Police complaints information bulletin

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

Appropriate Authority: Dyfed-Powys

IOPC Independent Office for Police Conduct

Most Similar Force (MSF) Group: **Cumbria, Lincolnshire, Norfolk, Dyfed-Powys**

About this bulletin

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

It sets out performance against a number of measures and compares force results to their most similar force (MSF) group 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 previous 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 bulletin because of technical issues. This will have an effect on the MSF averages, which include these forces, and national figures. The IOPC is working with these forces to ensure reporting of these complaint cases is possible in the future.

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Acronyms used in this bulletin

Select an authority

- [x] Select all
- [ ] Avon And Somerset
- [ ] Bedfordshire
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- [ ] Cheshire
- [ ] City of London
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- [ ] Derbyshire
- [ ] Devon And Cornwall
- [ ] Dorset
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Section A1.1: complaint cases and allegations logged – timeliness and per 1,000 employees

	To contact customers		To log complaint cases	
Average number of working days...	**Initial handling performance**	**Customer perspective**	**Initial handling performance**	**Customer perspective**
Force	5	6	3	4
MSF Average	5	5	3	3
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.

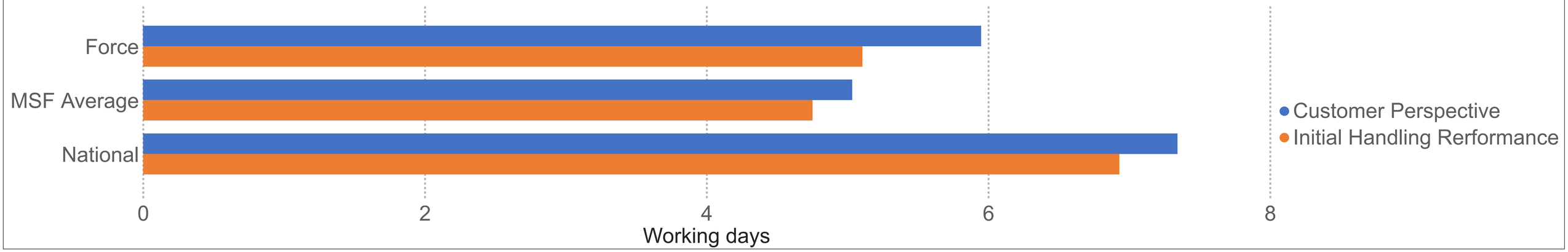
	Force	MSF Average	National
No. of allegations logged per 1,000 employees	481	561	467
No. of complaint cases logged per 1,000 employees	348	385	290

Notes

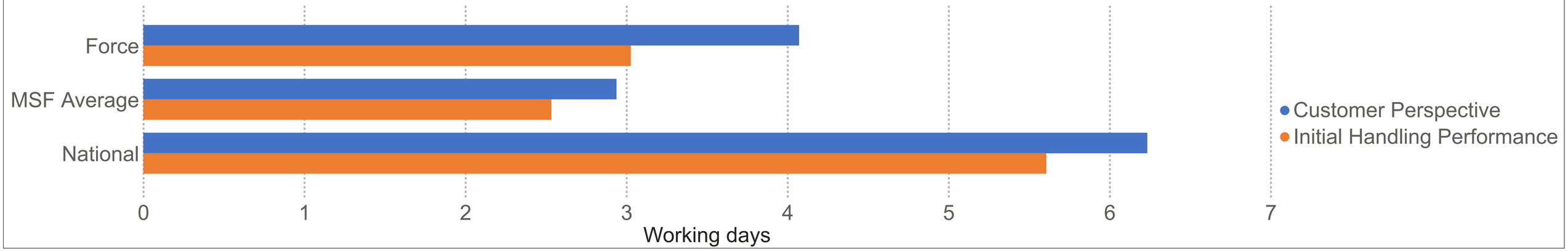
This section presents information relating to the force's contact with customers and their initial handling of the complaint cases. It shows how long, on average it takes from the customer's perspective from when they made the complaint, and the force's performance of the initial handling from when it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

Average number of working days to contact customers



Average number of working days to log complaint cases



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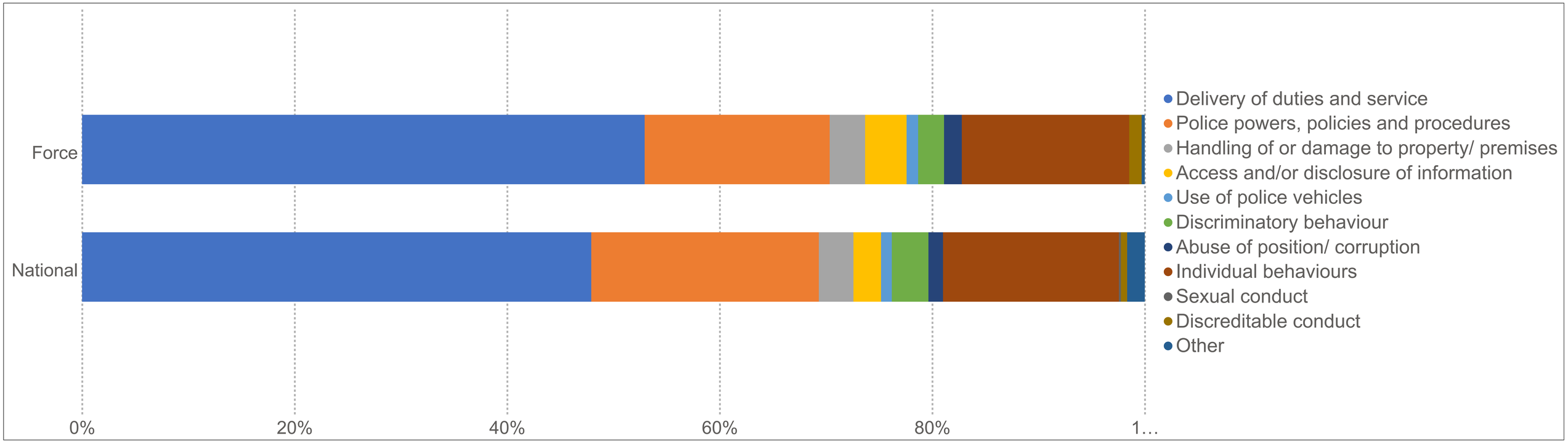
Section A1.2: allegations logged - what has been complained about

	.	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Number	Force	541	178	34	40	11	25	17	161		12	3	**1,022**
	MSF Average	567	260	39	43	16	25	27	221	1	8	28	**1,233**
	National	52,300	23,368	3,553	2,845	1,104	3,764	1,490	18,073	199	648	1,807	**109,151**
Percentage	Force	53%	17%	3%	4%	1%	2%	2%	16%		1%	0%	
	MSF Average	46%	21%	3%	4%	1%	2%	2%	18%	0%	1%	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 Guidance on capturing data about police complaints for guidance on logging allegations and complaint category definitions.

