Most Similar Force (MSF) Group:

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 for (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

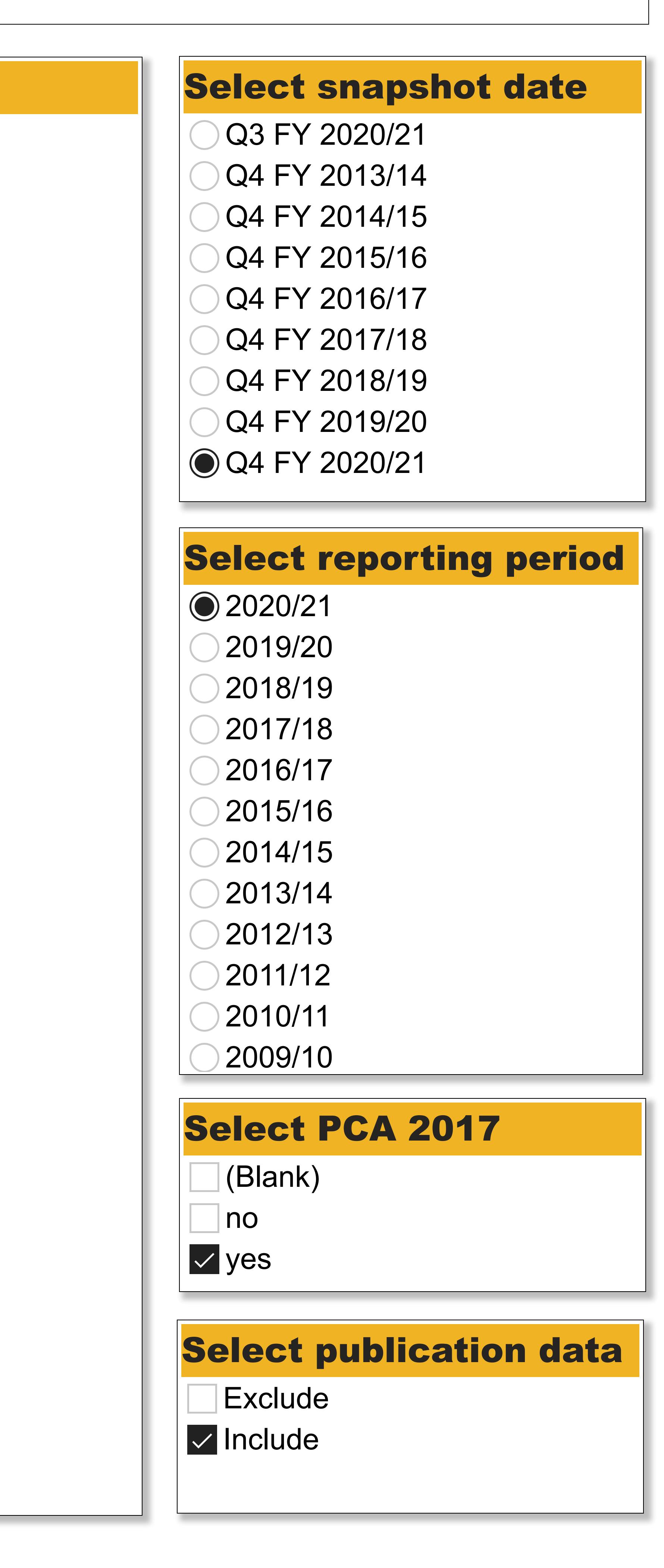
Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: Cumbria

Cumbria, Lincolnshire, Norfolk, North Wales

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

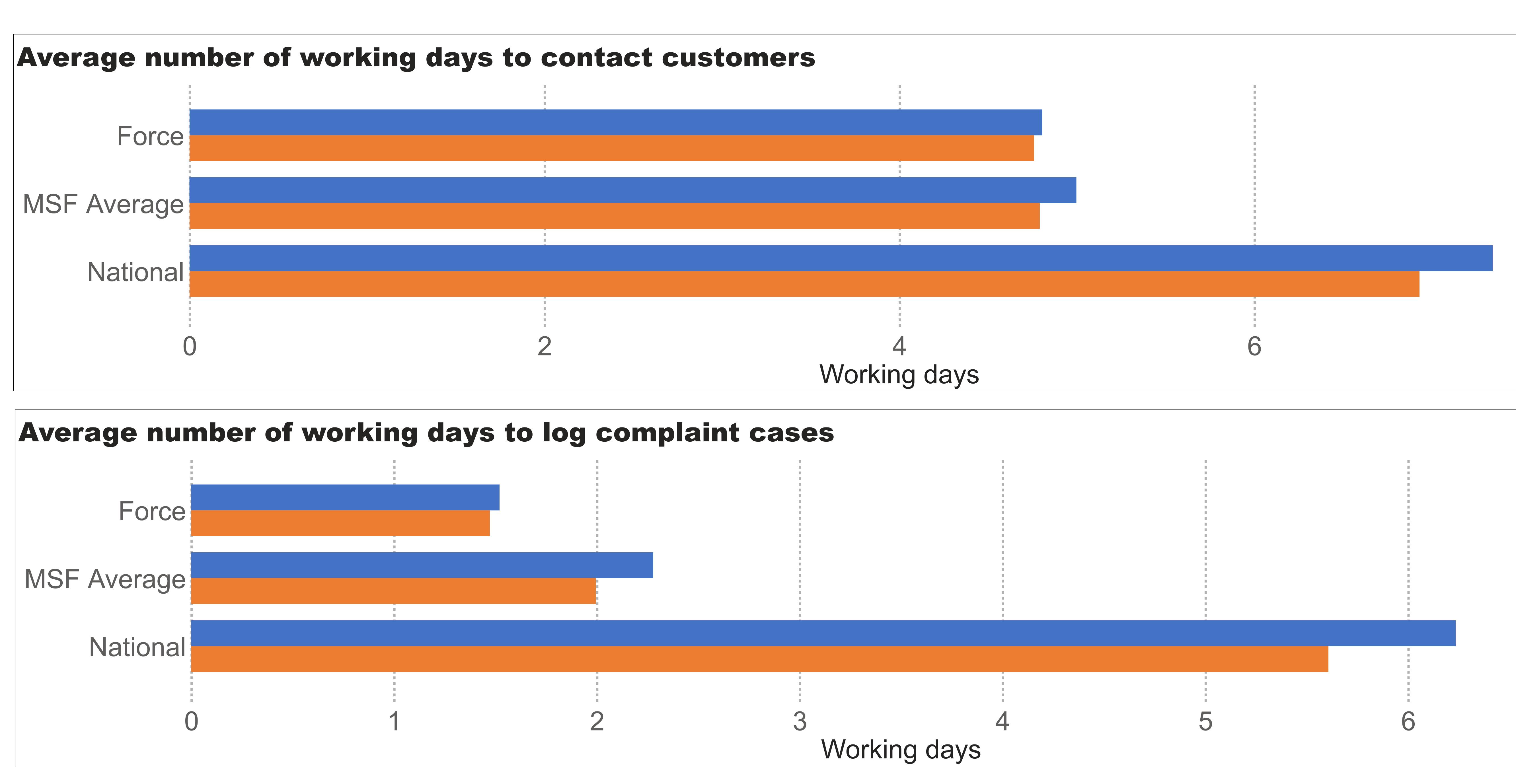




Section A1.1: complaint cases and allegations logged – timeliness and per 1,000 employees

	To contact cu	ustomers	To log compla	int cases
Average number of working days		Customer perspective	Initial handling performance	Customer perspective
Force	5	5	1	2
MSF Average	5	5	2	2
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: Cumbria

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

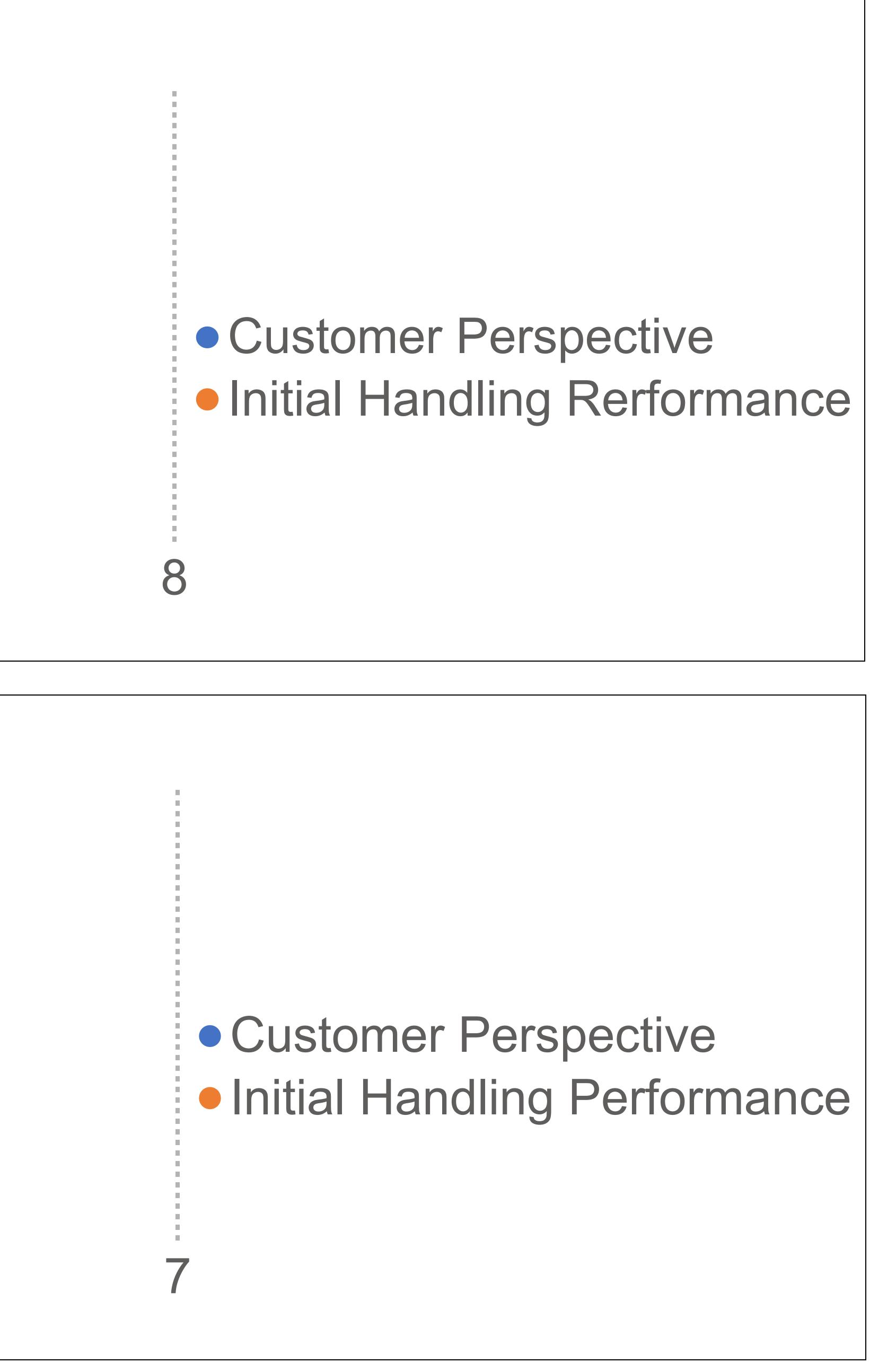
Notes

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.

