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.

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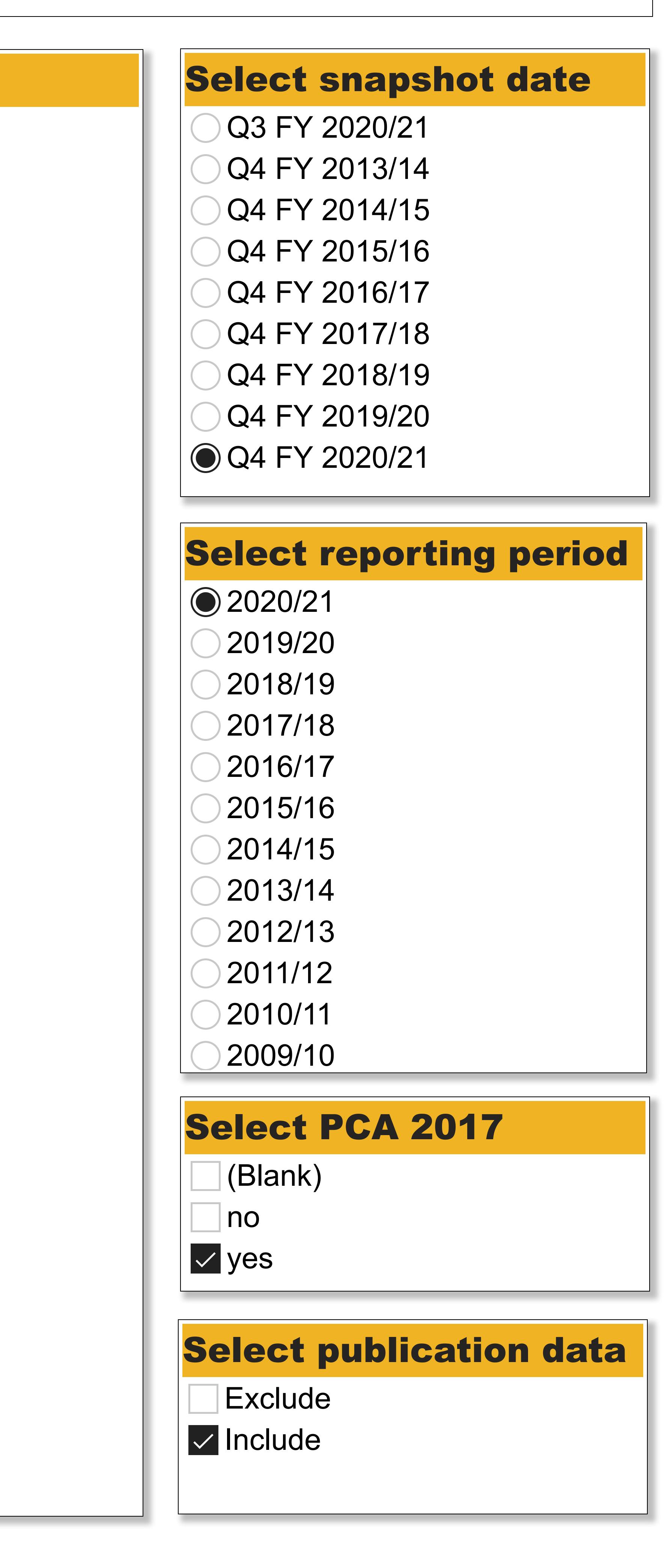
Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: Durham

Durham, Humberside, Northamptonshire, Gwent, South Wales

| | Select an authority |
|--------------------|---------------------|
| 2), as | Select all |
| 2), as January | Avon And Somerset |
| | Bedfordshire |
| orce | British Transport |
| | Cambridgeshire |
| e previous | Cheshire |
| ico | City of London |
| ice, s bulletin | Cleveland |
| and | Cumbria |
| ossible in | Derbyshire |
| | Devon And Cornwall |
| | Dorset |
| | Durham |
| | Dyfed-Powys |
| | Essex |
| their | Gloucestershire |
| | Greater Manchester |
| xt of | Gwent |
| | Hampshire |
| | Hertfordshire |
| | Humberside |
| | Kent |
| | Lancashire |
| | Leicestershire |
| | Lincolnshire |
| | Merseyside |
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| 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 | 10 | 11 |
| MSF Average | 3 | 4 | 6 | 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: Durham

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.

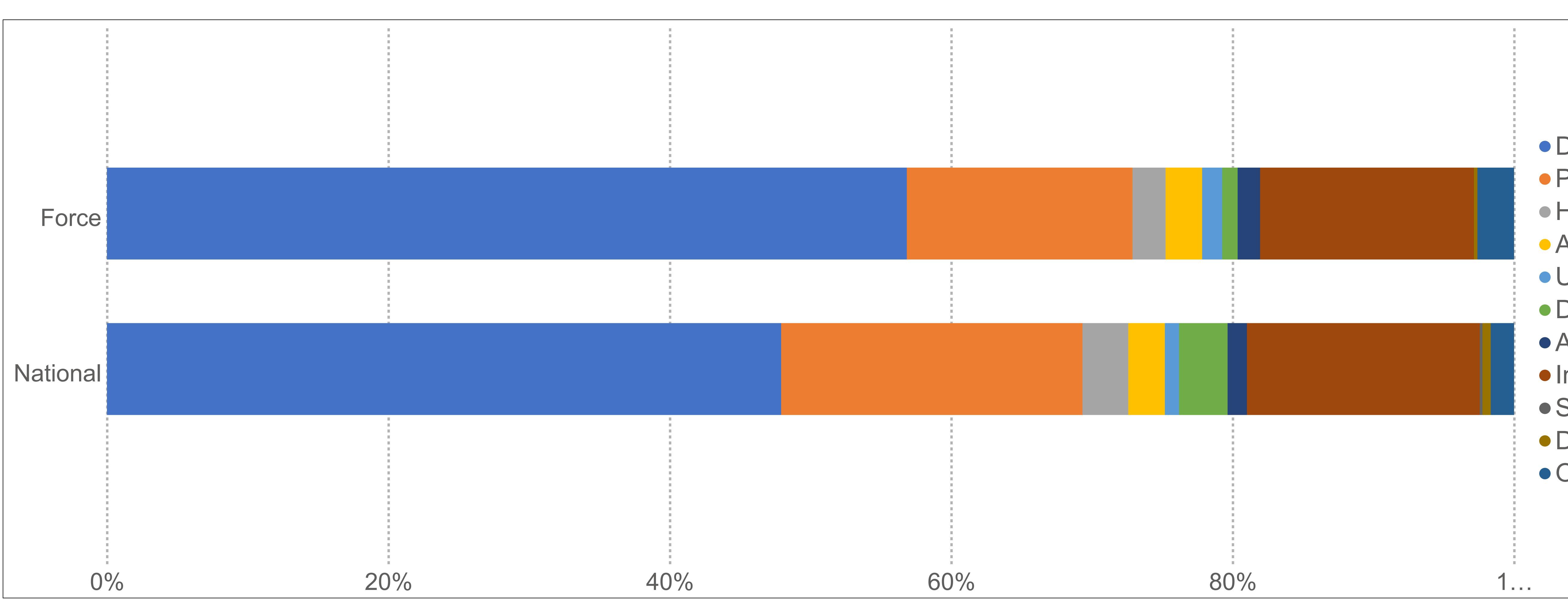
Complaint cases with 'invalid dates' have been removed from timeliness measures. Please refer to the performance framework counting rules and calculations on the **IOPC** website for explanations of customer perspective, initial handling and invalid dates.



| | Force | MSF Average | National |
|------|-------|----------------|----------|
| | 531 | 534 | 467 |
| yees | 443 | 364 | 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> | <section-header></section-header> | Other | Total |
|------------|-------------|-----------------------------------|---------|-------|--|-----------------------------------|---|--|--------------------------|-----------------------------------|-----------------------------------|-------|---------|
| | Force | 677 | 191 | 28 | 31 | 17 | 13 | 19 | 181 | | 3 | 31 | 1,191 |
| Number | MSF Average | 826 | 329 | 57 | 52 | 18 | 42 | 27 | 315 | 3 | 6 | 25 | 1,698 |
| | National | 52,300 | 23,368 | 3,553 | 2,845 | 1,104 | 3,764 | 1,490 | 18,073 | 199 | 648 | 1,807 | 109,151 |
| | Force | 57% | 16% | 2% | 3% | 1% | 1% | 2% | 15% | | 0% | 3% | |
| Percentage | MSF Average | 50% | 19% | 3% | 3% | 1% | 2% | 1% | 18% | 0% | 0% | 2% | |
| | 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: Durham