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

Category	Subcategory	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Delivery of duties and service	**Total**	**541**	**53 %**	**567**	**46 %**	**52,300**	**48 %**
	Police action following contact	242	45 %	315	55 %	23,155	44 %
	Decisions	59	11 %	97	17 %	7,524	14 %
	General level of service	185	34 %	83	15 %	16,612	32 %
	Information	55	10 %	73	13 %	5,006	10 %
						3	0 %
Police powers, policies and procedures	**Total**	**178**	**17 %**	**260**	**21 %**	**23,368**	**21 %**
	Stops, and stop and search	9	5 %	21	8 %	2,275	10 %
	Searches of premises and seizure of property	15	8 %	39	14 %	3,168	14 %
	Power to arrest and detain	23	13 %	39	15 %	3,407	15 %
	Detention in police custody	14	8 %	34	13 %	3,176	14 %
	Bail, identification and interview procedures	10	6 %	11	4 %	702	3 %
	Use of force	60	34 %	75	29 %	6,752	29 %
	Evidential procedures	6	3 %	7	3 %	1,212	5 %
	Out of court disposals	3	2 %	4	2 %	311	1 %
	Other policies and procedures	38	21 %	32	13 %	2,362	10 %
						3	0 %
Handling of or damage to property/ premises	**Total**	**34**	**3 %**	**39**	**3 %**	**3,553**	**3 %**
	Handling of or damage to property/ premises	29	85 %	38	96 %	3,541	100 %
		4	12 %	4	12 %	11	0 %
	Delivery of duties and service	1	3 %	1	3 %	1	0 %
Access and/or disclosure of information	**Total**	**40**	**4 %**	**43**	**4 %**	**2,845**	**3 %**
	Use of police systems			3	6 %	233	8 %
	Disclosure of information	30	75 %	30	72 %	1,898	67 %
	Handling of information	10	25 %	10	21 %	601	21 %
	Accessing and handling of information from other sources			1	3 %	113	4 %
Individual behaviours	**Total**	**161**	**16 %**	**221**	**18 %**	**18,073**	**17 %**
	Unprofessional attitude and disrespect	68	42 %	52	25 %	4,687	26 %
	Lack of fairness and impartiality	20	12 %	44	19 %	2,954	16 %
	Overbearing or harassing behaviours	40	25 %	54	24 %	3,419	19 %
	Impolite language / tone	13	8 %	60	26 %	4,645	26 %
	Impolite and intolerant actions	20	12 %	11	6 %	2,367	13 %
	Other neglect or failure in duty					1	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.

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

	Allegation category											
Factors	**Delivery of duties and service**	**Police powers, policies and procedures**	**Handling of or damage to property/ premises**	**Access and/or disclosure of information**	**Use of police vehicles**	**Discriminatory behaviour**	**Abuse of position/ corruption**	**Individual behaviours**	**Sexual conduct**	**Discreditable conduct**	**Other**	**Total**
Arrest	15	68	6	2	3	4	1	9				**108**
Call Handling	24							1				**25**
Child protection / CSA / CSE	21	2		6				5		1		**35**
Coronavirus – other	31	3				1		23		2	1	**61**
Coronavirus – police powers on restricti	19	4		2		1	1	4				**31**
Custody	1	24	5	2	1	2		2				**37**
Death	9							1				**10**
Domestic / gender abuse	38	9	1	9		2	1	16				**76**
Drugs / alcohol	7	5	1	1			1	4				**19**
Firearms	13	3	1	1				3				**21**
Fraud	3							1				**4**
Hate Crime	4					1		1				**6**
Investigation	220	19	6	5		3	5	29				**287**
Mental health	24	17	1	3	1	1		6		1	2	**56**
Missing persons	2							2				**4**
Neighbourhood policing	93	10		3	1	2		33				**142**
None	50	9	5	8	3	5	6	20		7		**113**
Premises search	6	12	5			1	1	2				**27**
Public order incident	4	2						3				**9**
Restraint equipment		10										**10**
Roads/traffic	32	8	4	1	3	1	1	14				**64**
Social media										1		**1**
Stop and/or search	4	14	2			4		5				**29**
Taser		1						1				**2**

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. Factors capture the situational context of the dissatisfaction expressed in a complaint. The combination of categories and factors provides a richer picture of what people are complaining about compared to the categories alone.

Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category.

Please refer to our Guidance on capturing data about police complaints for definitions of categories and factors.

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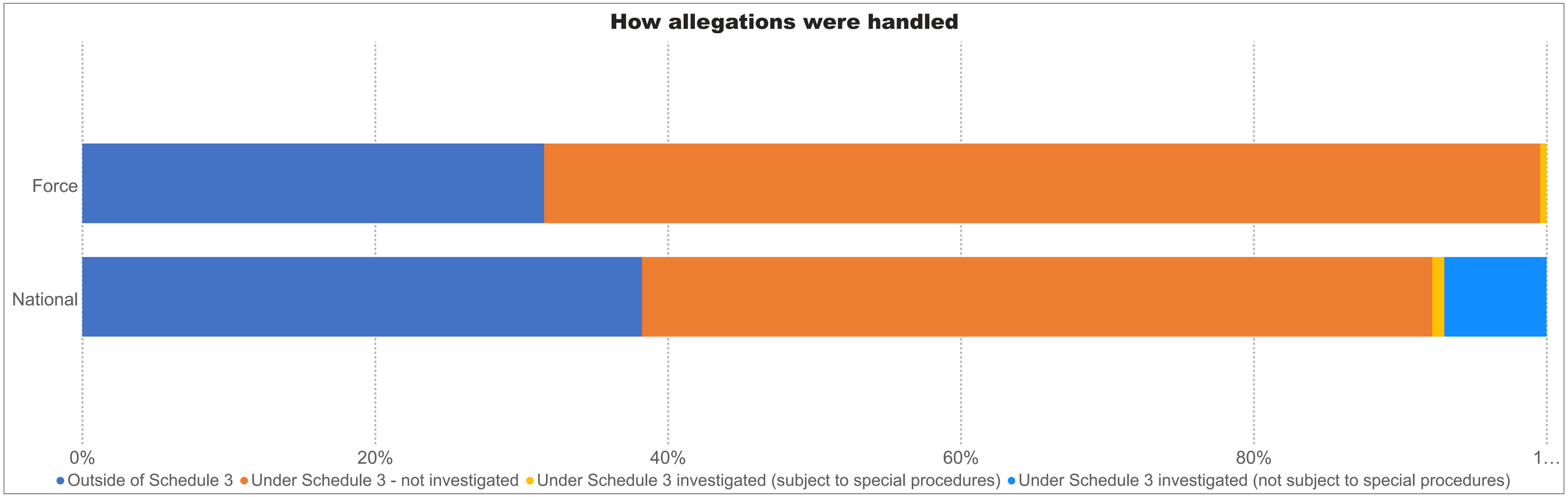
Section A2: how complaint cases and allegations have been handled

Reason complaint case handled under Schedule 3	Force		MSF Average		National	
	No.	%	No.	%	No.	%
Nature of the allegation(s) in the complaint	79	19%	33	7%	5,811	16%
Dissatisfaction after initial handling	16	4%	22	5%	2,889	8%
Complainant wishes the complaint be recorded	92	22%	162	36%	12,440	34%
AA/body responsible for initial handling decides	226	55%	227	51%	15,225	42%

How allegations were handled	Force		MSF Average		National	
	No.	%	No.	%	No.	%
Outside of Schedule 3	283	32%	413	39%	32,012	38%
Under Schedule 3 - not investigated	610	68%	608	58%	45,205	54%
Under Schedule 3 investigated (subject to special procedures)	4	0%	7	1%	688	1%
Under Schedule 3 investigated (not subject to special procedures)			29	3%	5,845	7%



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.

