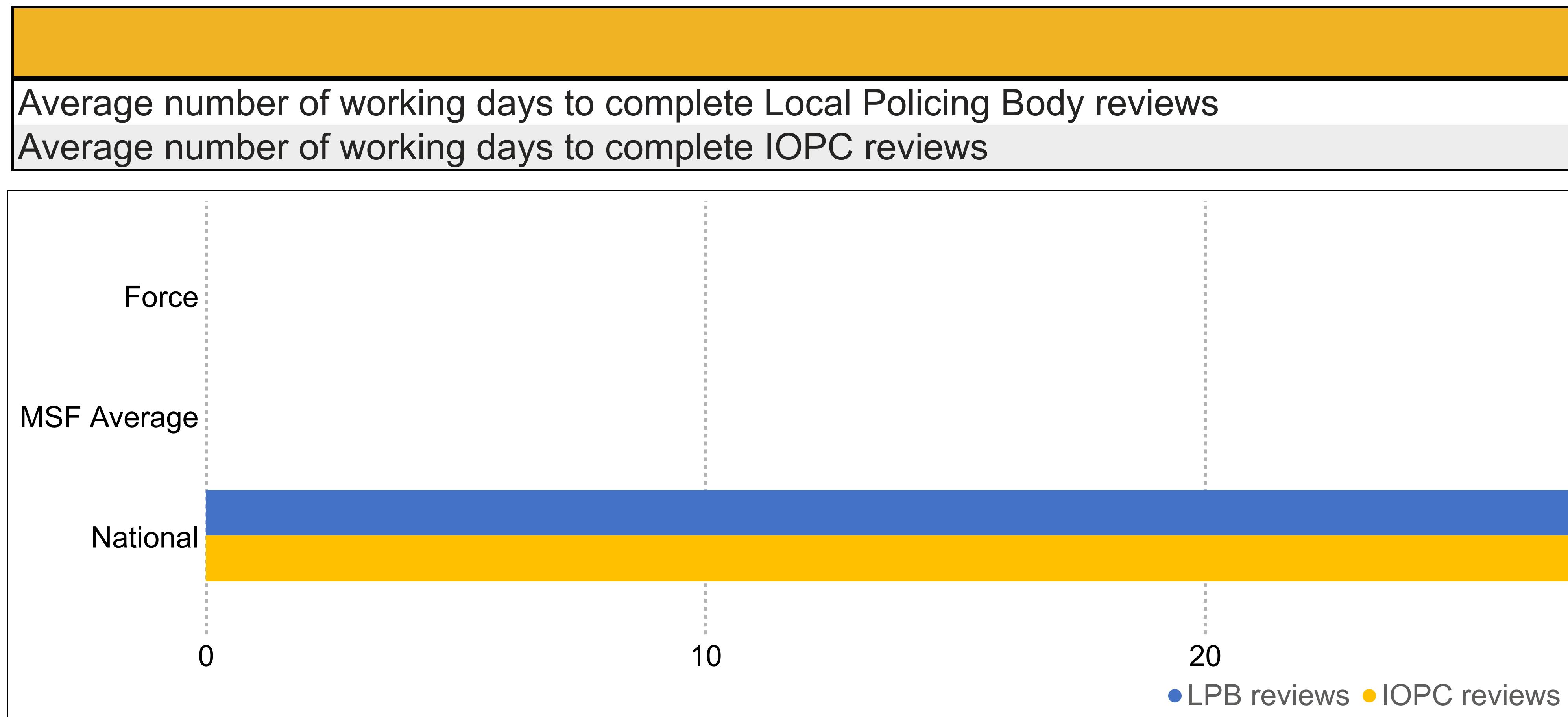
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC's remit to assess and will be determined invalid.