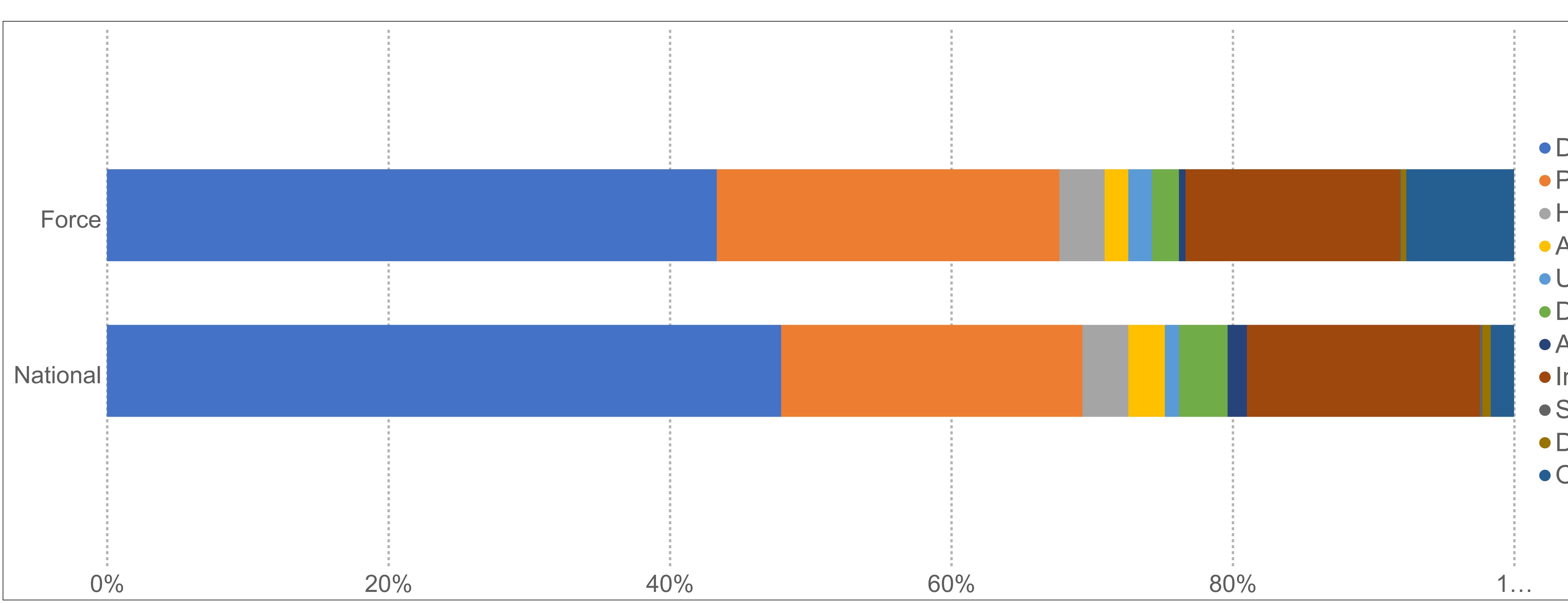


	Force	MSF Average	National		
	637	537	467		
yees	445	353	290		



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>	Discriminatory behaviour	<section-header><section-header></section-header></section-header>	Individual behaviours	<section-header></section-header>	Discreditable conduct	Other	Total
	Force	566	318	42	22	22	25	6	199	1	5	100	1,306
Number	MSF Average	556	274	36	46	16	24	37	225	2	8	34	1,258
	National	52,300	23,368	3,553	2,845	1,104	3,764	1,490	18,073	199	648	1,807	109,151
	Force	43%	24%	3%	2%	2%	2%	0%	15%	0%	0%	8%	
Percentage	MSF Average	44%	22%	3%	4%	1%	2%	3%	18%	0%	1%	3%	
	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: Cumbria



 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 -

Category	- Sub
Delivery of duties and service	Tota Poli Dec Ger Info
Police powers, policies and procedur	res Tota Stop Sea Pow Dete Bail Use Evic Out Oth
Handling of or damage to property/ premises	Tota Han
Individual behaviours	Deli Tota Unp Lac Ove Imp
Other	Oth Tota Oth

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

Appropriate Authority: Cumbria

ca	tegory	

- ice action following contact
- cisions
- neral level of service
- ormation

- ps, and stop and search arches of premises and seizure of property ver to arrest and detain tention in police custody
- identification and interview procedures of force
- dential procedures
- of court disposals
- ner policies and procedures

- ndling of or damage to property/ premises
- livery of duties and service

- professional attitude and disrespect
- ck of fairness and impartiality
- erbearing or harassing behaviours
- oolite language / tone
- olite and intolerant actions

ner neglect or failure in duty

- top	five all	egation	catego	ories and	
Ford	ce	MSF Av	Nat		
No.	%	No.	%	No.	
566	43 %	556	44 %	52,300	
217	38 %	347	63 %	23,155	
193	34 %	98	18 %	7,524	
66	12 %	42	7 %	16,612	
90	16 %	69	12 %	5,006	
				3	
318	24 %	274	22 %	23,368	
34	11 %	20	7 %	2,275	
78	25 %	42	15 %	3,168	
44	14 %	38	14 %	3,407	
30	9 %	45	17 %	3,176	
10	3 %	13	5 %	702	
65	20 %	79	29 %	6,752	
11	3 %	9	3 %	1,212	
5	2 %	4	1 %	311	
41	13 %	25	9 %	2,362	
				3	
42	3 %	36	3 %	3,553	
42	100 %	36	100 %	3,541	
				11	
				1	
199	15 %	225	18 %	18,073	
47	24 %	45	20 %	4,687	
37	19 %	54	24 %	2,954	
49	25 %	48	20 %	3,419	
62	31 %	67	29 %	4,645	
4	2 %	12	6 %	2,367	
				1	
100	8 %	34	3 %	1,807	
100	100 %	34	100 %	1,804	
				3	



nd their subcategories

	onal
	%
	48 %
	44 %
I	14 %
	32 %
	10 %
	0 %
	21 %
	10 %
	14 %
	15 %
	14 %
	3 %
	29 %
	5 %
1	1 %
	10 %
1	0 %
	3 %
1	100 %
	0 %
	0 %
	17 %
	26 %
	16 %
	19 %
	26 %
	13 %
	0 %
	2 %
	100 %
	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)

	Allegation category											
	<section-header></section-header>		or damage	<section-header></section-header>	<section-header><section-header></section-header></section-header>	behaviour	<section-header><section-header></section-header></section-header>	behaviours			Other	
Arrest	28	108	8		1	2	1	14			3	165
Call Handling	70			1		3		20			1	95
Child protection / CSA / CSE	19	3						4				26
Coronavirus – other	29	41	3					18		1	9	101
Coronavirus – police powers on infectiou	3							1				4
Coronavirus – police powers on restricti	21	12						16			3	52
Covert policing								3				3
Custody	6	39	2			1		5			1	54
Death	12	1	2									15
Domestic / gender abuse	22	5						5				32
Drugs / alcohol	4	11	1			2		2			2	22
Firearms	4	3	1			1		1				10
Fraud	8	1										9
Hate Crime	9	1				7		1				18
Investigation	295	21	5	3		4	1	44		1	3	377
Mental health	7	8	2	1		2		4				24
Missing persons	3	2						4				9
Neighbourhood policing	41	5		1				22			1	70
None	80	14	8	15	2	1	3	29	1	4	26	183
Premises search	6	65	12					9				92
Public order incident	3	1				1	1	2				8
Restraint equipment		5										5
Roads/traffic	37	31	5	1	20	3		30			2	129
Social media	5	2		1				1			62	71
Stop and/or search	3	21	1			5		12			2	44
Taser		1										1