 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 ▲ | • Subc |
|---------------|--|
| | Tota Polic Deci Gen Infor |
| | Tota Stop Sea Dete Bail, Use Bail, Out Out |
| | Tota Use Disc Han Acce sour |
| | Tota Unp Lack Ove Impo |
| Other | Othe Tota Othe |

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

Appropriate Authority: Durham

category

- 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

e of police systems closure of information ndling of information cessing and handling of information from other rces

- professional attitude and disrespect k of fairness and impartiality erbearing or harassing behaviours polite language / tone polite and intolerant actions
- ner neglect or failure in duty

| - top ' | five all | egation | catego | ories and |
|---------|----------|---------|--------|-----------|
| Ford | ;e | MSF Av | erage | Nat |
| No. | % | No. | % | No. |
| 677 | 57 % | 826 | 50 % | 52,300 |
| 407 | 60 % | 360 | 42 % | 23,155 |
| 103 | 15 % | 114 | 14 % | 7,524 |
| 93 | 14 % | 265 | 33 % | 16,612 |
| 73 | 11 % | 87 | 10 % | 5,006 |
| 1 | 0 % | 1 | 0 % | 3 |
| 191 | 16 % | 329 | 19 % | 23,368 |
| 11 | 6 % | 19 | 6 % | 2,275 |
| 52 | 27 % | 54 | 17 % | 3,168 |
| 15 | 8 % | 49 | 14 % | 3,407 |
| 29 | 15 % | 54 | 16 % | 3,176 |
| 2 | 1 % | 11 | 3 % | 702 |
| 36 | 19 % | 96 | 26 % | 6,752 |
| 2 | 1 % | 11 | 4 % | 1,212 |
| 4 | 2 % | 4 | 1 % | 311 |
| 40 | 21 % | 31 | 12 % | 2,362 |
| | | 1 | 0 % | 3 |
| 31 | 3 % | 52 | 3 % | 2,845 |
| 1 | 3 % | 5 | 8 % | 233 |
| 22 | 71 % | 35 | 69 % | 1,898 |
| 8 | 26 % | 10 | 20 % | 601 |
| | | 2 | 4 % | 113 |
| | | | | |
| 181 | 15 % | 315 | 18 % | 18,073 |
| 43 | 24 % | 84 | 27 % | 4,687 |
| 29 | 16 % | 50 | 16 % | 2,954 |
| 22 | 12 % | 45 | 14 % | 3,419 |
| 72 | 40 % | 92 | 29 % | 4,645 |
| 15 | 8 % | 44 | 14 % | 2,367 |
| | | | | |
| • • | 0 0/ | | | |
| 31 | 3% | 25 | 2% | 1,807 |
| 31 | 100 % | 25 | 100 % | 1,804 |
| | | | | 3 |



nd their subcategories

| | | _ | |
|-------|----------------|-----|--|
| ional | | | |
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| (|) % | 6 | |
| 2 | 1 (| % | |
| 1 | 0 | % | |
| 1 | 4 ' | % | |
| 1 | 5 | % | |
| 1 | 4 | % | |
| | 3 % | 6 | |
| 2 | 9 | % | |
| 5 | 5 % | 6 | |
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| (|) % | 6 | |
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| | | % | |
| (|) % | 6 | |
| | | | |

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 | | | | | | | | | | | |
|--|-----------------------------------|---|-----------|-----------------------------------|-----------------------------------|-----------|----|------------|--|---|-------|-----|
| Factors | <section-header></section-header> | Police powers, policies and procedures | or damage | <section-header></section-header> | <section-header></section-header> | behaviour | | behaviours | | | Other | |
| Arrest | 13 | 37 | 2 | | | 2 | 2 | 8 | | | | 64 |
| Call Handling | 52 | 2 | 1 | 2 | | | | 10 | | | 1 | 68 |
| Child protection / CSA / CSE | 21 | 6 | | 1 | | | 2 | 5 | | | | 35 |
| Coronavirus – other | 3 | 4 | | | | | | 2 | | | 1 | 10 |
| Coronavirus – police powers on restricti | 4 | | | | | | | 1 | | | 2 | 7 |
| Custody | 4 | 41 | 2 | | | | 1 | 2 | | | | 50 |
| Death | 1 | 1 | | | | | | 1 | | | | 3 |
| Domestic / gender abuse | 37 | 5 | 2 | 2 | | | | 5 | | | | 51 |
| Drugs / alcohol | 10 | 13 | 1 | | | | 1 | 2 | | | | 27 |
| Firearms | 2 | 1 | | | | | | 1 | | | | 4 |
| Fraud | 7 | | | | | | | | | | | 7 |
| Hate Crime | 2 | | | | | | | | | | | 2 |
| Investigation | 294 | 22 | 7 | 7 | | 7 | 10 | 60 | | | 2 | 409 |
| Mental health | 51 | 22 | | 5 | | 2 | 6 | 27 | | | | 113 |
| Missing persons | 1 | 1 | 1 | 1 | | | | | | | | 4 |
| Neighbourhood policing | 111 | 1 | | 2 | 1 | 3 | | 30 | | | 6 | 154 |
| None | 65 | 19 | 9 | 13 | 1 | | 3 | 22 | | 1 | 15 | 148 |
| Police dogs or horses | | | | | | | | | | | 1 | 1 |
| Premises search | 7 | 27 | 3 | | | | | 4 | | | | 41 |
| Public order incident | 1 | 2 | | | | | | | | | | 3 |
| Restraint equipment | | 2 | | | | | | 1 | | | | 3 |
| Roads/traffic | 44 | 24 | | | 15 | | | 18 | | 2 | 2 | 105 |
| Serious injury | 1 | 1 | | | | | | | | | | 2 |
| Social media | 4 | 4 | | 2 | | | | 2 | | | 1 | 13 |
| Stop and/or search | 11 | 7 | | | | | | 7 | | | | 25 |
| Taser | | 1 | | | | | | | | | | 1 |

Notes

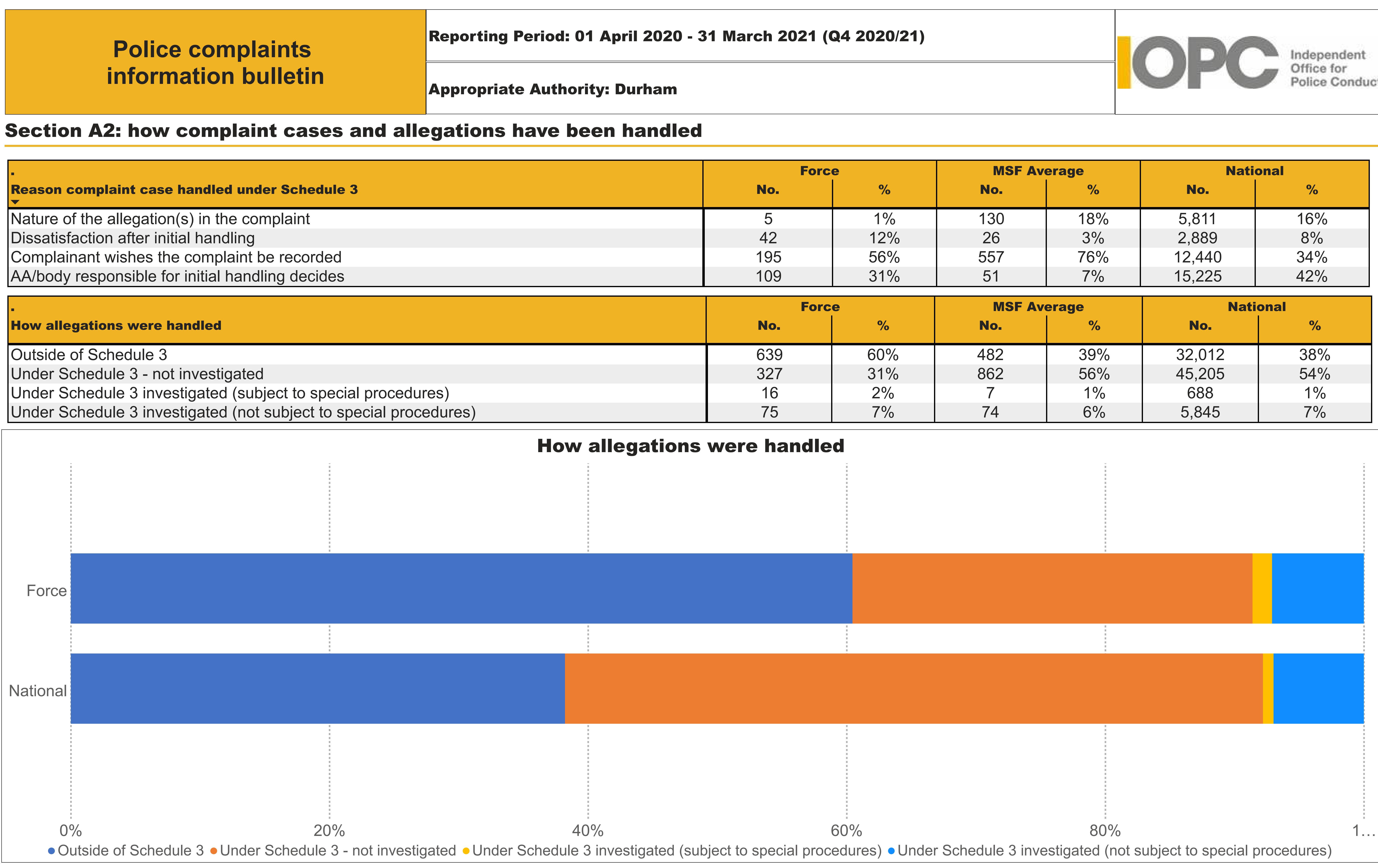
This section presents information that shows what people are complaining about using a combination of allegation categories and factors. Categories capture the root of the dissatisfaction expressed in a complaint. The combination of categories and factors provides a richer picture of what people are 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 | | Force MSF Average | | | onal |
|-------|-------|--------|-------------------|------|--------|------|
| | No. | % | No. | % | No. | % |
| | 5 | 1% | 130 | 18% | 5,811 | 16% |
| | 42 | 12% | 26 | 3% | 2,889 | 8% |
| | 195 | 56% | 557 | 76% | 12,440 | 34% |
| | 109 | 31% | 51 | 7% | 15,225 | 42% |
| Force | | MSF Av | /erage | Nati | onal | |