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

Section D1: reviews received

	Complaint cases finalised under Schedule 3	<section-header></section-header>	Reviews received as proportion of complaint cases finalised under Schedule 3		Number LPB reviews received - non-investigation		Number IOPC reviews received - non-investigation
Force	17	0	0%	0	0	0	0
MSF Average							
National	23,243	5,371	23%	1,156	3,246	478	491

Section D2: reviews timeliness



Notes

Where a complaint has been recorded under Schedule 3 to the Police Reform Act 2002, the complainant has a right to apply for a review. A person can apply for review if they are unhappy with the way their complaint was handled, or with the outcome. This applies whether the complaint has been investigated by the appropriate authority or handled otherwise than by investigation (non-investigation). The application for a review will be considered either by the local policing body or the IOPC; the relevant review body depends on the circumstances of the complaint.

This section presents information about applications for review handled by both local policing bodies and the IOPC. Information about the right of review and who is the relevant review body is available in chapter 18 of the IOPC's Statutory Guidance on the police complaints system (February 2020). Reviews with 'invalid dates' have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

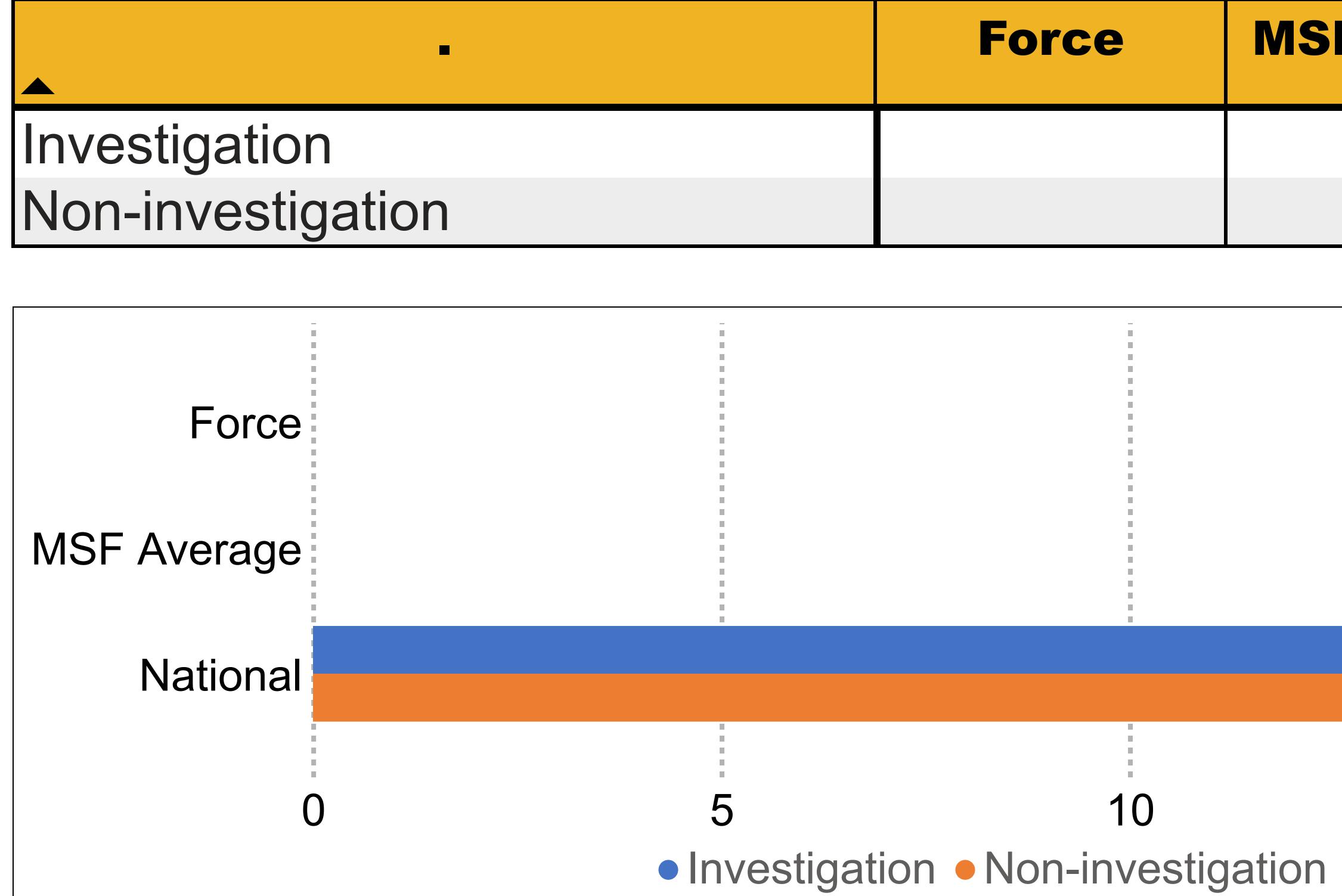
Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Force	MSF Average	National
		36
0		47
30		