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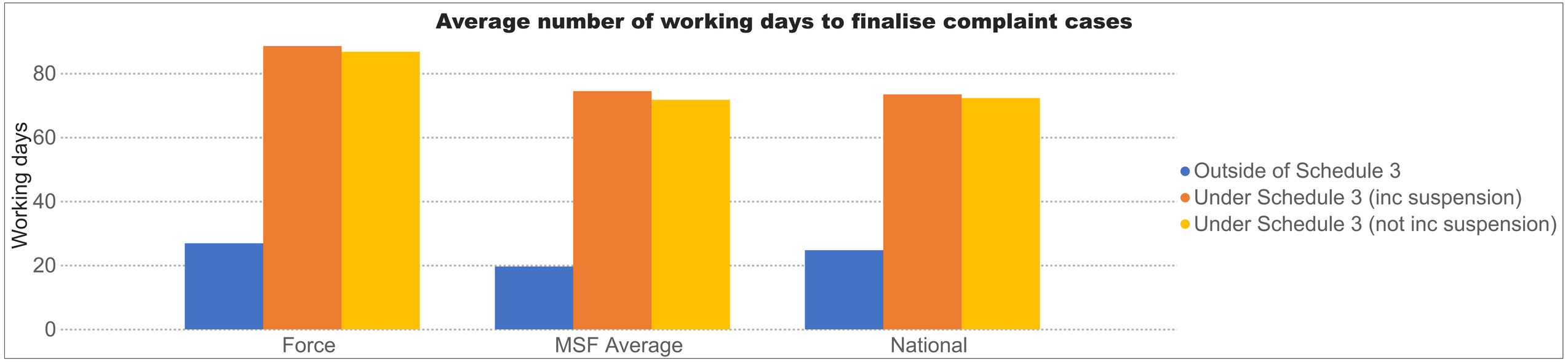
Section A3.1: complaint cases finalised - timeliness

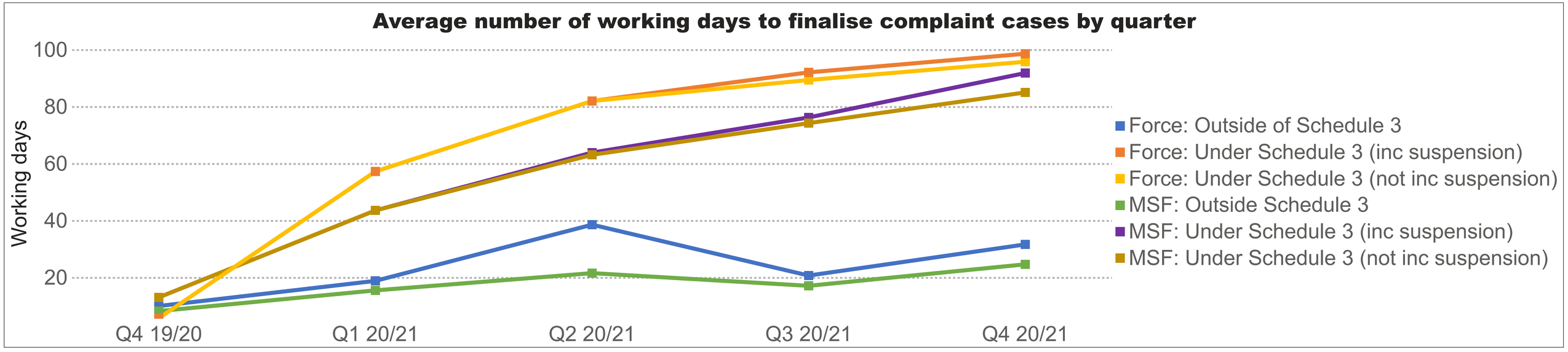
Average number of working days to finalise complaint cases	Force	MSF Average	National
Outside of Schedule 3	27	20	25
Under Schedule 3 (inc suspension)	89	74	73
Under Schedule 3 (not inc suspension)	87	72	72

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.





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

How allegations were handled	Force		MSF Average		National	
	No.	%	No.	%	No.	%
Outside of Schedule 3	283	32%	413	39%	32,012	38%
Under Schedule 3 - not subject to investigation	610	68%	608	58%	45,205	54%
Under Schedule 3 - by local investigation	4	0%	29	3%	6,496	8%
Under Schedule 3 - by independent investigation					37	0%

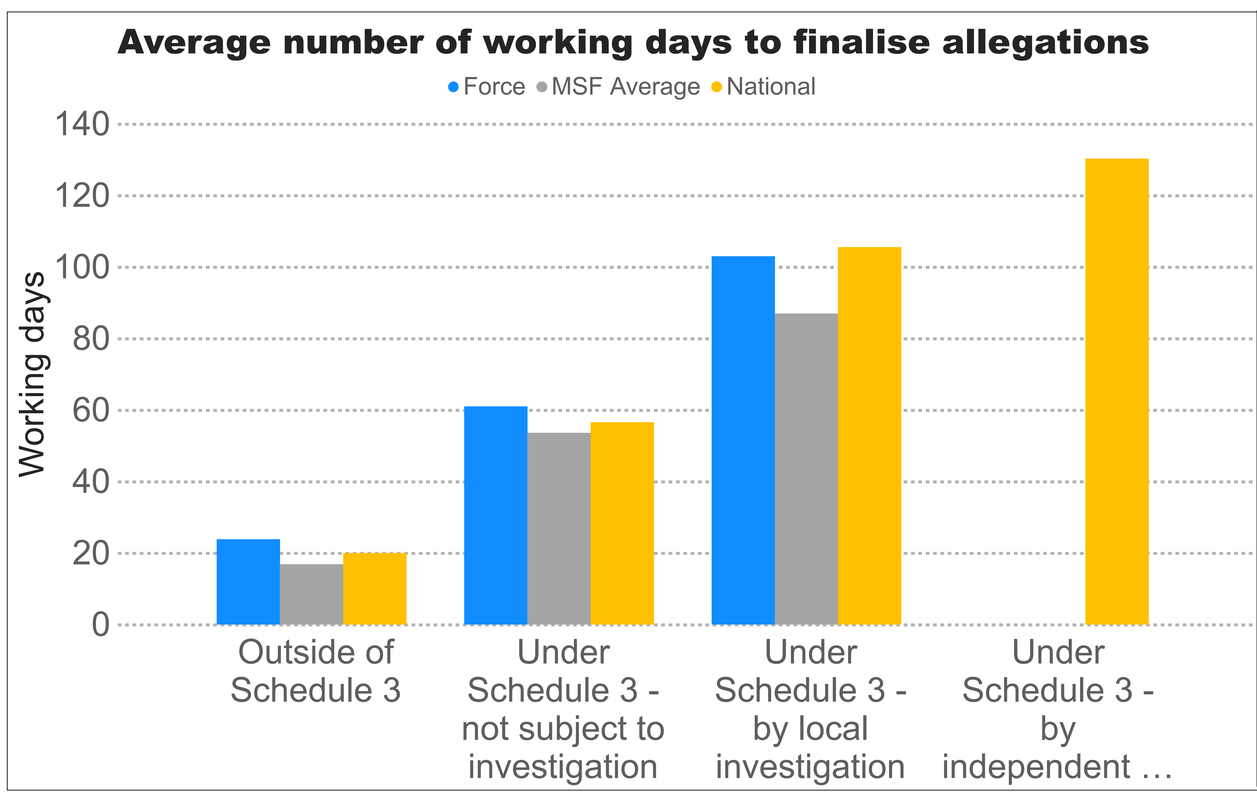
Average number of working days to finalise allegations	Force	MSF Average	National
Outside of Schedule 3	24	17	20
Under Schedule 3 - not subject to investigation	61	54	57
Under Schedule 3 - by local investigation	103	87	106
Under Schedule 3 - by independent investigation			130