Notes

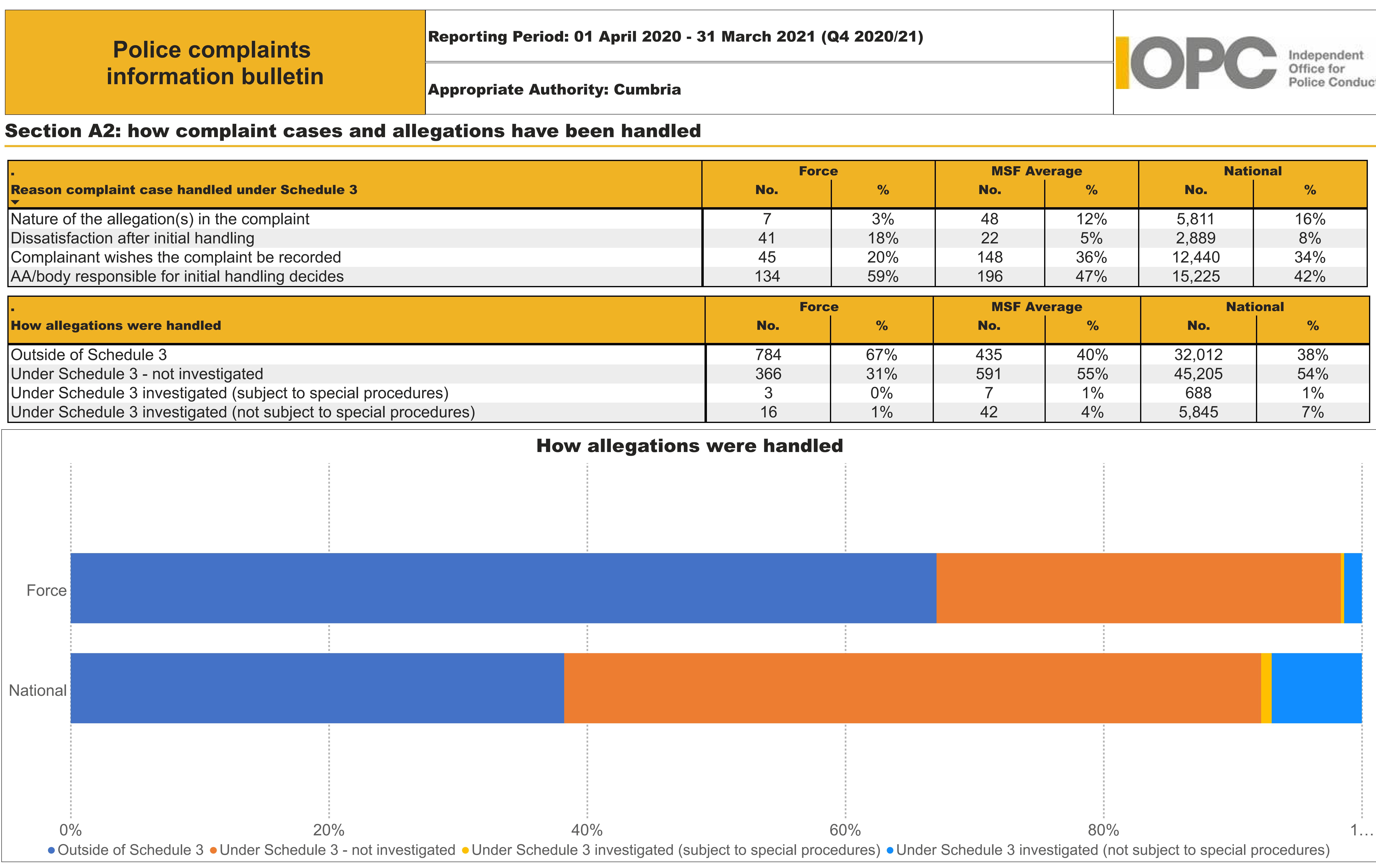
This section presents information that shows what people are complaining about using a combination of allegation categories and factors. Categories capture the root of the dissatisfaction expressed in a complaint. The combination of categories and factors provides a richer picture of what people are 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.

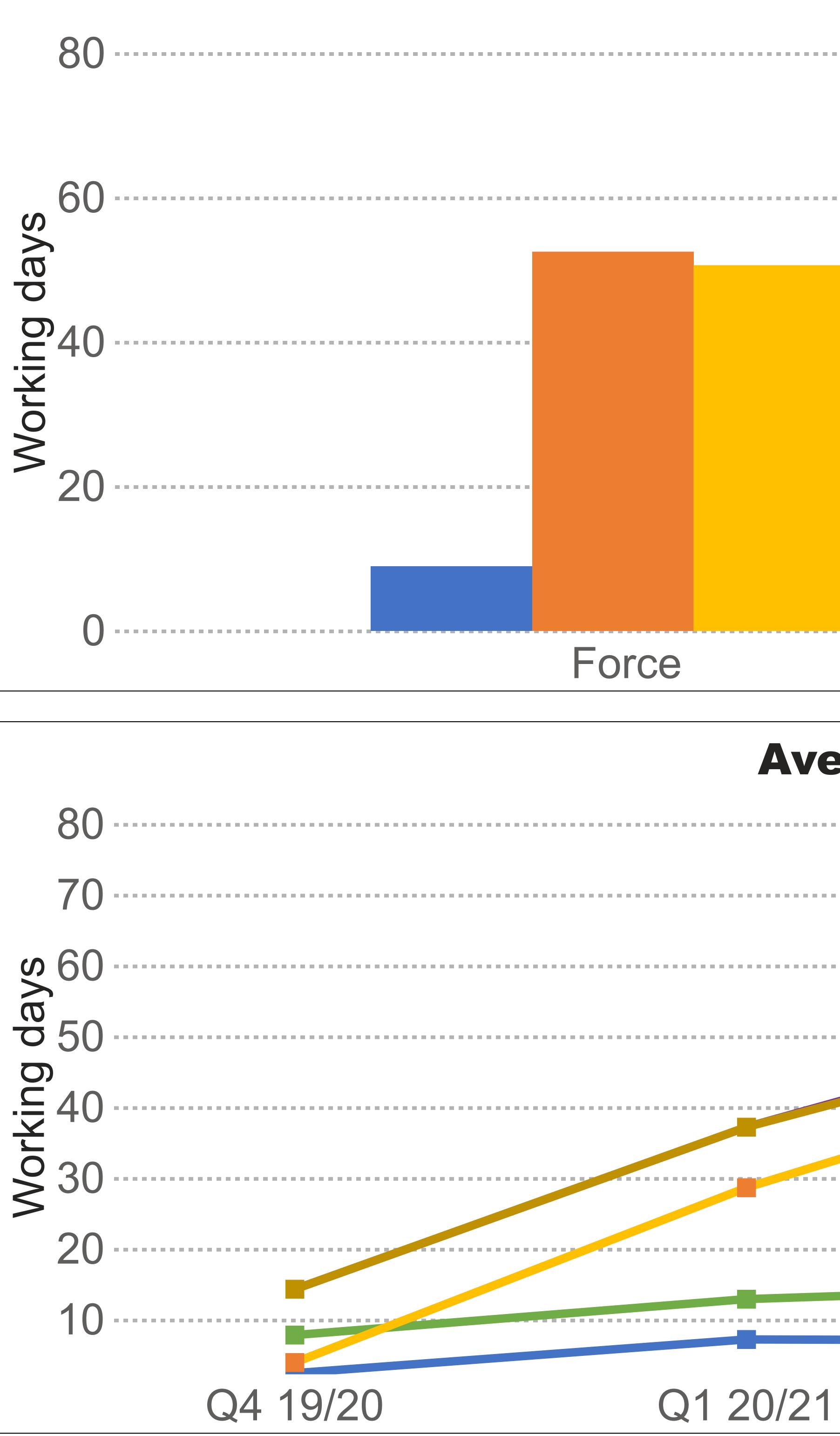
	Force	MSF A	verage	National		
No.	%	No.	%	No.	%	
7	3%	48	12%	5,811	16%	
41	18%	22	5%	2,889	8%	
45	20%	148	36%	12,440	34%	
134	59%	196	47%	15,225	42%	
	Force	MSF A	verage	Nati	ional	
No.	%	No.	%	No.	%	
784	67%	435	40%	32,012	38%	
366	31%	591	55%	45,205	54%	
3	0%	7	1%	688	1%	
16	1%	42	4%	5,845	7%	



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: Cumbria

Ο	Force	MSF Average	National
	9	16	25
	53	65	73
	51	62	72

Average number of working days to finalise complaint cases

 MSF Avers	and	

INST Average

e	8	je	n	U	Iľ	n	b	e	r	0	f	V		r	n	g		a	y	5	t	
 		 	 				••••							 	 		 					
 		 	 									••••	••••	 								
 		 	 							••••				 	 		 					