Section D3: decisions on reviews

% IOPC reviews found complaint case outcome not reasonable and proportionate % LPB reviews found complaint case outcome not reasonable and proportionate



% LPB reviews resulting in...

	Force	MSF Average	National		Force	MSF Average	National
Recommendation made				Recommendation made	0		0
				Direction	0		23
				Extra work commissioned	0		

Notes

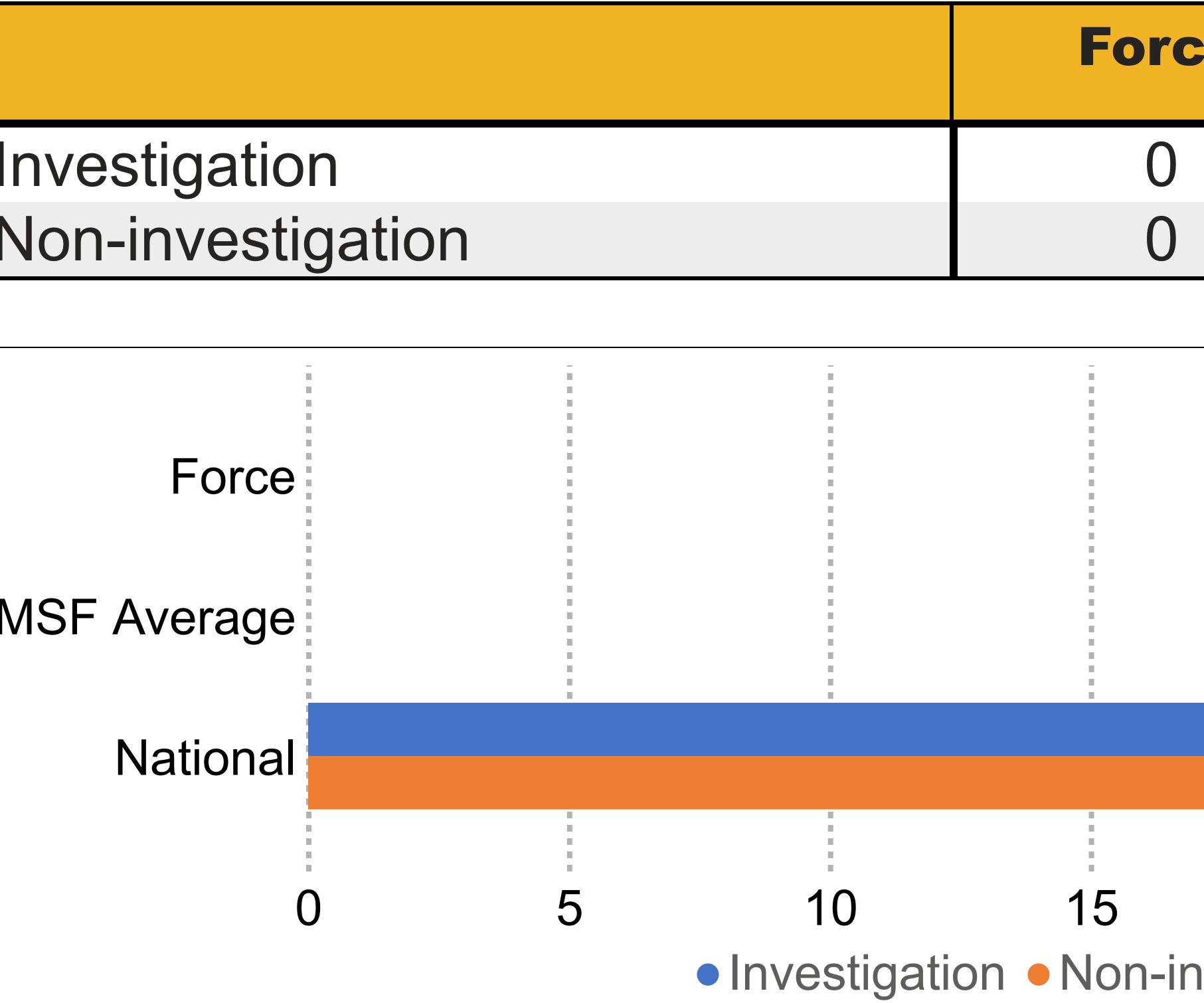
This section presents information about the decisions made on reviews by local policing bodies and the IOPC. It includes the proportion of reviews where the relevant review body found the outcome of the complaint was not reasonable and proportionate and those that resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police.