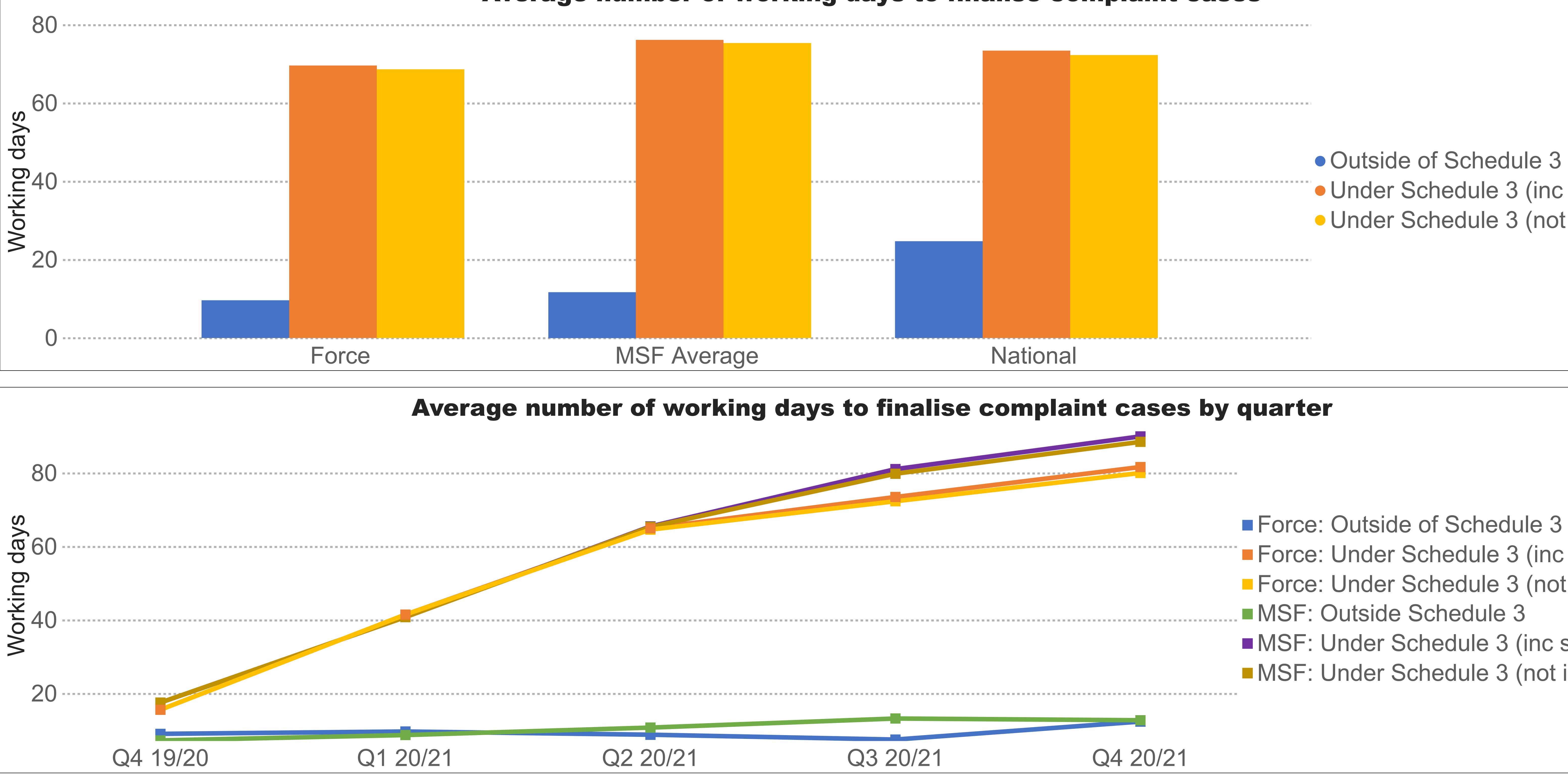
| Force | | MSF Ave | erage | Nati | onal |
|-------|-----|---------|-------|--------|------|
| No. | % | No. | % | No. | % |
| 639 | 60% | 482 | 39% | 32,012 | 38% |
| 327 | 31% | 862 | 56% | 45,205 | 54% |
| 16 | 2% | 7 | 1% | 688 | 1% |
| 75 | 7% | 74 | 6% | 5,845 | 7% |



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: Durham

| Ο | Force | MSF Average | National |
|---|-------|----------------|----------|
| | 10 | 12 | 25 |
| | 70 | 76 | 73 |
| | 69 | 75 | 72 |

Average number of working days to finalise complaint cases

| | MSF Avera | ade | |
|--|-----------|-----|--|

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.

- MSF: Under Schedule 3 (inc suspe MSF: Under Schedule 3 (not inc susper
- Force: Outside of Schedule 3
- Force: Under Schedule 3 (inc susper Force: Under Schedule 3 (not inc s)