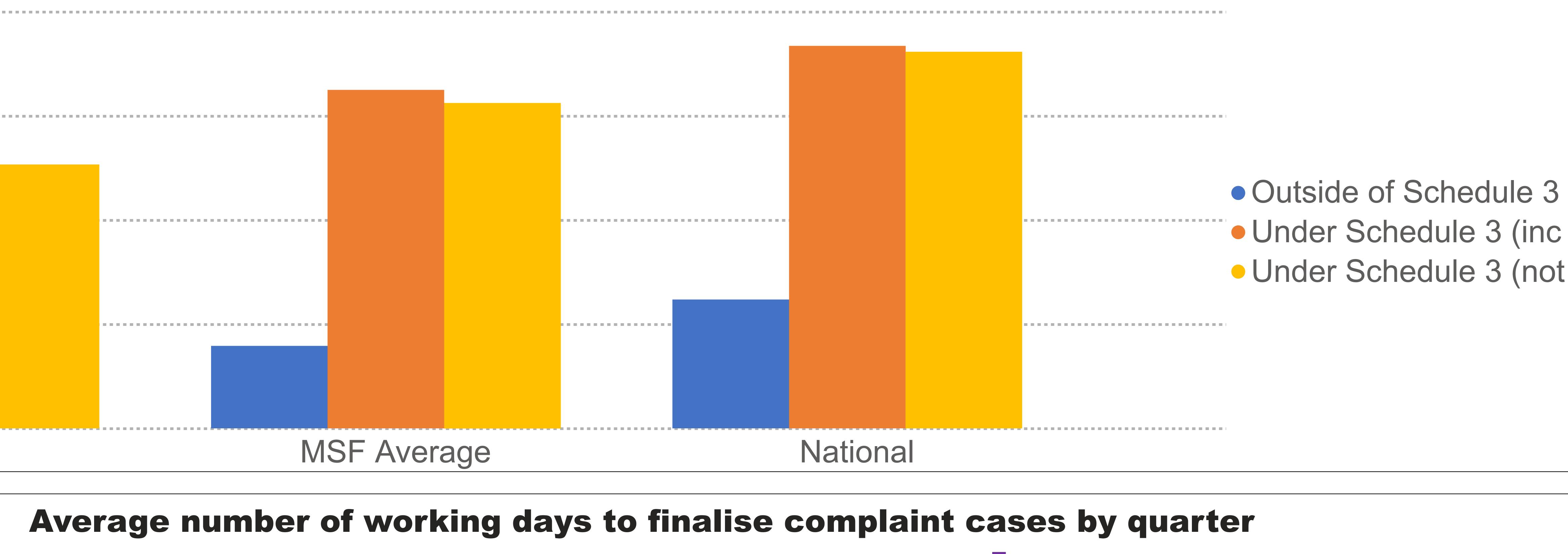
Q2 20/21

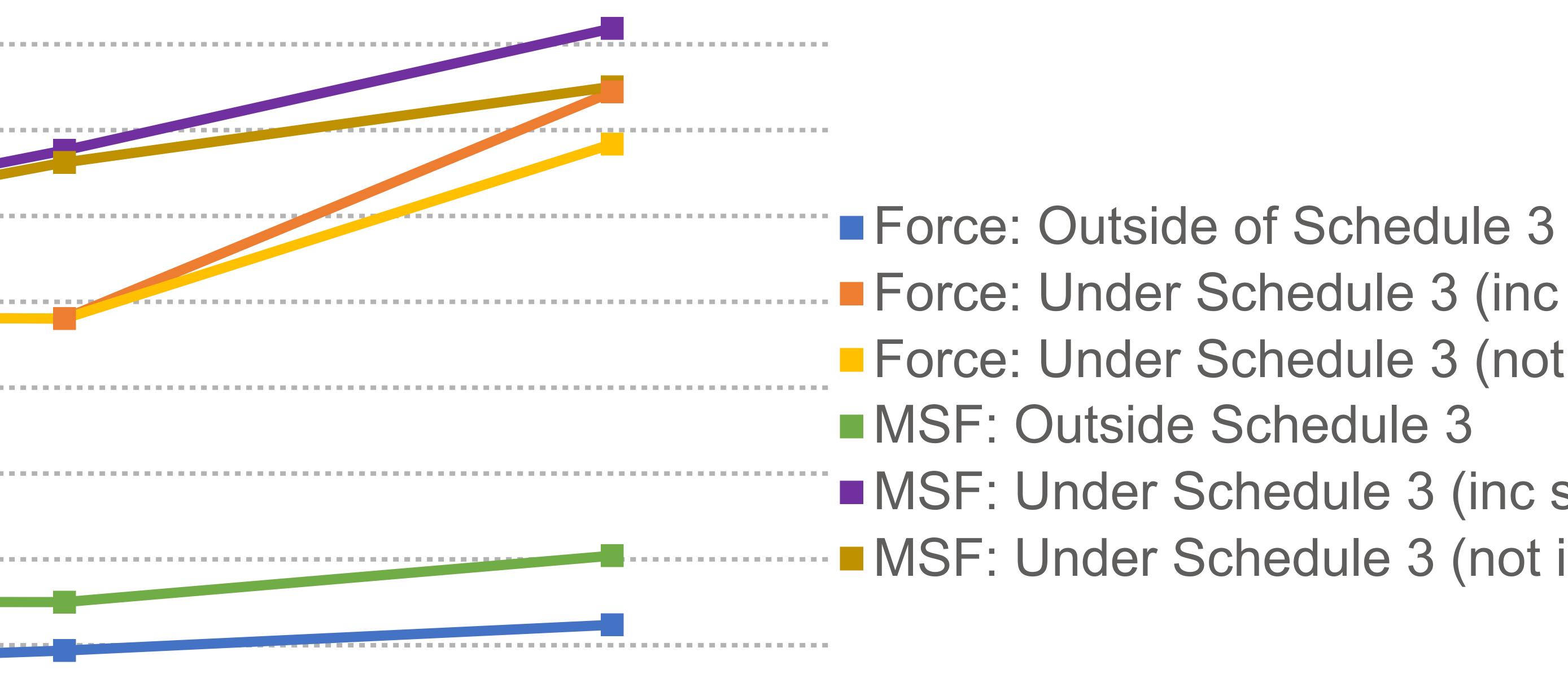


Notes

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.





Q3 20/21

Q4 20/21

- MSF: Under Schedule 3 (inc suspension) MSF: Under Schedule 3 (not inc suspension)

- Force: Under Schedule 3 (inc suspension) Force: Under Schedule 3 (not inc suspe

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



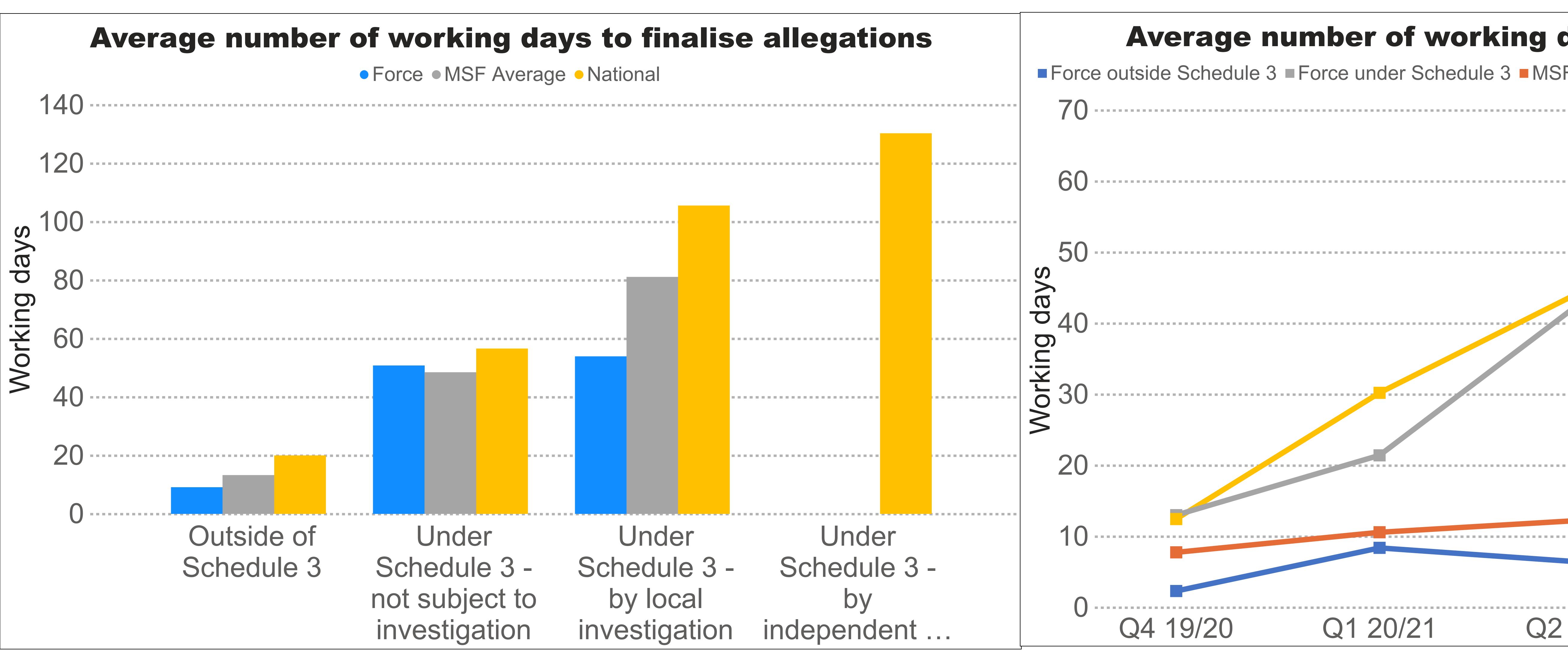
Section A3.2: allegations finalised - how they have been handled and timeliness

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: Cumbria

	For	'Ce	MSF A	verage	National			
	No.	%	No.	%	No.	%		
	784	67%	435	40%	32,012	38%		
tigation	366	31%	591	55%	45,205	54%		
n	19	2%	49	5%	6,496	8%		
estigation					37	0%		

nalise	Force	MSF Average	National
	9	13	20
igation	51	48	57
	54	81	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.



		<u>ا</u>
days to f	finalise allega	tions
F Avg outside	Schedule 3 MSF Avg	g under Schedule 3
20/21	Q3 20/21	Q4 20/21

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				Under Schedule 3 - not investigated				Under Schedule 3 investigated (subject to special procedures)							
Allegation decision	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.
No further action					11 %	40	14 %	6,252			1 %	10	25 %	4	10 %	572
Regulation 41 applies							0 %	55			0 %	2			0 %	27
Service provided - unable to determine					7 %	26	4 %	1,906			1 %	4			3 %	147
Service provided - not acceptable					13 %	49	11 %	5,153			1 %	10	19 %	3	10 %	561
Service provided - acceptable	0 %	2	0 %	8	68 %	248	66 %	29,644			14 %	99	56 %	9	73 %	4,279
Not Resolved	8 %	61	6 %	1,955			-				•					
Resolved	92 %	721	94 %	30,048												
No Case to Answer			•						67 %	2	59 %	403				
Case to Answer									33 %	1	20 %	136				
Withdrawal					1 %	3	5 %	2,191			3 %	24			4 %	259
Total	67 %	784	38 %	32,011	31 %	366	54 %	45,201	0 %	3	1 %	688	1 %	16	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.
67 %	784	38 %	32,011
31 %	366	54 %	45,201
0 %	3	1 %	688
1 %	16	7 %	5,845
100 %	1,169	100 %	83,745



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

	Allegation category												
Allegation decisions	<section-header></section-header>		or damage	<section-header><section-header></section-header></section-header>		behaviour		behaviours			Other		
No further action	22	7	1	2	1	1	1	5	1	2	1	44	
Service provided - unable to determine	7	4		1	2			11		1		26	
Service provided - not acceptable	27	12		3		2		7			1	52	
Service provided - acceptable	96	99	7	3		6	1	44			3	259	
Not Resolved	26	14	1	1		2		8			9	61	
Resolved	326	142	30	14	18	8	2	98		2	81	721	
No Case to Answer		2										2	
Case to Answer								1				1	
Withdrawal	1	1						1				3	