The percentage of reviews the relevant review body determines to be not reasonable and proportionate excludes any reviews that were deemed invalid. Invalid reviews may, for example, include applications that were made outside of the 28 day period to submit an application. Where the IOPC does not have enough information to decide on a review of a police force investigation, they are able to request that the force undertakes further work to gather additional evidential material. This is known as commissioning further work. The proportion of reviews completed where additional work was commissioned are shown in this

section.

Appropriate Authority: British Transport

brce	MSF Average	National	
		18	Ir
		14	
] [
10	15	20	



% IOPC reviews resulting in...



Ce	MSF Average	Nati	onal
		3	2
		3	2
20	25	30	35
nvestigati	on		

Section E1.1: allegation actions - on complaint cases handled outside of Schedule 3

Actions following outside of Schedule 3 complaint cases

Learning from Reflection No further action Explanation Debrief Apology Goodwill gesture Policy review Individual learning Organisational learning

Notes

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.

Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Forc	e	MSF Av	erage	Nat	ional
No.	%	No.	%	No.	%
				205	1%
47	64%			8793	31%
17	23%			11617	41%
				470	2%
				2000	7%
				144	1%
				54	0%
				722	3%
1	1%			235	1%



Actions following Schedule 3 complaint cases

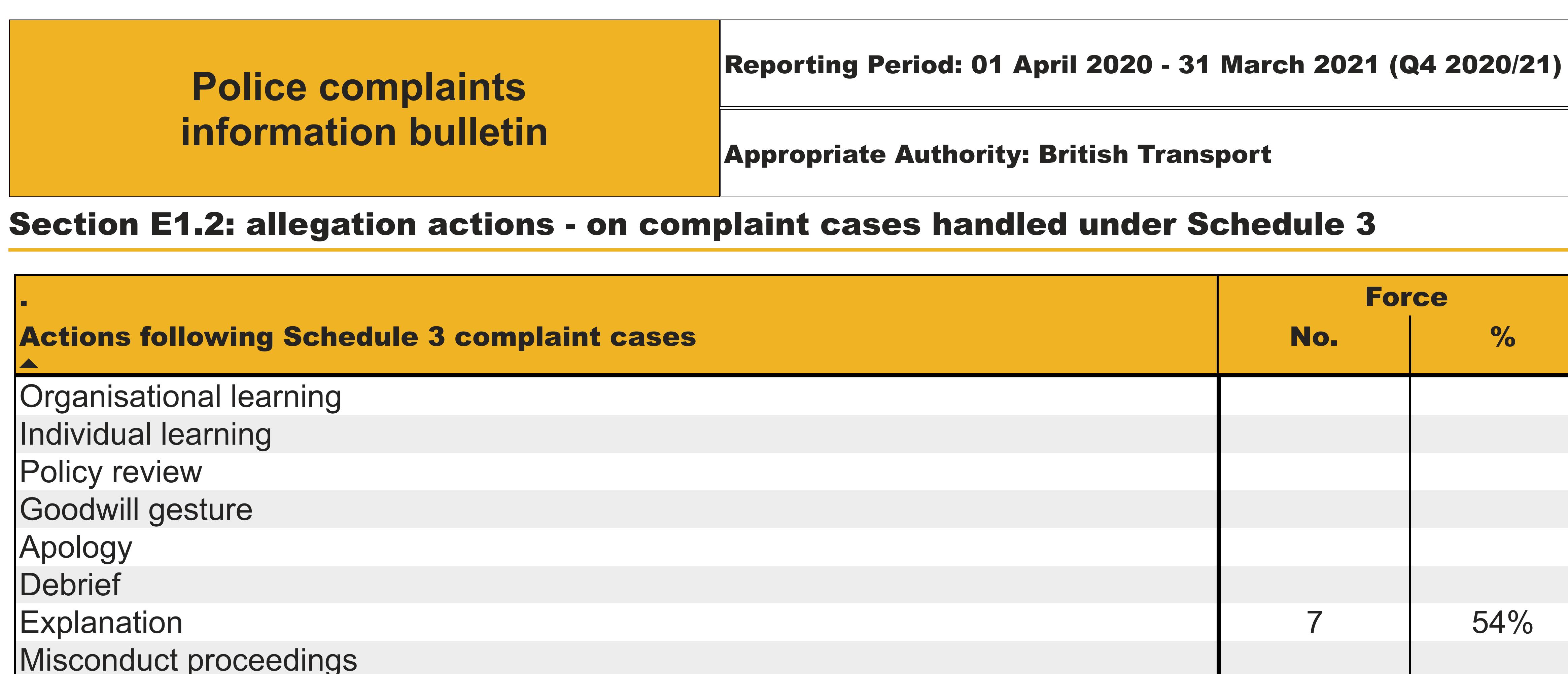
Organisational learning Individual learning Policy review Goodwill gesture Apology Debrief Explanation Misconduct proceedings Unsatisfactory Performance Procedure (UPP) No further action Other action Other actions following a case to answer decision Referral to RPRP

Notes

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.



For	Ce	MSF Av	erage	Nat	ional
No.	%	No.	%	No.	%
				456	2%
				1218	5%
				48	0%
				21	0%
				890	4%
				183	1%
7	54%			5602	24%
				18	0%
				6	0%
5	38%			13279	57%
1	8%			341	1%
				7	0%
				815	4%