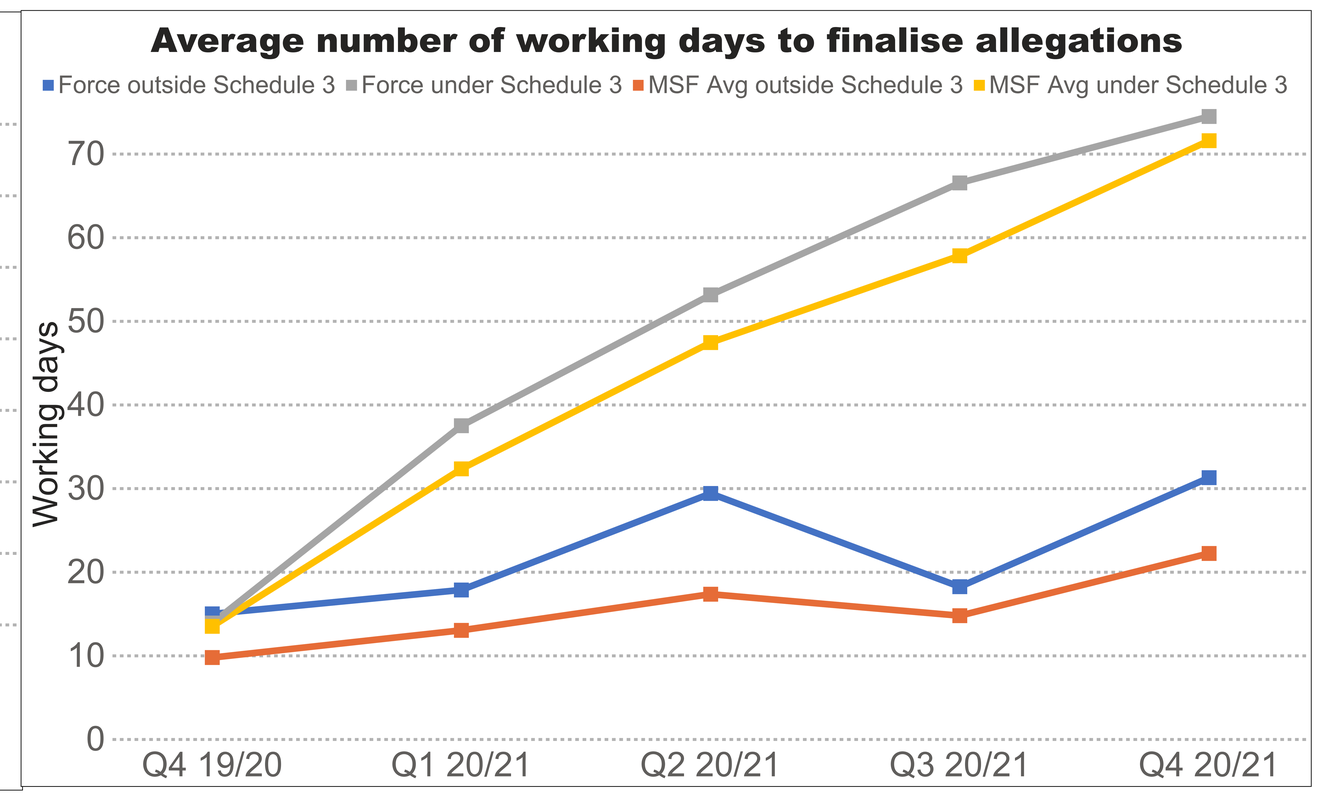
Notes

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.





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

How allegations were handled	Force %	Force No.	National %	National No.
Outside of Schedule 3	32 %	283	38 %	32,011
Under Schedule 3 - not investigated	68 %	610	54 %	45,201
Under Schedule 3 investigated (subject to special procedures)	0 %	4	1 %	688
Under Schedule 3 investigated (not subject to special procedures)			7 %	5,845
Total	**100 %**	**897**	**100 %**	**83,745**

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)			
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					26 %	159	14 %	6,252			1 %	10			10 %	572
Regulation 41 applies							0 %	55			0 %	2			0 %	27
Service provided - unable to determine					6 %	38	4 %	1,906			1 %	4			3 %	147
Service provided - not acceptable					10 %	61	11 %	5,153			1 %	10			10 %	561
Service provided - acceptable			0 %	8	54 %	332	66 %	29,644	50 %	2	14 %	99			73 %	4,279
Not Resolved	14 %	41	6 %	1,955												
Resolved	86 %	242	94 %	30,048												
No Case to Answer									50 %	2	59 %	403				
Case to Answer											20 %	136				
Withdrawal					3 %	20	5 %	2,191			3 %	24			4 %	259
Total	**32 %**	**283**	**38 %**	**32,011**	**68 %**	**610**	**54 %**	**45,201**	**0 %**	**4**	**1 %**	**688**			**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 decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside or under Schedule 3; and secondly, the means of handling where it has been dealt with under Schedule 3.

Please 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 Guidance on capturing data about police complaints for details of allegation decisions.