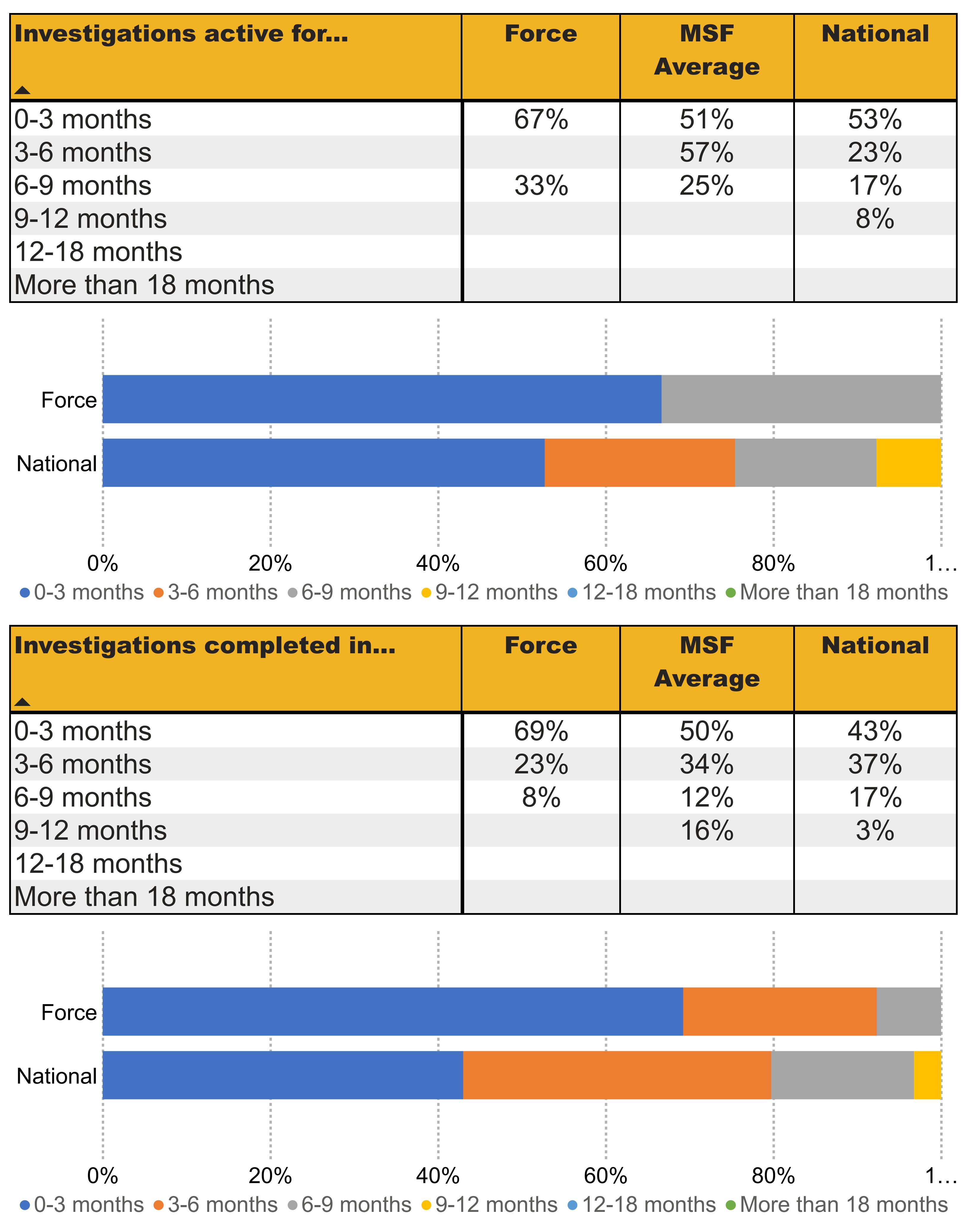
Notes

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

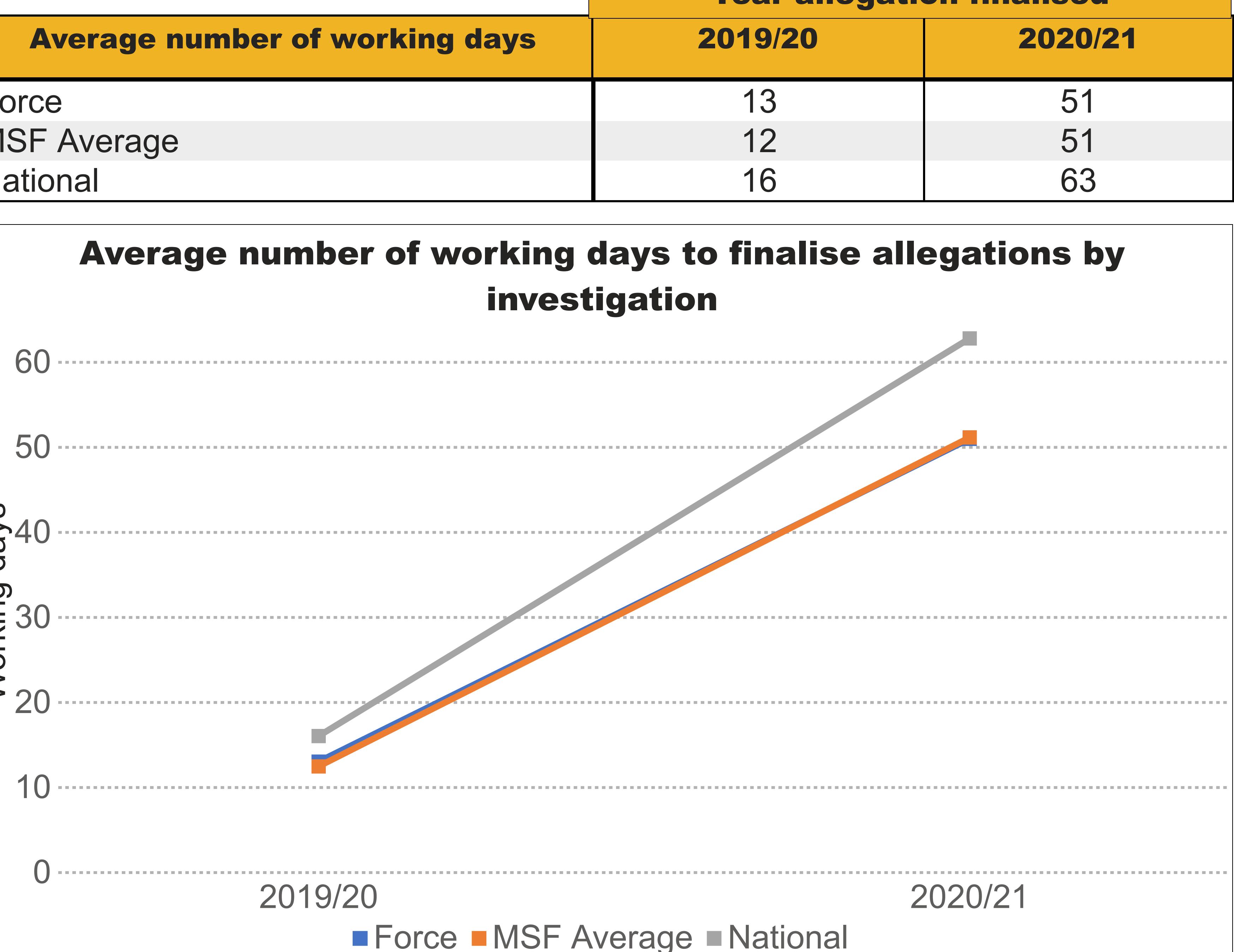


Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: Cumbria

Force	MSF		Natio	Dnal
	Average	2		
67%	51%		53	%
	57%		23	%
33%	25%		179	%
			8%	
60%	6	80%		1
onths 12-	18 months • N	lore t	than 18 r	nonths
Force	MSF		Natio	onal
	Average	2		

llegations finalised by investigation (all types) - timeliness



Notes

This section presents information about complaints handled under Schedule 3 that are investigated. 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.

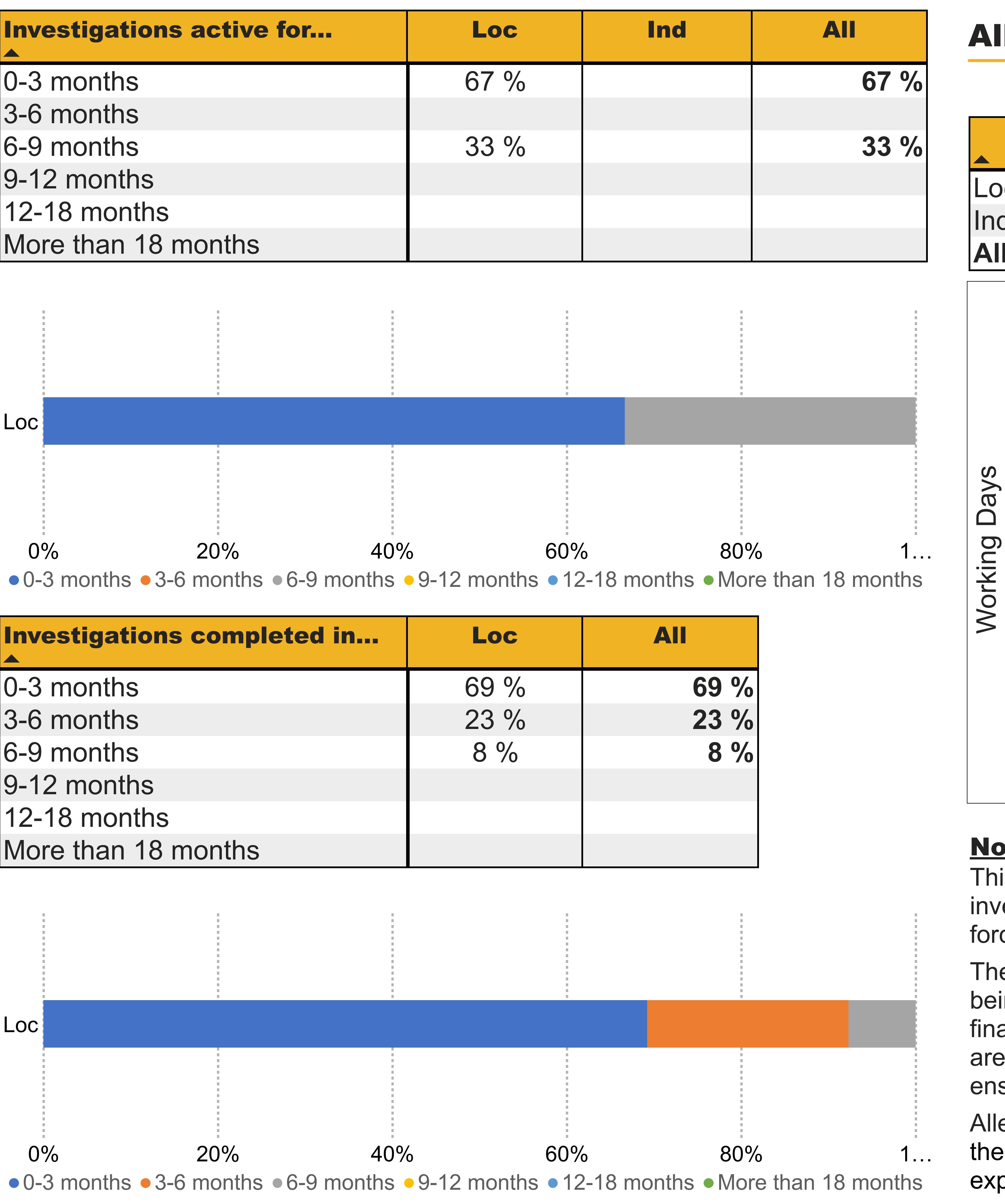
Allegations with 'invalid dates' have been removed from finalised timeliness. Please refer to the performance framework counting rules and calculations on the **IOPC** website for an explanation of invalid dates.