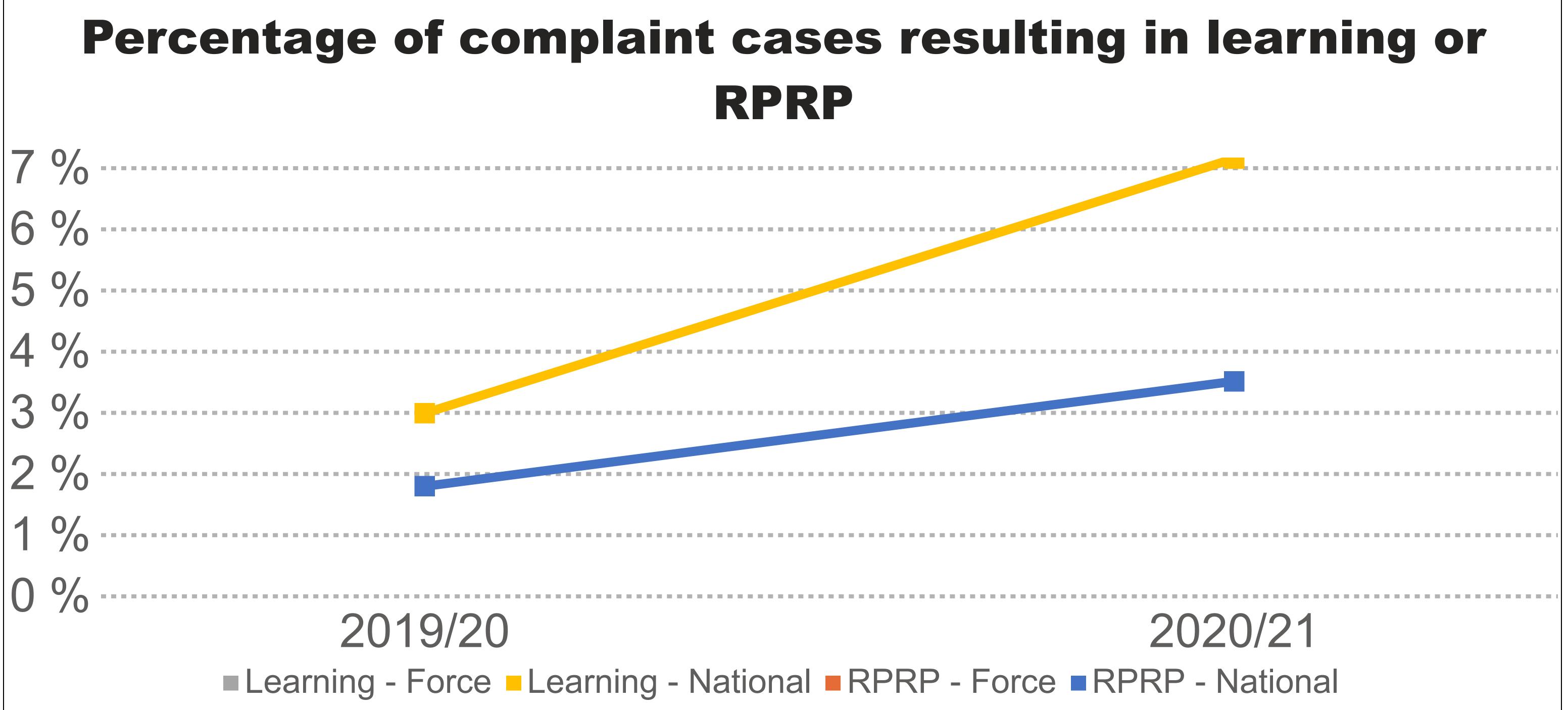


Section E2: focus on RPRP, UPP, misconduct and criminal outcomes (for complaint cases handled under Schedule 3)

RPRP and learning

Number of complaint cases resulting	j i
below actions	
Learning	
National	
National	

Percentage of complaint cases resulting in	2019/20	2020/21
below actions ▲		
Elearning		
National	3%	7%
E RPRP		
National	2%	4%



Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: British Transport

n	2019/20	2020/21				
	10	1661				
	6	815				

	Force		MSF Average		National	
Percentage of complaint cases	No.	%	No.	%	No.	%
resulting in below actions						
UPP					6	0%
Misconduct hearing					3	0%
Misconduct meeting					15	0%
RPRP					815	4%

Т	ł	ן	i
re	2		
A		2	t
a	p		K

is section focusses on what happened as a result of the complaint case (action) in lation to RPRP, UPP, and a case to answer for misconduct. ctions are captured at allegation level and multiple actions can be selected, where propriate, on a 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%. More than one UPP, RPRP, misconduct meeting and misconduct hearing can result from a single allegation, therefore the numbers shown do not represent the number of these processes which occurred in the period.

RPRP, UPP, misconduct and criminal

Notes



Notes

Data sources

- Complaint cases data is taken from XML data submissions made by forces to the IOPC every quarter. - IOPC performance data 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 the Home Office. 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.

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 <u>IOPC website</u>. - 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 <u>IOPC website</u>.

- 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 <u>capturing data about police complaints.</u>

- 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 <u>complaints system (February 2020)</u>.



Acronyms used in this bulletin

Force – year to date force numbers

- **IOPC** Independent Office for Police Conduct
- **Inc.** including
- Ind independent investigation
- Loc local investigation
- LPB local policing body
- **MSF** most similar force
- Nat. National
- No. number
- **PRA** the Police Reform Act 2002
- **RPRP** reflective practice review process
- **UPP** unsatisfactory performance procedure