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



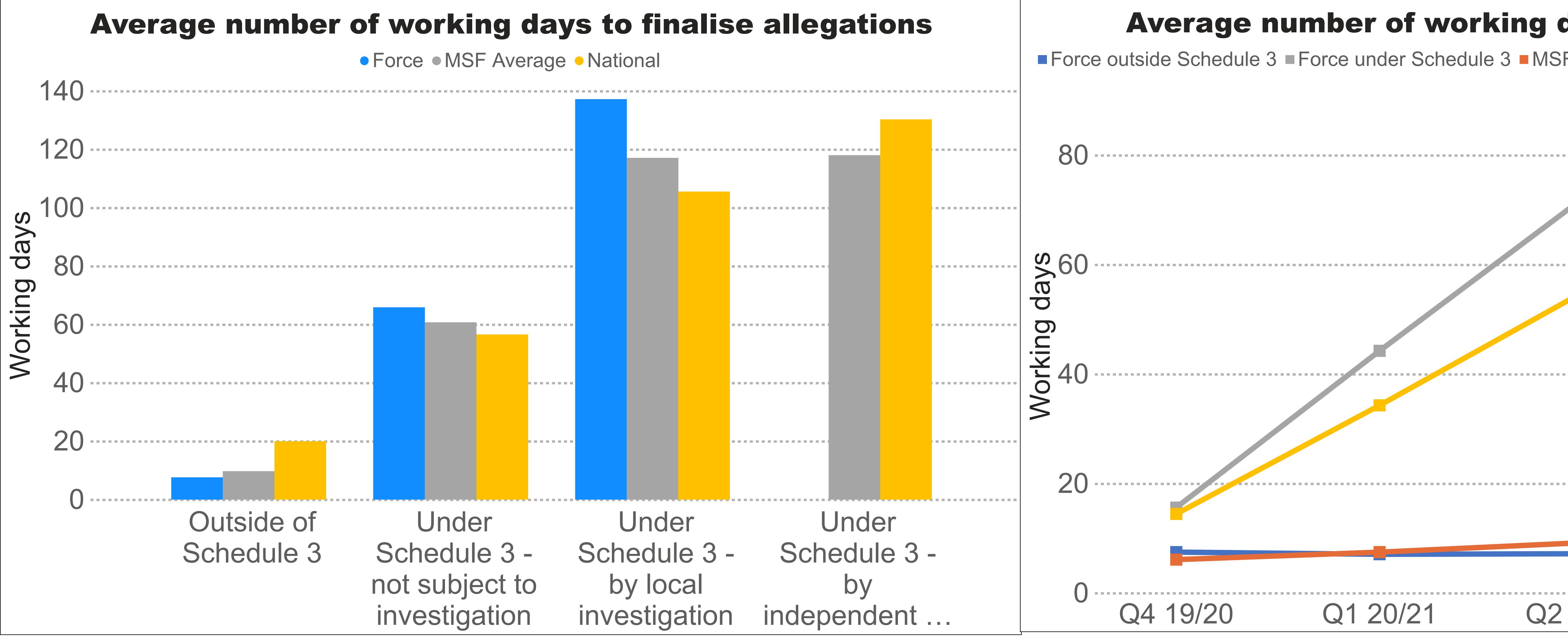
Section A3.2: allegations finalised - how they have been handled and timeliness

How allegations were handled

Outside of Schedule 3 Under Schedule 3 - not subject to investic 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: Durham

| | Force | | MSF A | /erage | National | | |
|------------|-------|-----|-------|--------|----------|-----|--|
| | No. | % | No. | % | No. | % | |
| | 639 | 60% | 482 | 39% | 32,012 | 38% | |
| tigation | 327 | 31% | 862 | 56% | 45,205 | 54% | |
| n | 91 | 9% | 66 | 5% | 6,496 | 8% | |
| estigation | | | 1 | 0% | 37 | 0% | |

| nalise | Force | MSF Average | National |
|-----------|-------|------------------------------|----------|
| | 8 | 10 | 20 |
| igation | 66 | 61 | 57 |
| 1 | 137 | 117 | 106 |
| stigation | | 118 | 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.



| 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 | Out | tside of s | Schedu | le 3 | Un | der Sche investi | | | 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. |
| | /0 | | | | /0 | | | | | | 70 | | 70 | | /0 | |
| No further action | | | | | 19 % | 61 | 14 % | 6,252 | | | 1 % | 10 | 1 % | 1 | 10 % | 572 |
| Regulation 41 applies | | | | | | | 0 % | 55 | | | 0 % | 2 | | | 0 % | 27 |
| Service provided - unable to determine | | | | | 3 % | 10 | 4 % | 1,906 | | | 1 % | 4 | 3 % | 2 | 3 % | 147 |
| Service provided - not acceptable | | | | | 11 % | 37 | 11 % | 5,153 | | | 1 % | 10 | 3 % | 2 | 10 % | 561 |
| Service provided - acceptable | | | 0 % | 8 | 60 % | 195 | 66 % | 29,644 | 6 % | 1 | 14 % | 99 | 85 % | 64 | 73 % | 4,279 |
| Not Resolved | 1 % | 7 | 6 % | 1,955 | | | | | | | | | | | | |
| Resolved | 99 % | 632 | 94 % | 30,048 | | | | | | | | | | | | |
| No Case to Answer | | | | | | | | | 69 % | 11 | 59 % | 403 | | | | |
| Case to Answer | | | | | | | | | 25 % | 4 | 20 % | 136 | | | | |
| Withdrawal | | | | | 7 % | 24 | 5 % | 2,191 | | | 3 % | 24 | 8 % | 6 | 4 % | 259 |
| Total | 60 % | 639 | 38 % | 32,011 | 31 % | 327 | 54 % | 45,201 | 2 % | 16 | 1 % | 688 | 7 % | 75 | 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 % Force No. | | National No. | | |
|---------|-------------------|-------|--------------|--|--|
| 60 % | 639 | 38 % | 32,011 | | |
| 31 % | 327 | 54 % | 45,201 | | |
| 2 % | 16 | 1 % | 688 | | |
| 7 % | 75 | 7 % | 5,845 | | |
| 100 % | 1,057 | 100 % | 83,745 | | |



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

| | Allegation category | | | | | | | | | | | |
|--|-----------------------------------|-----------------------------------|-----------|-----------------------------------|----|-----------|---|------------|--|---|-------|-------|
| Allegation decisions | <section-header></section-header> | <section-header></section-header> | or damage | <section-header></section-header> | | behaviour | | behaviours | | | Other | Total |
| No further action | 26 | 18 | | 3 | | | 9 | 6 | | | | 62 |
| Service provided - unable to determine | 5 | | | | | | | 7 | | | | 12 |
| Service provided - not acceptable | 28 | 2 | 2 | 1 | | | | 6 | | | | 39 |
| Service provided - acceptable | 125 | 39 | 3 | 11 | | 9 | 4 | 67 | | 1 | 1 | 260 |
| Not Resolved | 7 | | | | | | | | | | | 7 |
| Resolved | 412 | 77 | 20 | 10 | 17 | | | 65 | | 1 | 30 | 632 |
| No Case to Answer | 1 | 4 | | 3 | | | 1 | 2 | | | | 11 |
| Case to Answer | | 1 | | | | | 1 | 2 | | | | 4 |
| Withdrawal | 7 | 16 | 1 | | | | | 5 | | 1 | | 30 |