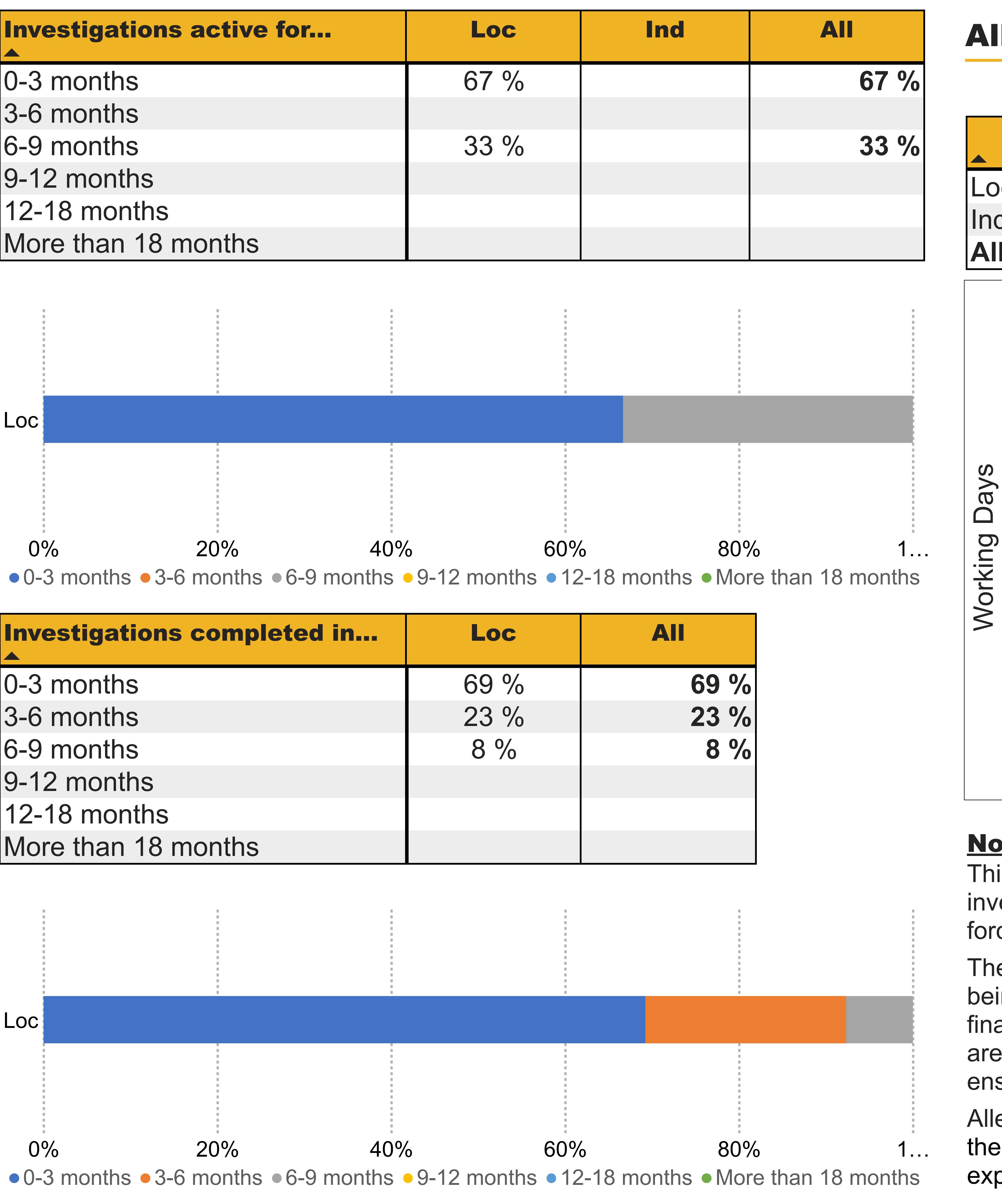
Year allegation finalised								
2019/20	2020/21							
13	51							
12	51							
16	63							

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

Investigations active for	Lc
0-3 months	67
	01
3-6 months	
6-9 months	33
9-12 months	
12-18 months	
More than 18 months	



Investigations completed in	LC
0-3 months	69
3-6 months	23
6-9 months	8
9-12 months	
12-18 months	
More than 18 months	



Appropriate Authority: Cumbria

Allegations finalised by investigation - timeliness

Average number of working days	
cal	
dependent	

Average number of working days to investig

140
120
100
80
60
40
20
0

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.

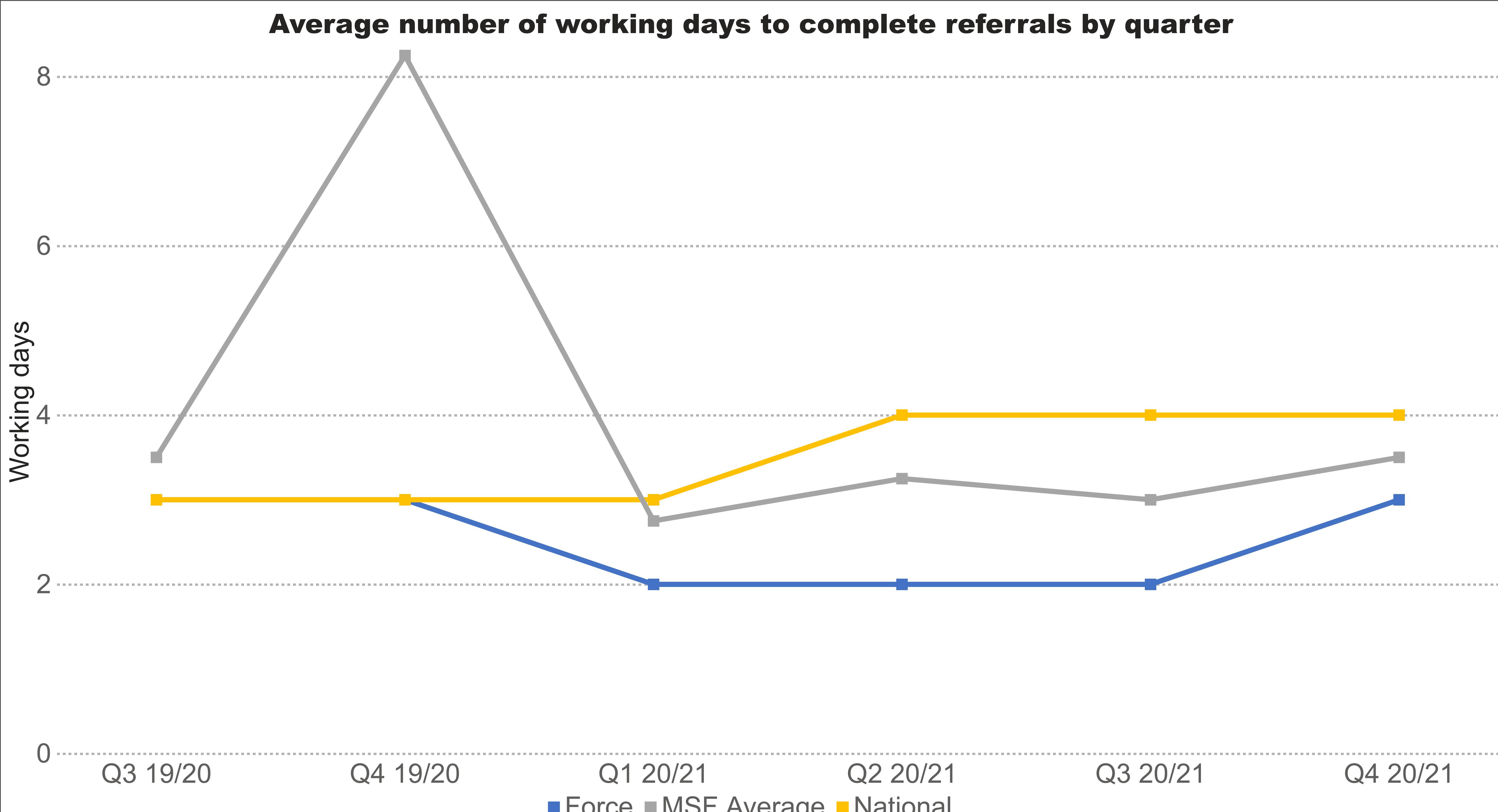
The data shows how long investigations have been open (active) at the end of the period being reported. Also, the time it takes for allegations that have been investigated to be finalised by the type of investigation. At present, allegations finalised by directed invetigations are being included under '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							
2019/20	2020/21						
13	51						
13	51						
to finalise allegations by type of							
Jation							
	2020/21						
al							

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: Cumbria

Force	Force %	MSF Average	MSF Average %	National	National %
21		44		4,542	
21		44		4,546	
3	14%	3	9%	577	13%
0	0%	0	1%	47	1%
14	67%	32	70%	2,712	60%
4	19%	8	20%	1,153	25%
0	0%		1%	28	1%

Force MSF Average National



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.

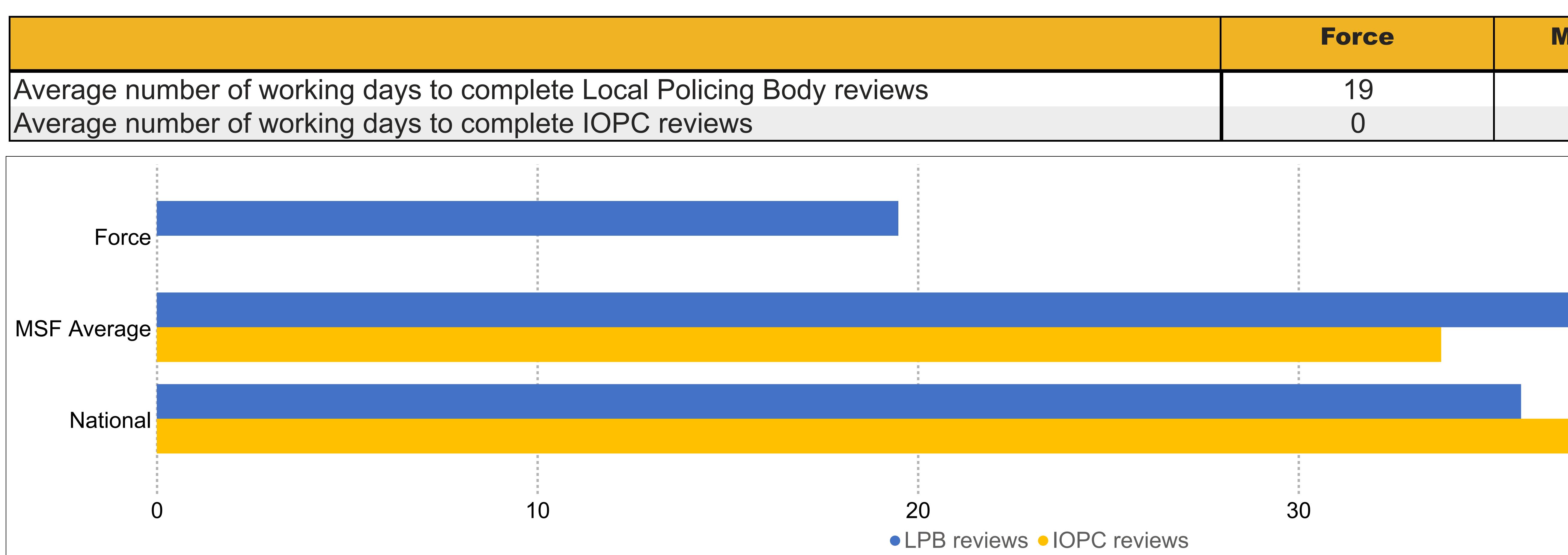
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC's remit to assess and will be determined invalid.