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

	Allegation category											
Allegation decisions	**Delivery of duties and service**	**Police powers, policies and procedures**	**Handling of or damage to property/ premises**	**Access and/or disclosure of information**	**Use of police vehicles**	**Discriminatory behaviour**	**Abuse of position/ corruption**	**Individual behaviours**	**Sexual conduct**	**Discreditable conduct**	**Other**	**Total**
No further action	95	27	7	3	1	5	2	11		6	2	**159**
Service provided - unable to determine	13	2	2	4	2	1	1	12		1		**38**
Service provided - not acceptable	38	5	3	2		2	1	10				**61**
Service provided - acceptable	123	96	14	18	3	11	6	61		2		**334**
Not Resolved	29	2			2		1	5		1	1	**41**
Resolved	186	6	5	1	1	3		38		1	1	**242**
No Case to Answer		2										**2**
Withdrawal	6	4	1	3		1		5				**20**

Notes

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

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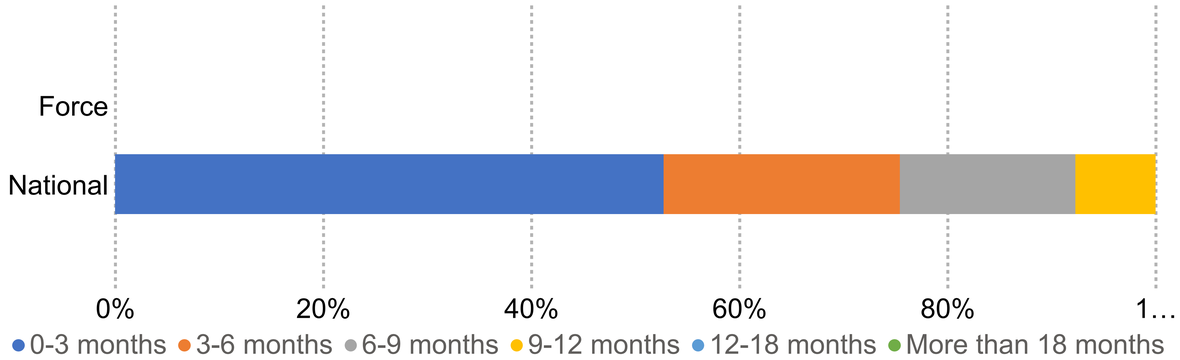
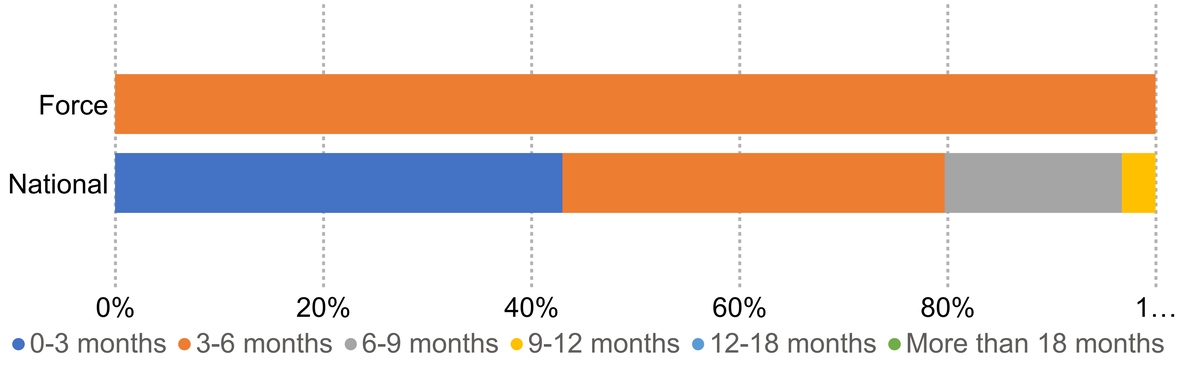
Section B1: investigations (all investigation types) - timeliness

Investigations active for...	Force	MSF Average	National
0-3 months		51%	53%
3-6 months		35%	23%
6-9 months		25%	17%
9-12 months			8%
12-18 months			
More than 18 months			

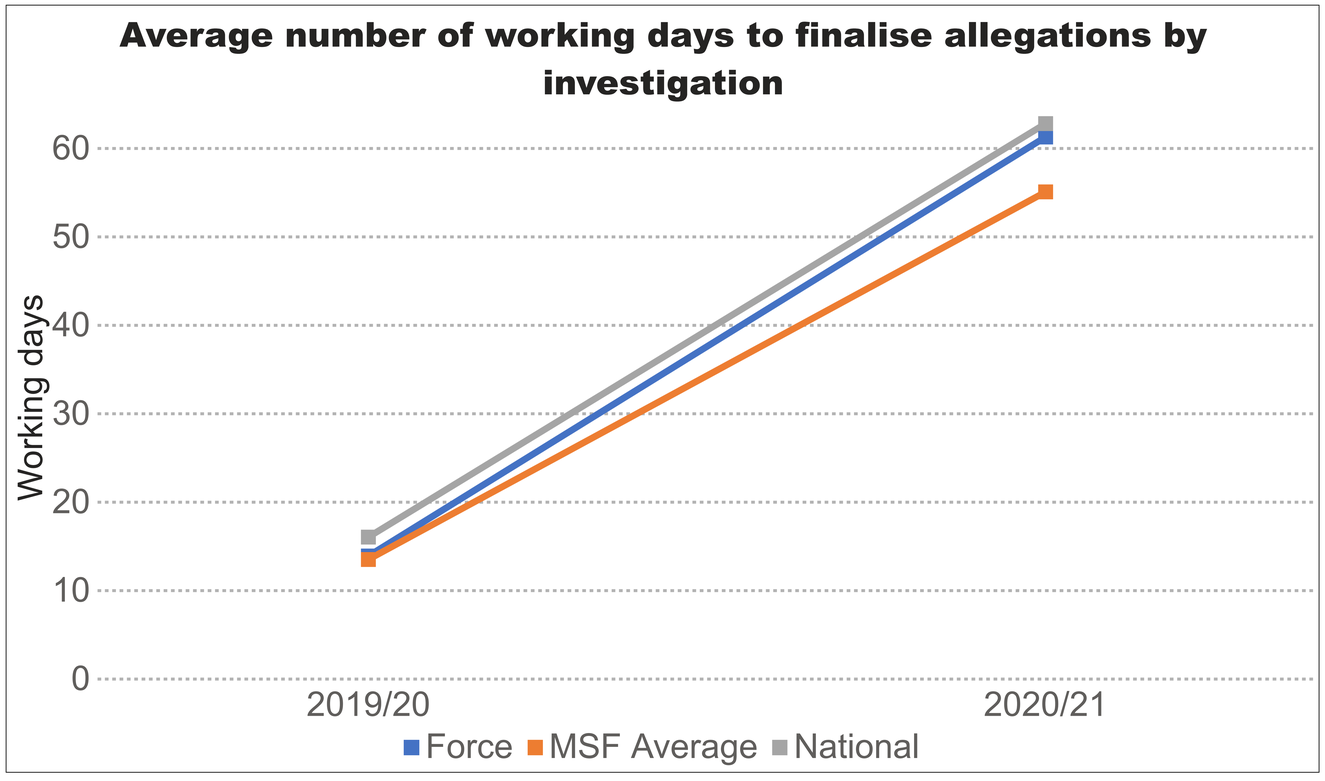


Investigations completed in...	Force	MSF Average	National
0-3 months		45%	43%
3-6 months	100%	53%	37%
6-9 months		13%	17%
9-12 months		16%	3%
12-18 months			
More than 18 months			



Allegations finalised by investigation (all types) - timeliness

Average number of working days	Year allegation finalised 2019/20	2020/21
Force	14	61
MSF Average	13	55
National	16	63



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.