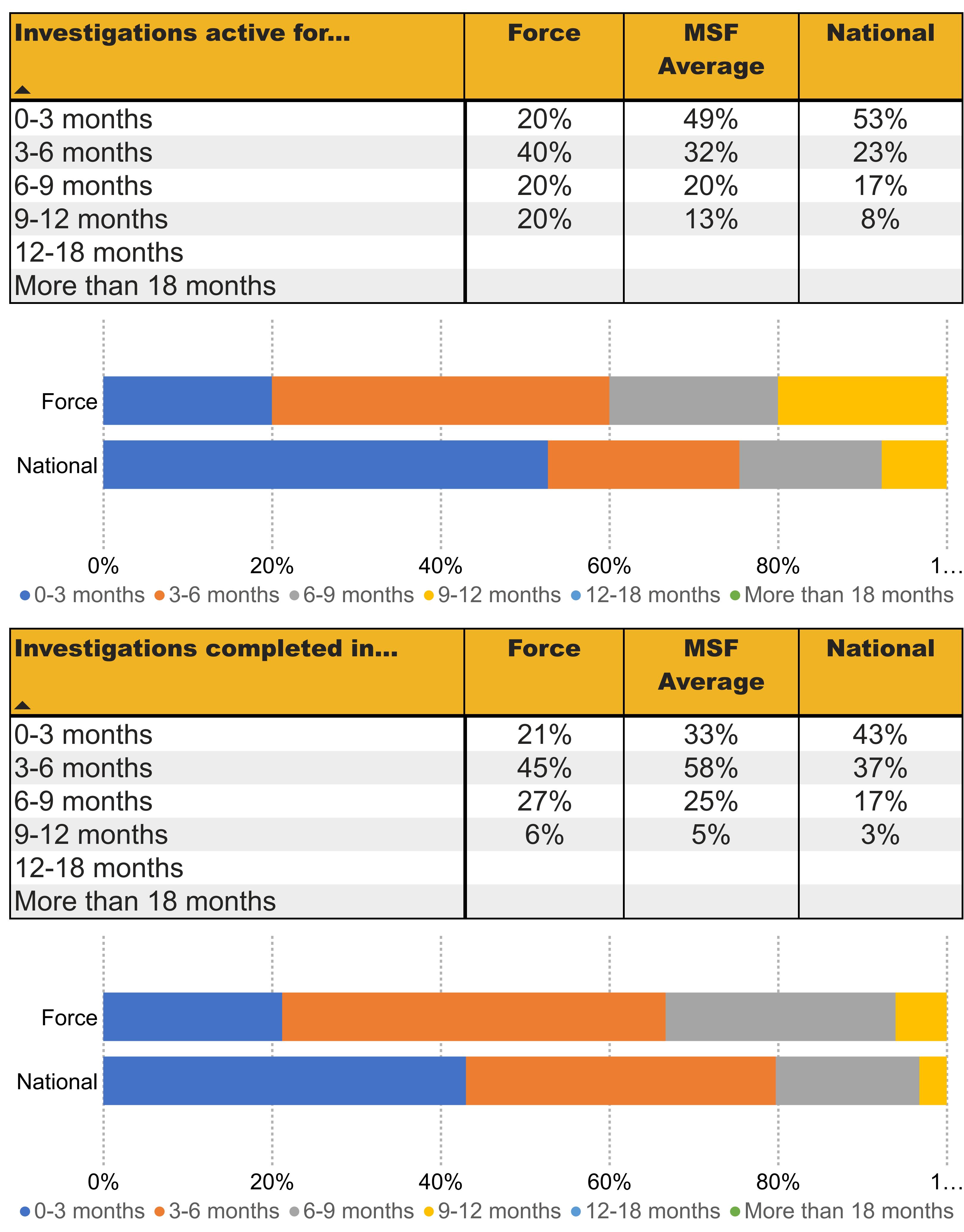
Notes

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: Durham

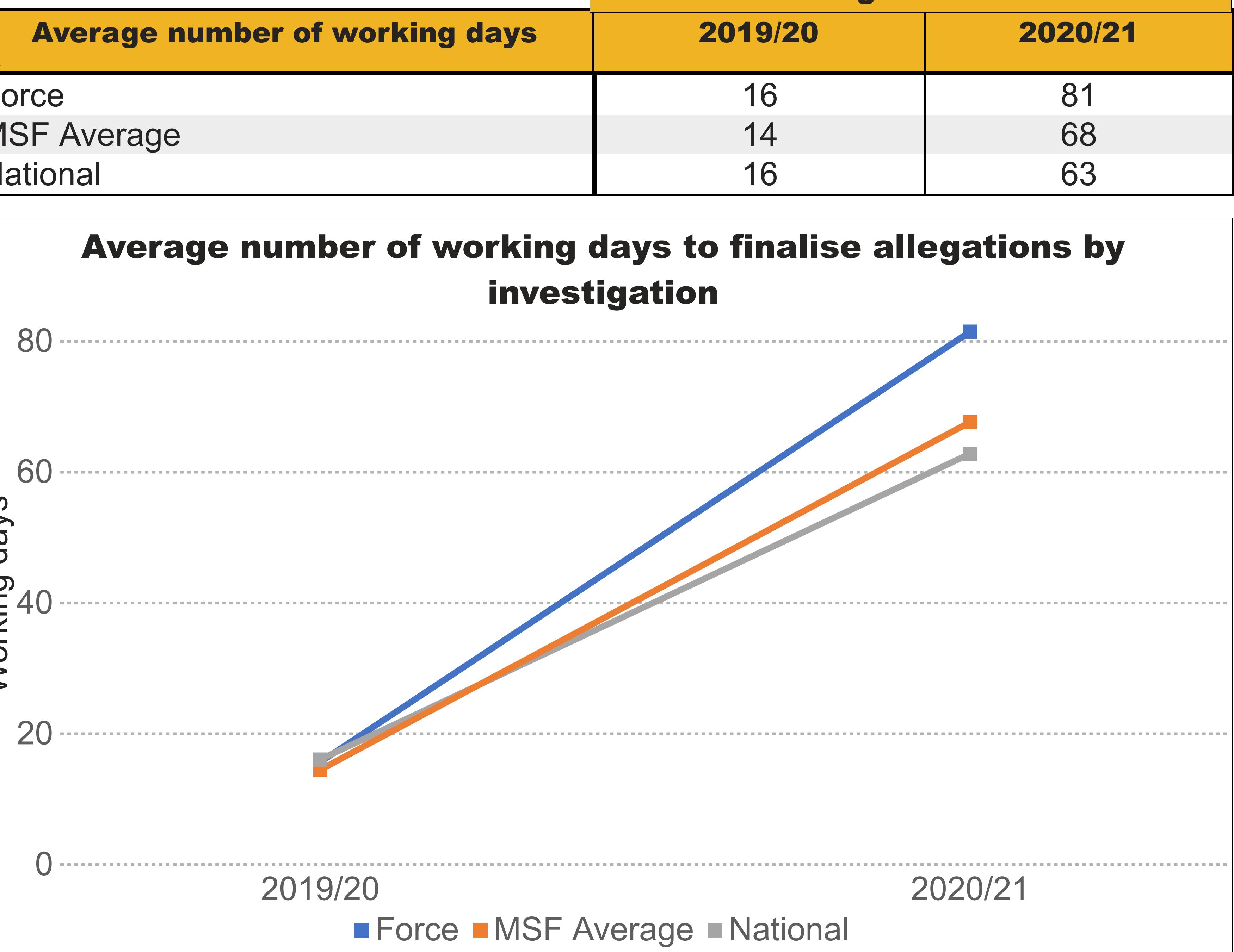
| Force | MSF Average | National | A |
|---------------------|------------------------------|----------|--|
| 20% | 49% | 53% | |
| 40% | 32% | 23% | |
| 20% | 20% | 17% | F |
| 20% | 13% | 8% | FM |
| | | | Ν |
| | | | |
| 60% onths • 12-1 | 6 80% 18 months • More | | Sychology Sychol |
| Force | MSF Averace | National | |

| Force | MSF Average | National |
|-------|----------------|----------|
| 21% | 33% | 43% |
| 45% | 58% | 37% |
| 27% | 25% | 17% |
| 6% | 5% | 3% |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

80%

60%

Ilegations 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.

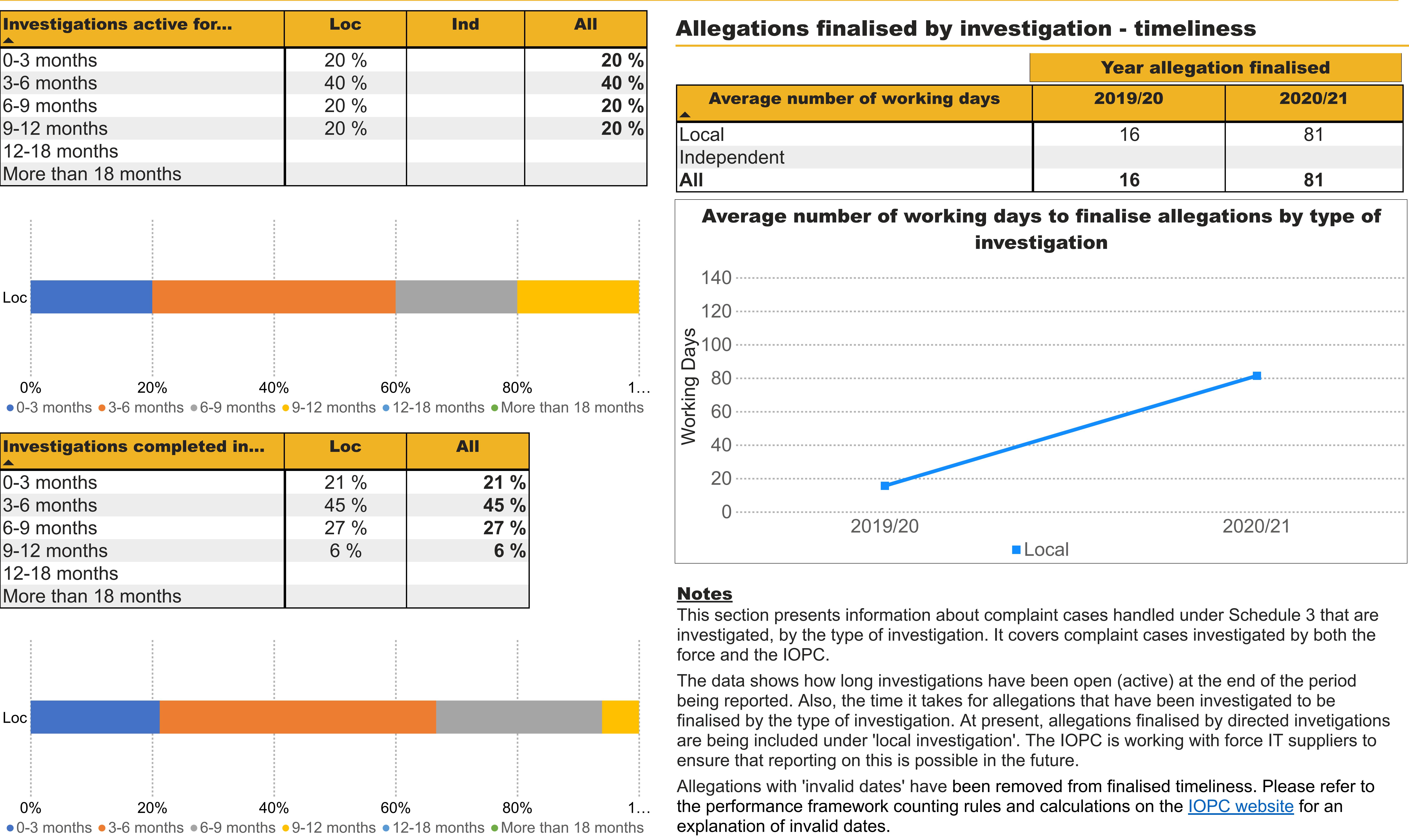
Allegations with 'invalid dates' have been removed from finalised timeliness. Please refer to the performance framework counting rules and calculations on the **IOPC** website for an explanation of invalid dates.