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	186	41	22%	1	40	0	0
MSF Average	299	64	24%	2	45	4	13
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.

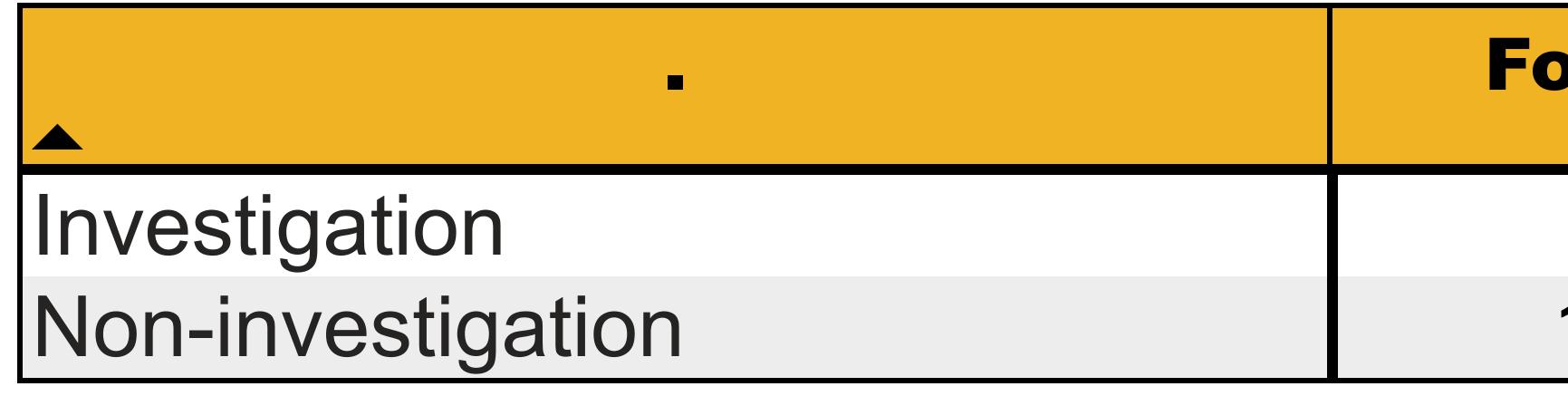
Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

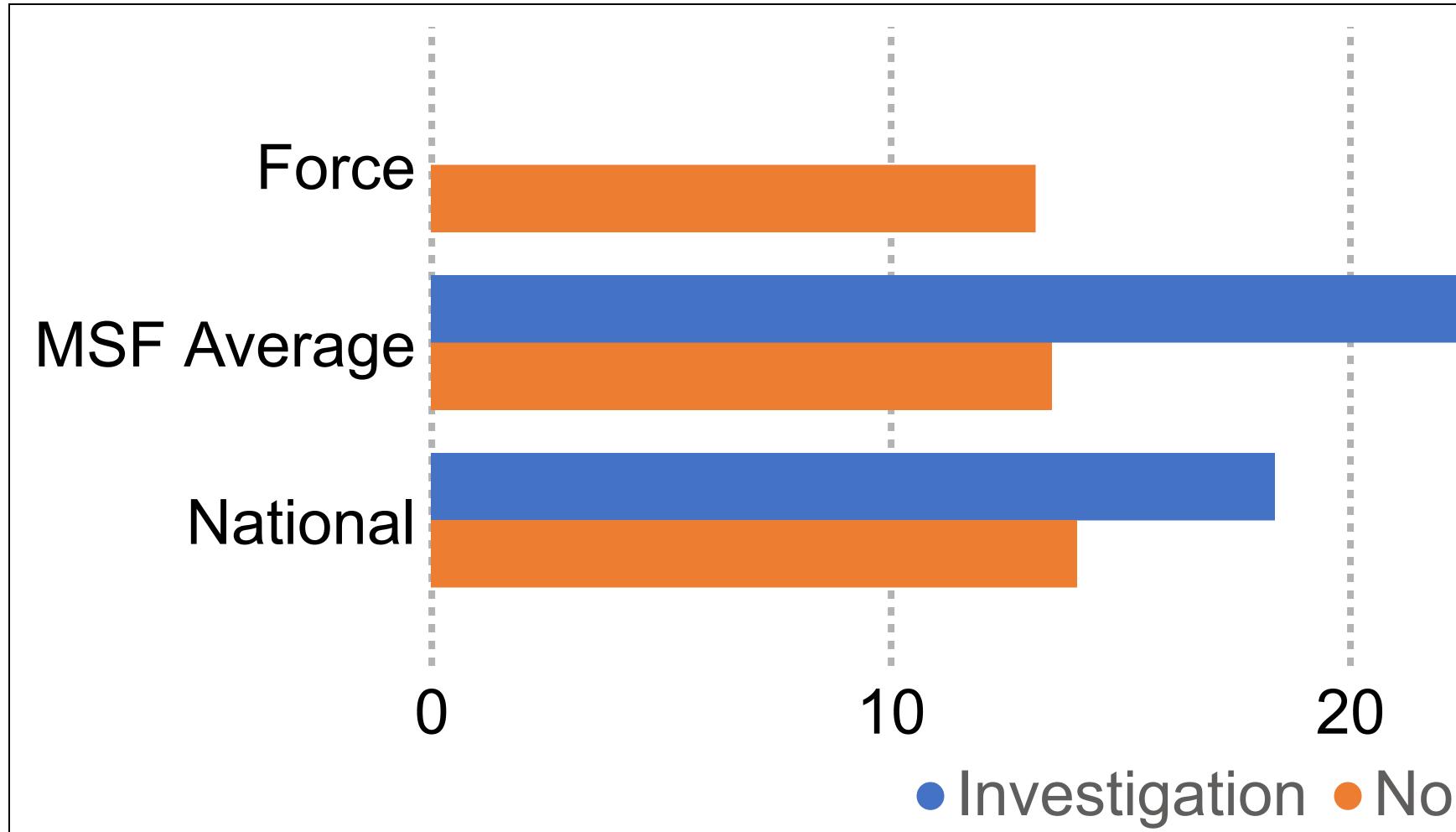


	National
ASF Average	national
45	36
34	47
40	50

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...



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.

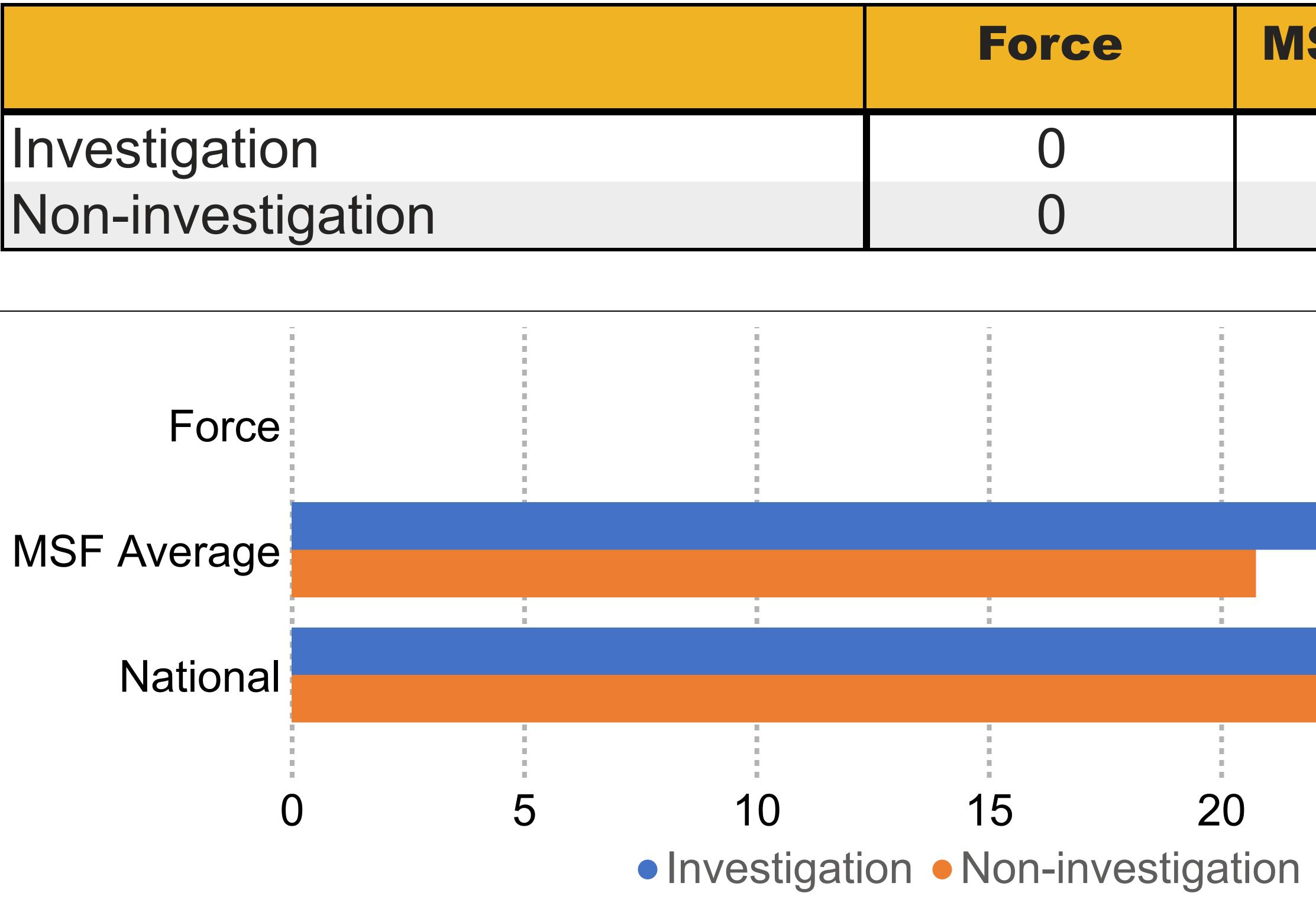
The percentage of reviews the relevant review body determines to be not reasonable and proportionate excludes any reviews that were deemed invalid. Invalid reviews may, for example, include applications that were made outside of the 28 day period to submit an application. Where the IOPC does not have 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: Cumbria

Drce	MSF Average	National	
	50	18	Ir
13	14	14	N
]

3() 40	50	
on-investigatio	n		

Force	MSF Average	National		Force	MSF Average	National
			Recommendation made	0	0	0
			Direction	0	17	23
			Extra work commissioned	0	0	1



% IOPC reviews resulting in...