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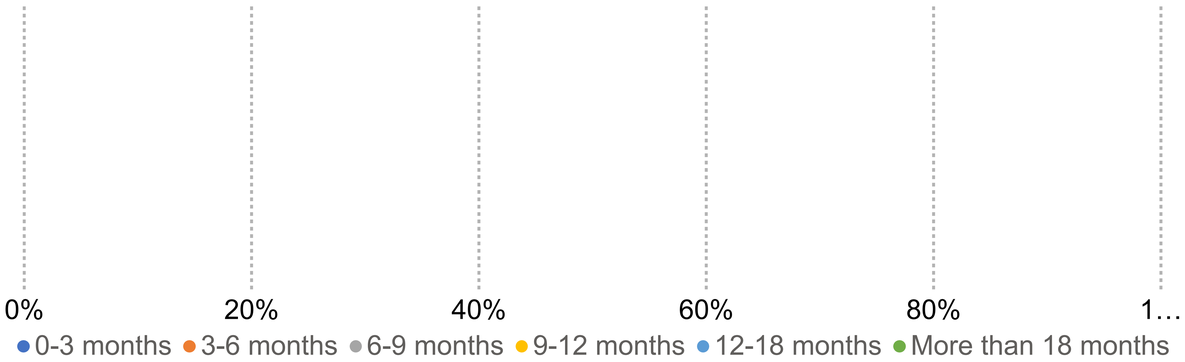
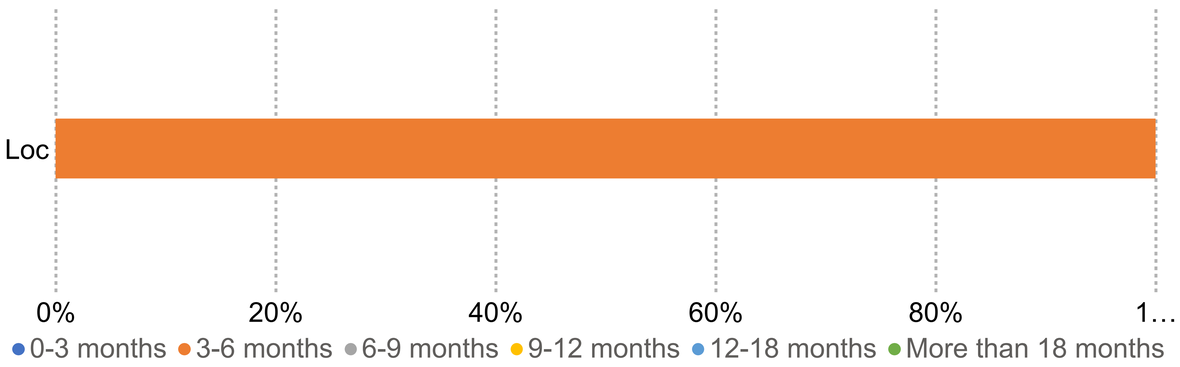
IOPC Independent Office for Police Conduct

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

Investigations active for...	Loc	Ind	All
0-3 months			
3-6 months			
6-9 months			
9-12 months			
12-18 months			
More than 18 months			

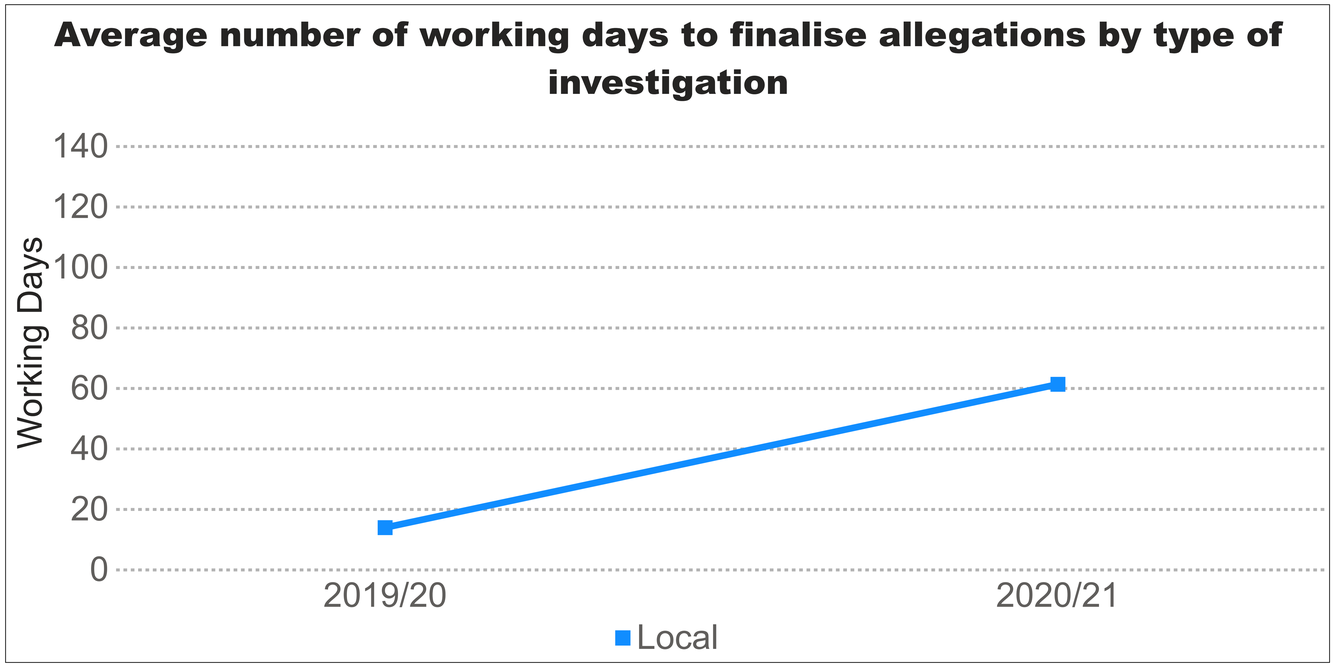


Investigations completed in...	Loc	All
0-3 months		
3-6 months	100 %	**100 %**
6-9 months		
9-12 months		
12-18 months		
More than 18 months		



Allegations finalised by investigation - timeliness

Average number of working days	Year allegation finalised 2019/20	2020/21
Local	14	61
Independent		
All	**14**	**61**



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.