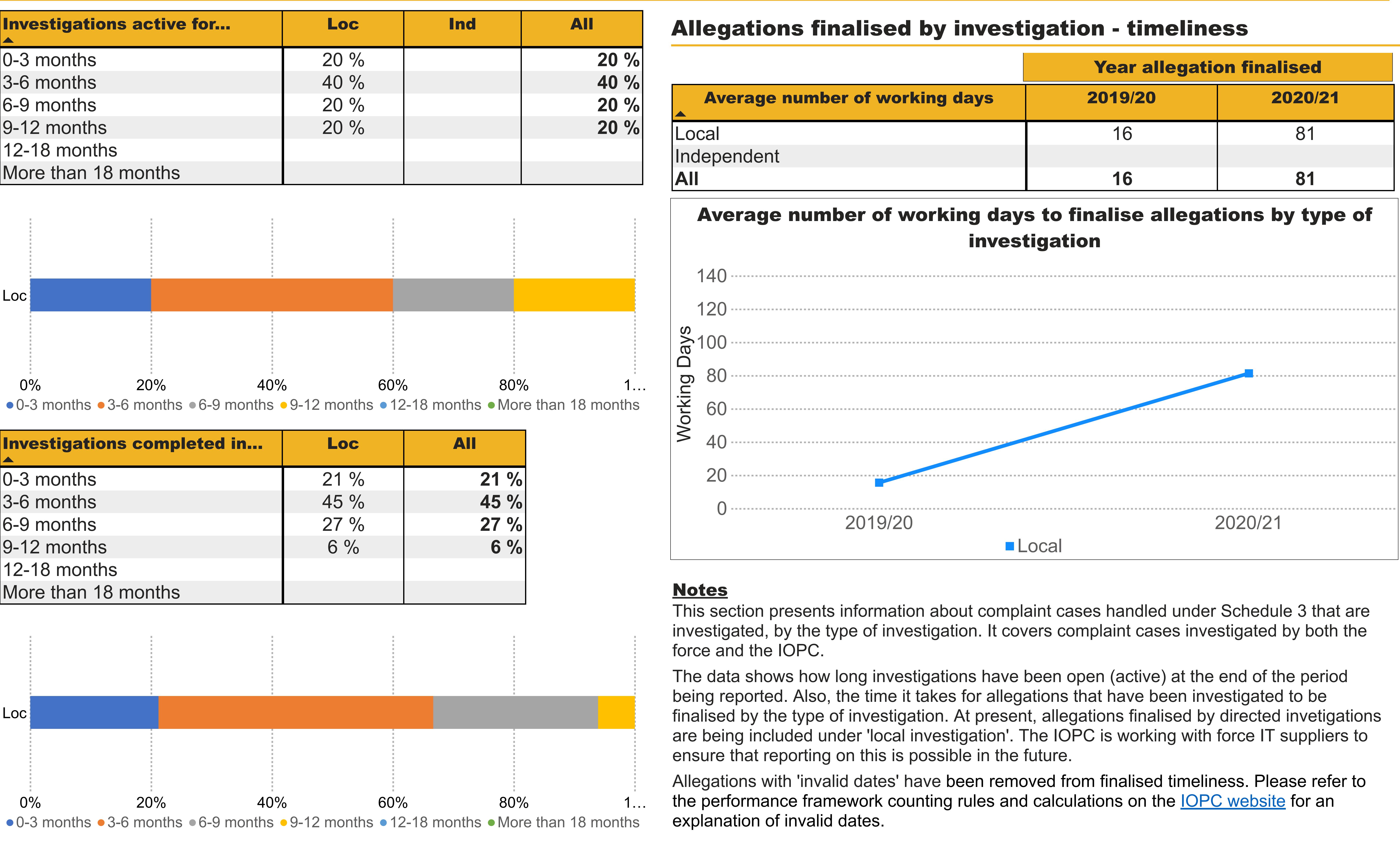
| Year allegation finalised | | | | | |
|---------------------------|----------------|--|--|--|--|
| 2019/20 | 2020/21 | | | | |
| 16 | 81 | | | | |
| 14 | 68 | | | | |
| 16 | 63 | | | | |

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

| Investigations active for | Lc |
|---------------------------|----|
| 0-3 months | 20 |
| 3-6 months | 40 |
| 6-9 months | 20 |
| 9-12 months | 20 |
| 12-18 months | |
| More than 18 months | |



| Investigations completed in | Lc |
|-----------------------------|----|
| 0-3 months | 21 |
| 3-6 months | 45 |
| 6-9 months | 27 |
| 9-12 months | 6 |
| 12-18 months | |
| More than 18 months | |

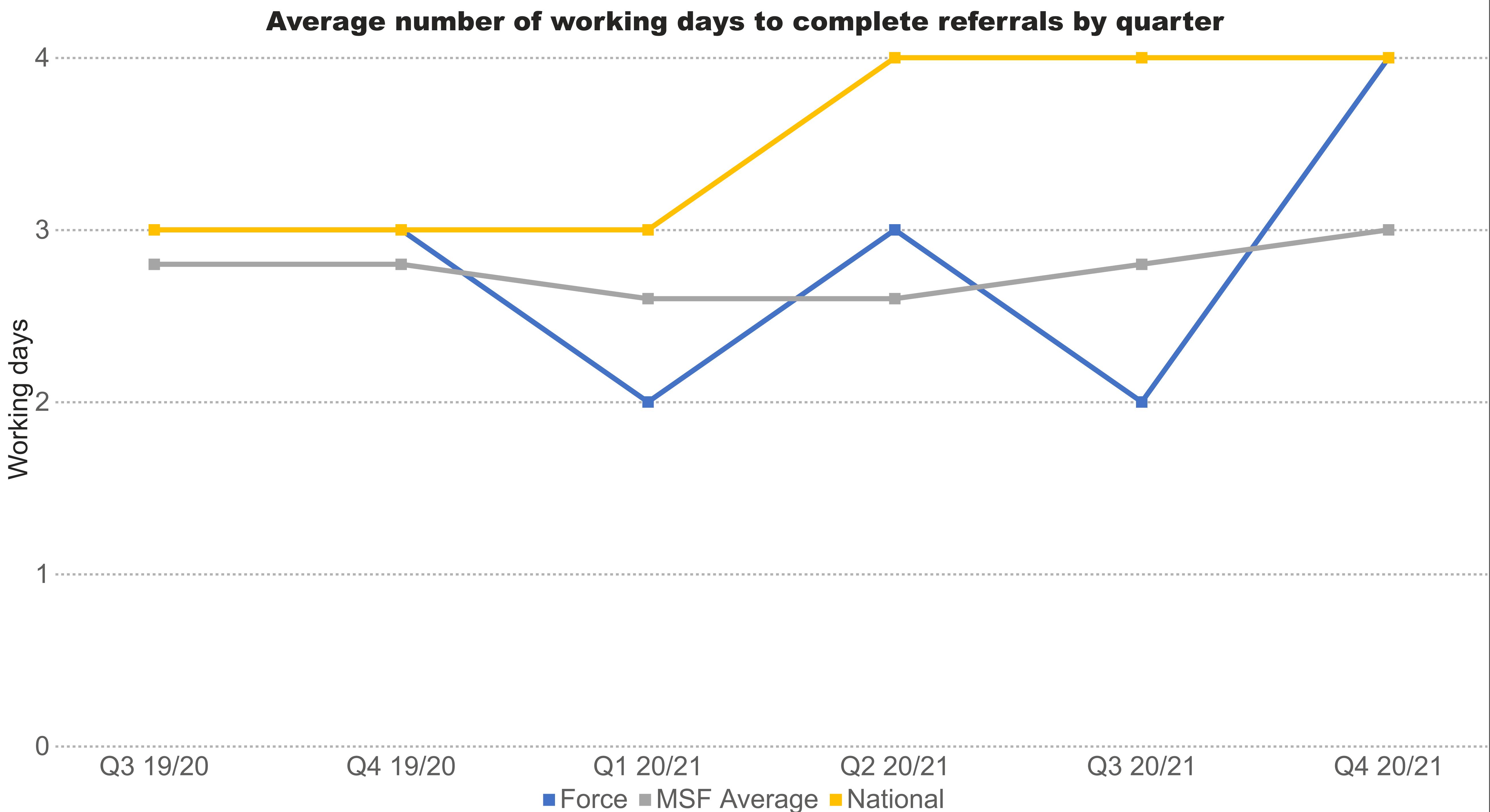




| Year allegation finalised | | | |
|---------------------------|----------------|--|--|
| 2019/20 | 2020/21 | | |
| 16 | 81 | | |
| 16 | 81 | | |