Ce	MSF Average	National
	25	32
	21	32

-	-	-	-
$\mathbf{O}\mathbf{O}$		$\mathbf{O}\mathbf{O}$	
20	25	30	35
	20		
· · · · · ·			
investigation			
IIIVUJUUUUU			

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)

Force		MSF Av	erage	National	
No.	%	No.	%	No.	%
2	0%	2	1%	205	1%
258	40%	155	41%	8793	31%
195	30%	128	37%	11617	41%
2	0%	6	2%	470	2%
65	10%	31	8%	2000	7%
3	0%	2	0%	144	1%
5	1%	2	1%	54	0%
11	2%	7	2%	722	3%
2	0%	3	1%	235	1%



Actions following Schedule 3 complaint cases

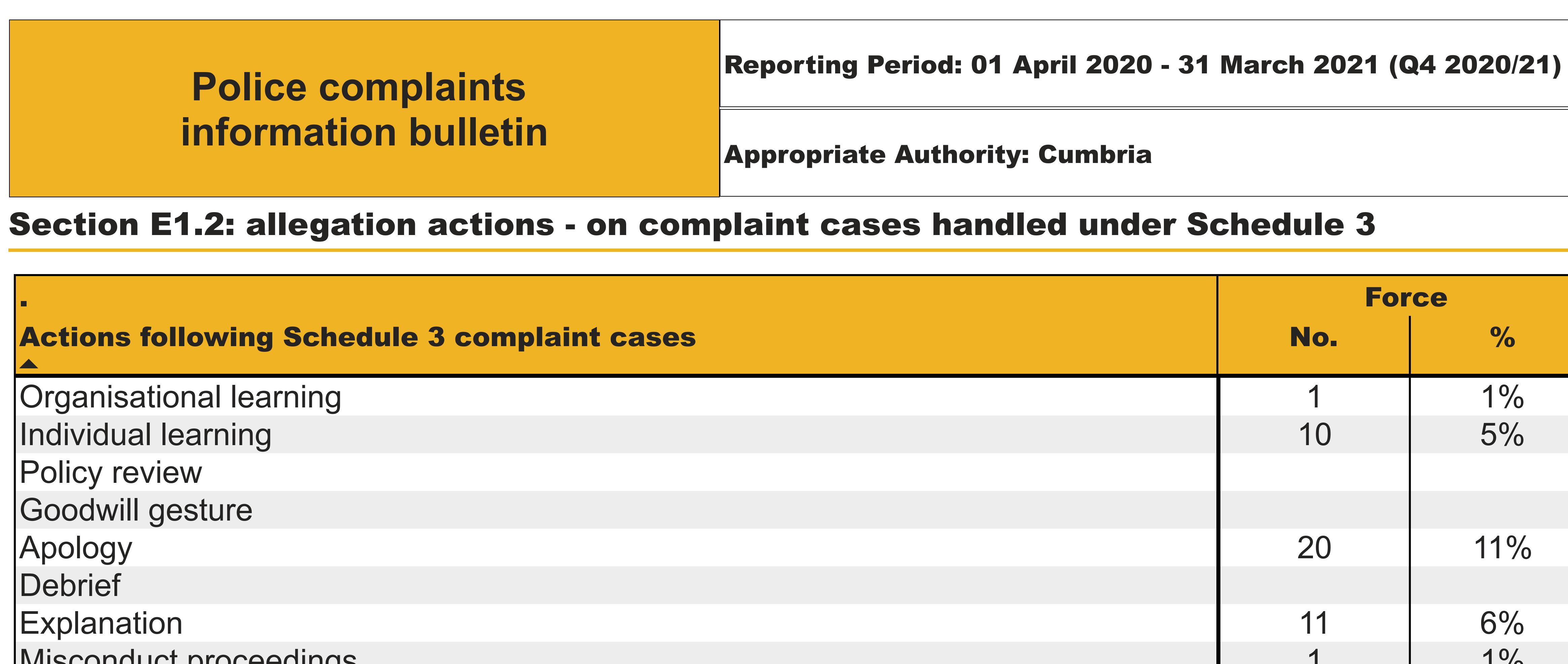
Organisational learning Individual learning Policy review Goodwill gesture Apology Debrief Explanation Misconduct proceedings Unsatisfactory Performance Procedure (UPP) No further action Other action Other actions following a case to answer decision Referral to RPRP

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.



Force		Force MSF Average		Nat	tional
No.	%	No.	%	No.	%
1	1%	10	3%	456	2%
10	5%	12	5%	1218	5%
		2	1%	48	0%
				21	0%
20	11%	14	6%	890	4%
		2	1%	183	1%
11	6%	64	24%	5602	24%
1	1%	1	1%	18	0%
		1	0%	6	0%
125	67%	178	56%	13279	57%
7	4%	8	3%	341	1%
		1	0%	7	0%
9	5%	8	4%	815	4%



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

RPRP and learning

Number of co	mplaint cases resulting i
below actions	
Learning	
Force	
National	
Force	
National	

Percentage of	complaint cases resultir
below actions	
Learning	
Force	
National	
Force	
National	

	Perce	entage	of con	nplaint	case
					RPRP
7	%				
6	%				
3	%				
1	%				
0	%	$\mathbf{\nabla}\mathbf{\nabla}$			
		20	19/20		
		Learning -	- Force L	earning - Na	ational F

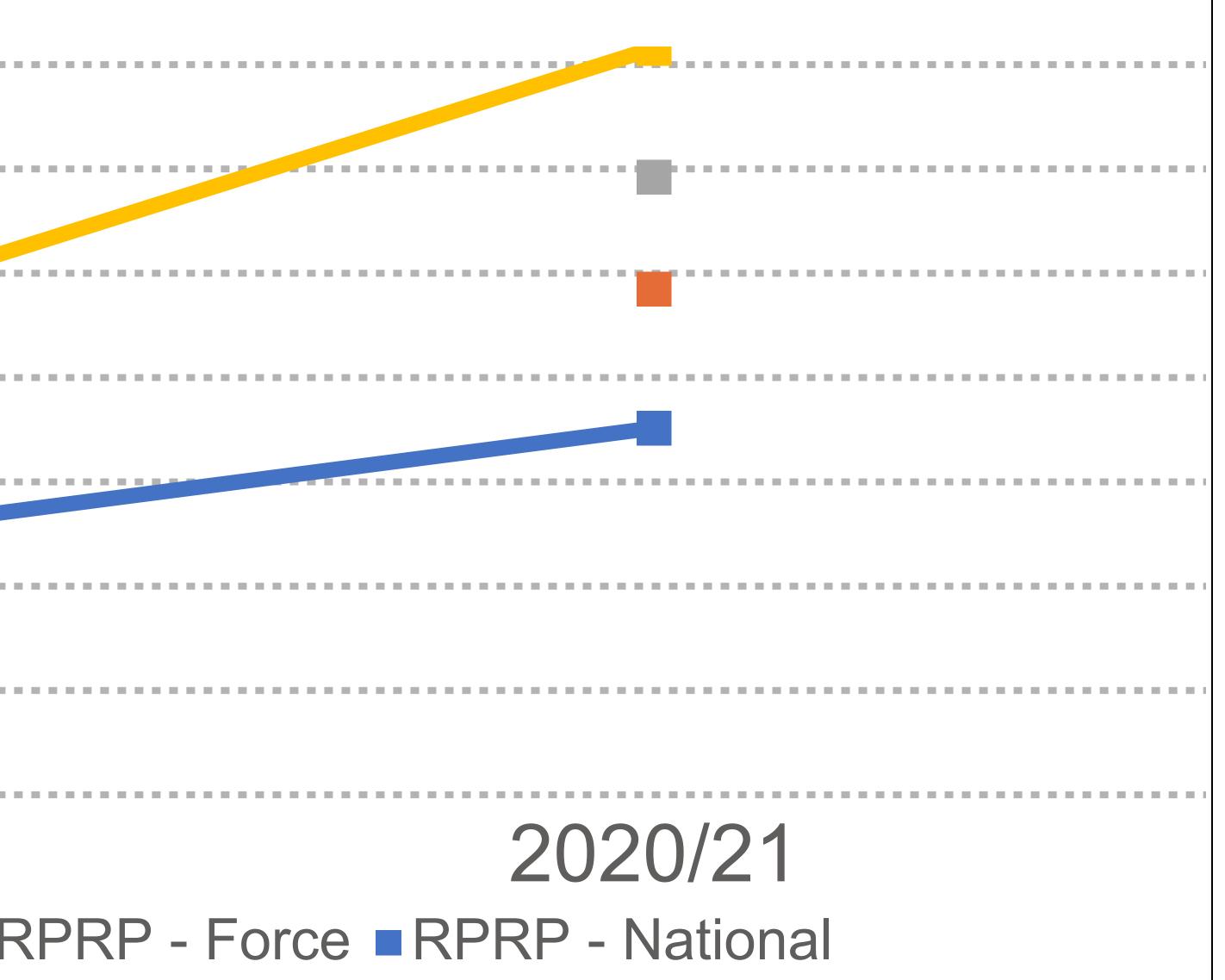
Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: Cumbria

n	2019/20	2020/21
		11
	10	1661
		9
	6	815

ng in	2019/20	2020/21
		6%
	3%	7%
		5%
	2%	4%

es resulting in learning or



	Force		MSF Average		National	
Percentage of complaint cases	No.	%	No.	%	No.	%
resulting in below actions						
UPP			1	0%	6	0%
Misconduct hearing					3	0%
Misconduct meeting	1	1%	1	1%	15	0%
RPRP	9	5%	8	4%	815	4%

This section focusses on what happened as a result of the complaint case (action) in relation to RPRP, UPP, and a case to answer for misconduct. Actions are captured at allegation level and multiple actions can be selected, where appropriate, 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>.

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



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