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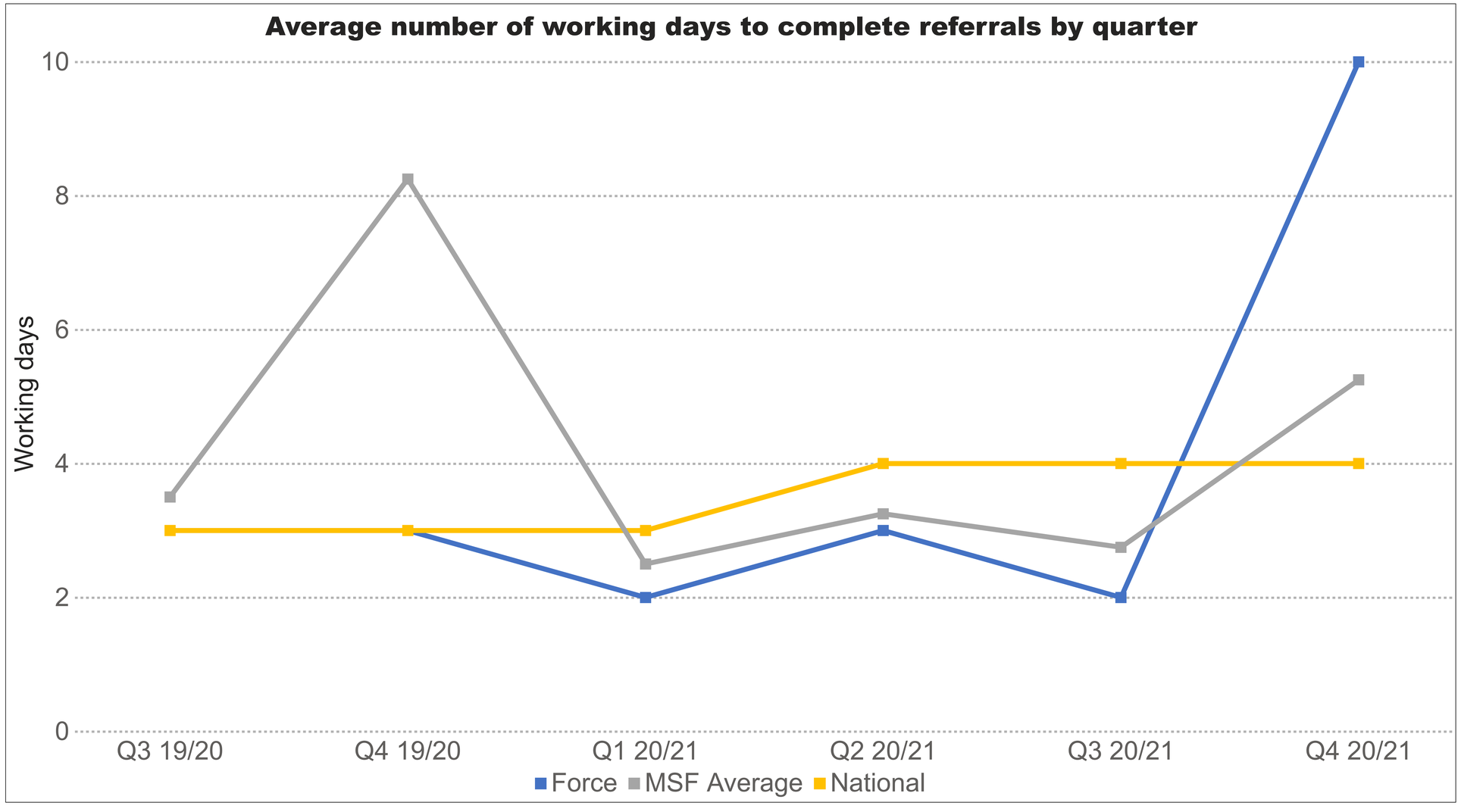
Section C: referrals

	Force	Force %	MSF Average	MSF Average %	National	National %
Number referrals received	34		44		4,542	
Number referrals completed	34		44		4,546	
Decision: Independent Investigation	5	15%	3	9%	577	13%
Decision: Directed Investigation	0	0%	0	0%	47	1%
Decision: Local Investigation	20	59%	32	70%	2,712	60%
Decision: Return to Force	9	26%	9	20%	1,153	25%
Decision: Invalid	0	0%	0	0%	28	1%



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.

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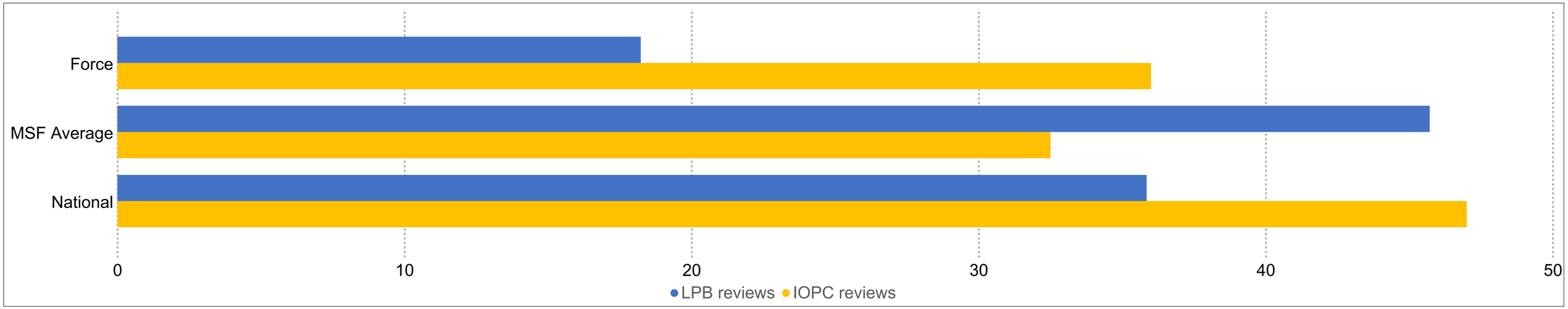
Section D1: reviews received

.	Complaint cases finalised under Schedule 3	Reviews received	Reviews received as proportion of complaint cases finalised under Schedule 3	Number LPB reviews received - investigation	Number LPB reviews received - non-investigation	Number IOPC reviews received - investigation	Number IOPC reviews received - non-investigation
Force	352	84	24%	5	59	0	20
MSF Average	328	68	23%	2	51	3	13
National	23,243	5,371	23%	1,156	3,246	478	491

Section D2: reviews timeliness

	Force	MSF Average	National
Average number of working days to complete Local Policing Body reviews	18	46	36
Average number of working days to complete IOPC reviews	36	33	47



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.

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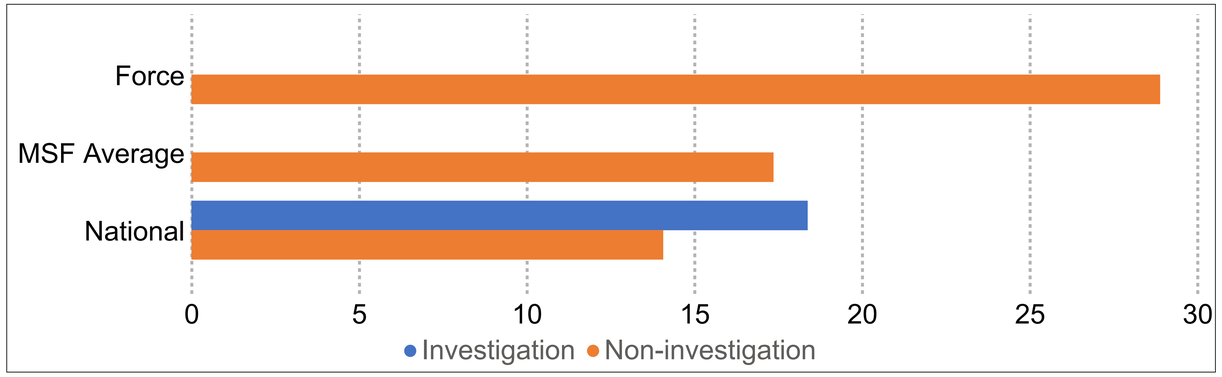
Section D3: decisions on reviews