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: Durham

| Force | Force % | MSF Average | MSF Average % | National | National % |
|-------|---------|--------------------|----------------------|----------|------------|
| 27 | | 49 | | 4,542 | |
| 26 | | 48 | | 4,546 | |
| 1 | 4% | 5 | 9% | 577 | 13% |
| 0 | 0% | 1 | 2% | 47 | 1% |
| 18 | 69% | 29 | 60% | 2,712 | 60% |
| 7 | 27% | 12 | 27% | 1,153 | 25% |
| 0 | 0% | 0 | 0% | 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.

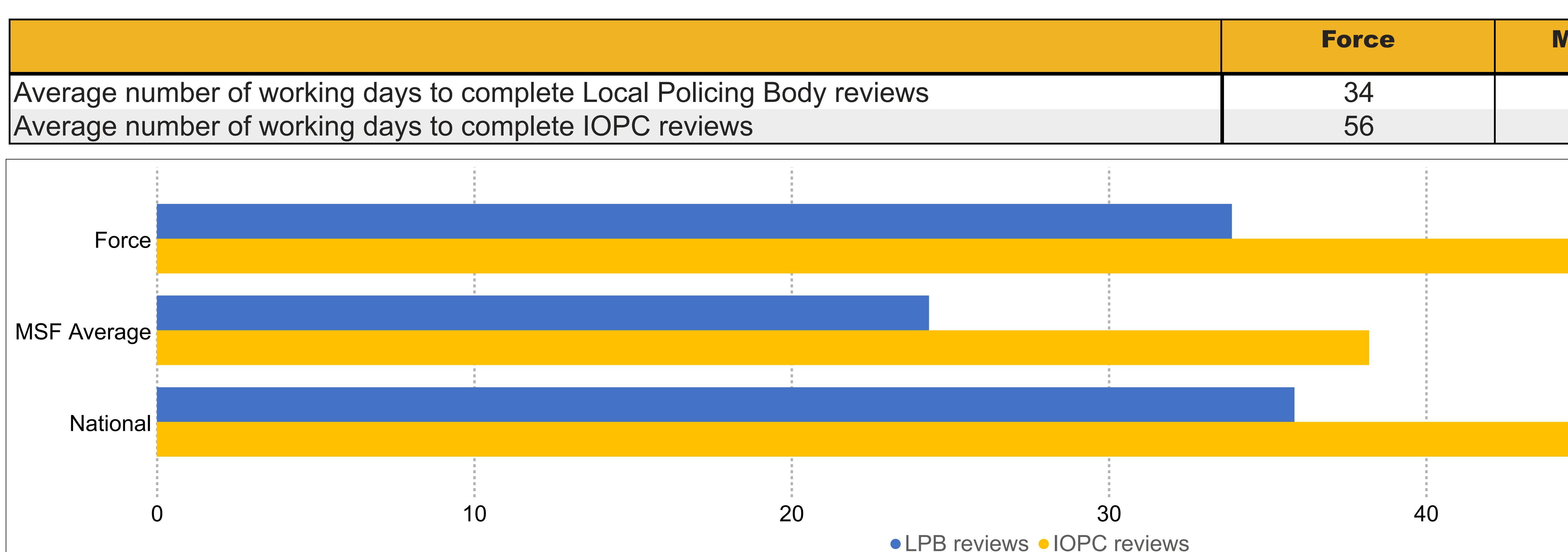
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC's remit to assess and will be determined invalid.

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 | 234 | 54 | 23% | 0 | 31 | 18 | 5 |
| MSF Average | 544 | 90 | 21% | 6 | 65 | 9 | 9 |
| 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.

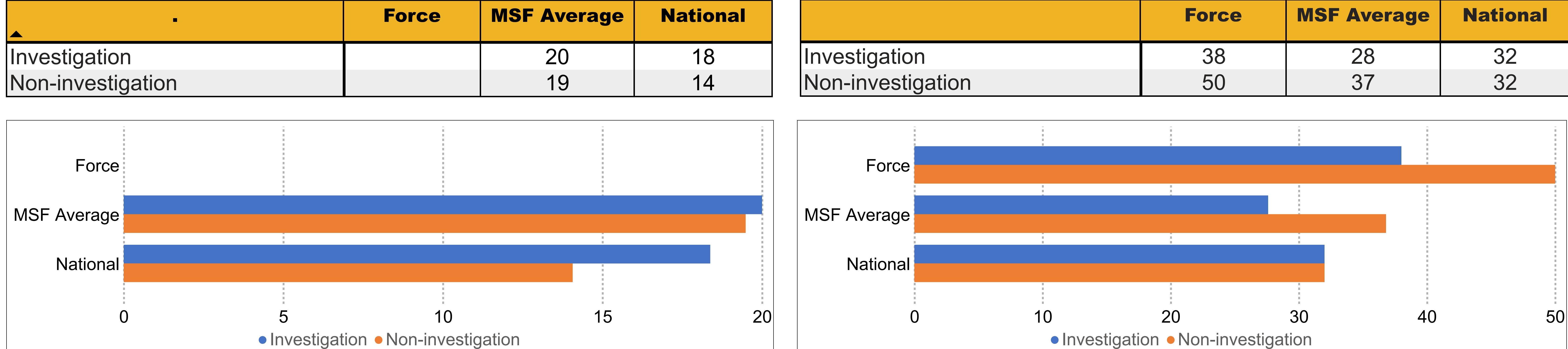
Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)



| National |
|----------|
| 36 |
| 47 |
| |
| 60 |
| |

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 | 0 |
| | | | | Direction | 22 | 22 | 23 |
| | | | | Extra work commissioned | 6 | 1 | 1 |

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: Durham

| orce | MSF Average | National | | Force | MSF Average | National |
|------|--------------------|----------|-------------------|-------|--------------------|----------|
| | 20 | 18 | Investigation | 38 | 28 | 32 |
| | 19 | 14 | Non-investigation | 50 | 37 | 32 |

% IOPC reviews resulting in...



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 | | Force MSF Average | | Nat | ional |
|-------|-----|-------------------|-----|-------|-------|
| No. | % | No. | % | No. | % |
| | | 8 | 2% | 205 | 1% |
| 568 | 88% | 215 | 47% | 8793 | 31% |
| 33 | 5% | 106 | 30% | 11617 | 41% |
| | | 18 | 4% | 470 | 2% |
| 17 | 3% | 25 | 5% | 2000 | 7% |
| | | 5 | 1% | 144 | 1% |
| | | 1 | 0% | 54 | 0% |
| 11 | 2% | 5 | 1% | 722 | 3% |
| | | 2 | 1% | 235 | 1% |