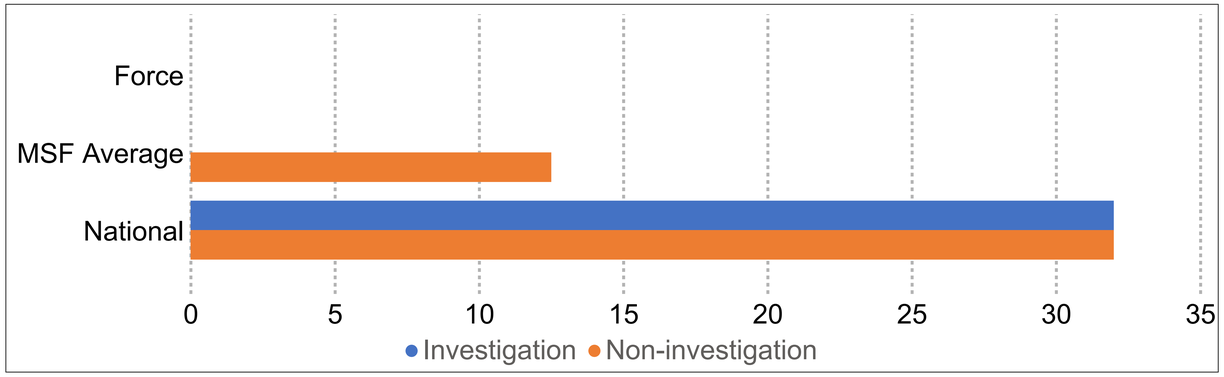
% LPB reviews found complaint case outcome not reasonable and proportionate

.	Force	MSF Average	National
Investigation			18
Non-investigation	29	17	14



% IOPC reviews found complaint case outcome not reasonable and proportionate

	Force	MSF Average	National
Investigation	0	0	32
Non-investigation	0	13	32



% LPB reviews resulting in...

	Force	MSF Average	National
Recommendation made			
.			

% IOPC reviews resulting in...

	Force	MSF Average	National
Recommendation made	0	0	0
Direction	0	7	23
Extra work commissioned	0	0	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.

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

.	Force		MSF Average		National	
Actions following outside of Schedule 3 complaint cases	No.	%	No.	%	No.	%
Learning from Reflection			3	1%	205	1%
No further action	58	21%	125	34%	8793	31%
Explanation	73	27%	113	34%	11617	41%
Debrief	7	3%	6	2%	470	2%
Apology	11	4%	28	8%	2000	7%
Goodwill gesture	4	1%	4	1%	144	1%
Policy review	3	1%	3	1%	54	0%
Individual learning	4	1%	7	2%	722	3%
Organisational learning	2	1%	4	1%	235	1%

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.

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Section E1.2: allegation actions - on complaint cases handled under Schedule 3

.	Force		MSF Average		National	
Actions following Schedule 3 complaint cases	No.	%	No.	%	No.	%
Organisational learning	16	5%	10	3%	456	2%
Individual learning	26	7%	15	5%	1218	5%
Policy review			3	1%	48	0%
Goodwill gesture	3	1%	3	1%	21	0%
Apology	25	7%	15	6%	890	4%
Debrief	2	1%	2	1%	183	1%
Explanation	65	19%	53	17%	5602	24%
Misconduct proceedings			1	1%	18	0%
Unsatisfactory Performance Procedure (UPP)			1	0%	6	0%
No further action	227	65%	217	65%	13279	57%
Other action	7	2%	8	3%	341	1%
Other actions following a case to answer decision			1	0%	7	0%
Referral to RPRP	1	0%	4	2%	815	4%

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.

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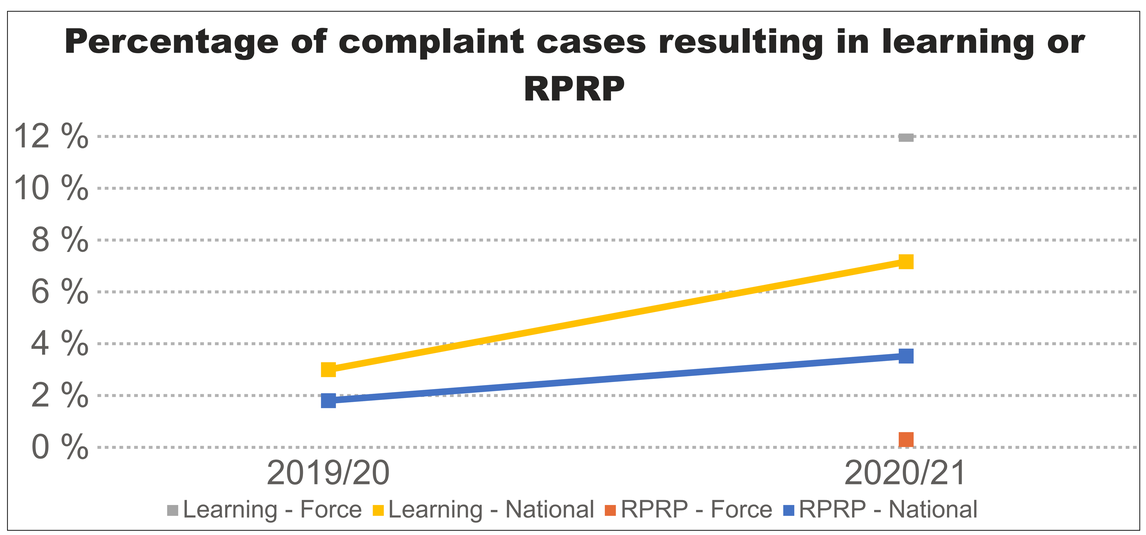
Section E2: focus on RPRP, UPP, misconduct and criminal outcomes (for complaint cases handled under Schedule 3)

RPRP and learning

Number of complaint cases resulting in below actions	2019/20	2020/21
⊟ Learning		
Force		42
National	10	1661
⊟ RPRP		
Force		1
National	6	815

Percentage of complaint cases resulting in below actions	2019/20	2020/21
⊟ Learning		
Force		12%
National	3%	7%
⊟ RPRP		
Force		0%
National	2%	4%



RPRP, UPP, misconduct and criminal

. Percentage of complaint cases resulting in below actions	Force		MSF Average		National	
	No.	%	No.	%	No.	%
UPP			1	0%	6	0%
Misconduct hearing					3	0%
Misconduct meeting			1	1%	15	0%
RPRP	1	0%	4	2%	815	4%

Notes

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.

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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 IOPC website.
- Average times are presented in working days and do not include weekends or bank holidays.
- Some percentages may add up to more or less than 100% due to rounding.
- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

Data constraints

- The data is sourced from live case management systems and provides a snapshot of information as it was at that time. Therefore, there may be variances between the information in this bulletin and information reported at a later date.

Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the IOPC website.

- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC's Guidance on capturing data about police complaints.

- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC's Statutory Guidance on the police complaints system (February 2020).

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