Actions following Schedule 3 complaint cases

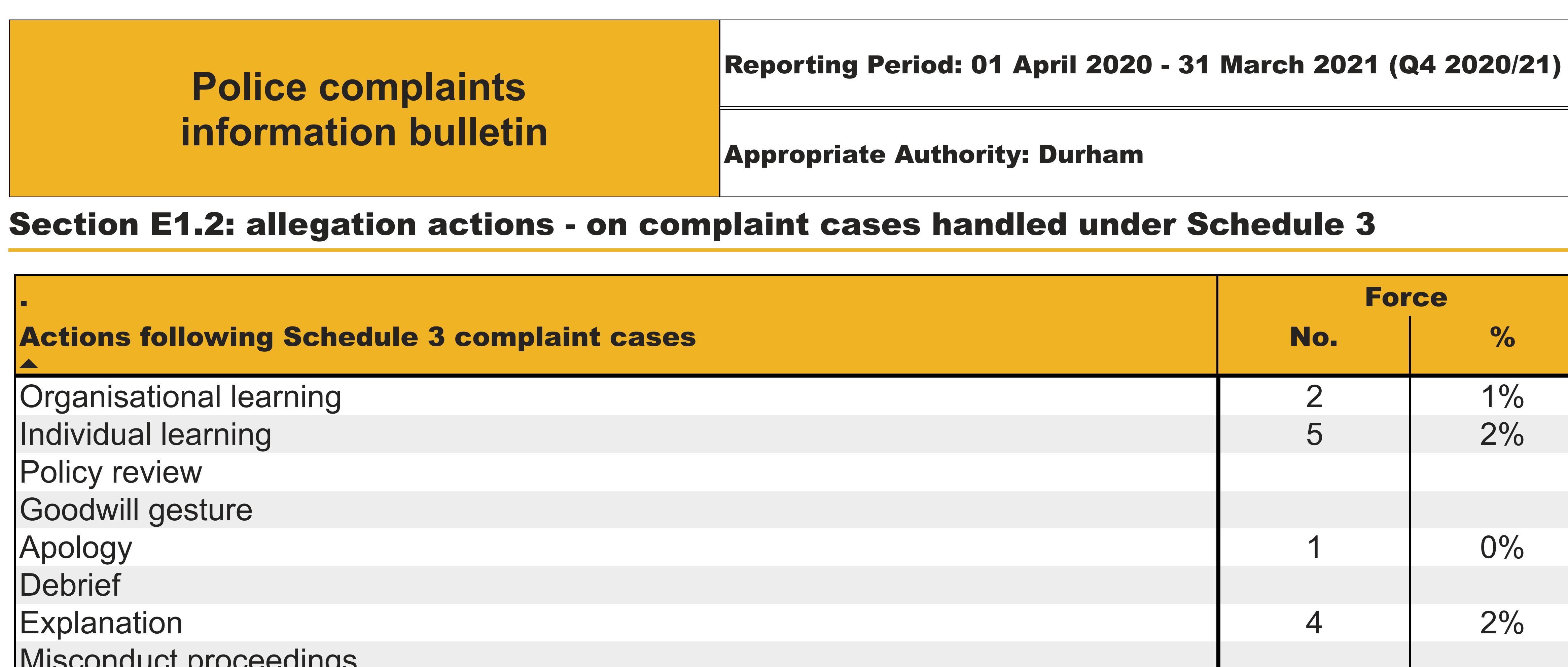
Organisational learning Individual learning Policy review Goodwill gesture Apology Debrief Explanation Misconduct proceedings Unsatisfactory Performance Procedure (UPP) No further action Other action Other actions following a case to answer decision Referral to RPRP

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 | | MSF Av | erage | Nat | tional |
|-------|-----|--------|-------|-------|--------|
| No. | % | No. | % | No. | % |
| 2 | 1% | 7 | 2% | 456 | 2% |
| 5 | 2% | 16 | 2% | 1218 | 5% |
| | | 4 | 0% | 48 | 0% |
| | | 2 | 0% | 21 | 0% |
| 1 | 0% | 27 | 5% | 890 | 4% |
| | | 8 | 1% | 183 | 1% |
| 4 | 2% | 217 | 30% | 5602 | 24% |
| | | 1 | 1% | 18 | 0% |
| | | | | 6 | 0% |
| 210 | 90% | 222 | 54% | 13279 | 57% |
| 5 | 2% | 8 | 2% | 341 | 1% |
| | | | | 7 | 0% |
| 5 | 2% | 34 | 6% | 815 | 4% |

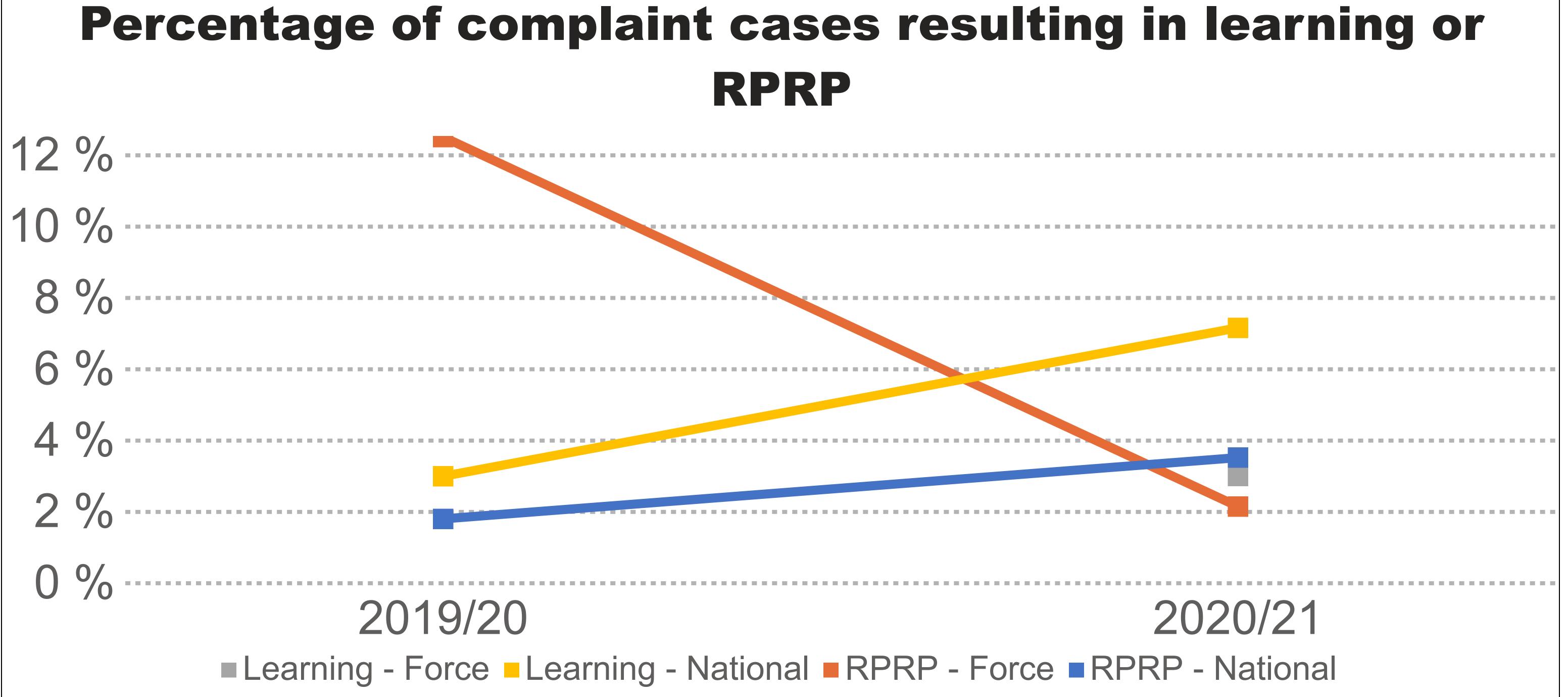


Section E2: focus on RPRP, UPP, misconduct and criminal outcomes (for complaint cases handled under Schedule 3)

RPRP and learning

| Number of com | plaint cases resulting i |
|-----------------|--------------------------|
| below actions | |
| Learning | |
| Force | |
| National | |
| | |
| Force | |
| National | |
| | |

| Percentage of below actions | complaint cases resulting |
|--------------------------------|---------------------------|
| — Learning | |
| Force | |
| National | |
| | |
| Force | |
| National | |



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

Appropriate Authority: Durham

| n | 2019/20 | 2020/21 |
|---|---------|---------|
| | | |
| | | 7 |
| | 10 | 1661 |
| | | |
| | 1 | 5 |
| | 6 | 815 |

| ng in | 2019/20 | 2020/21 |
|-------|---------|---------|
| | | |
| | | 3% |
| | 3% | 7% |
| | | |
| | 13% | 2% |
| | 2% | 4% |



RF

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

| | Force | | MSF Average | | National | |
|--|-------|----|--------------------|----|----------|----|
| ercentage of complaint cases sulting in below actions | No. | % | No. | % | No. | % |
| PP | | | | | 6 | 0% |
| isconduct hearing | | | | | 3 | 0% |
| isconduct meeting | | | 1 | 1% | 15 | 0% |
| PRP | 5 | 2% | 34 | 6% | 815 | 4% |

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



