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 fo (MSF) group and with the overall result for all forces (national).

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

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

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Reporting Period: 01 April 202	0 -
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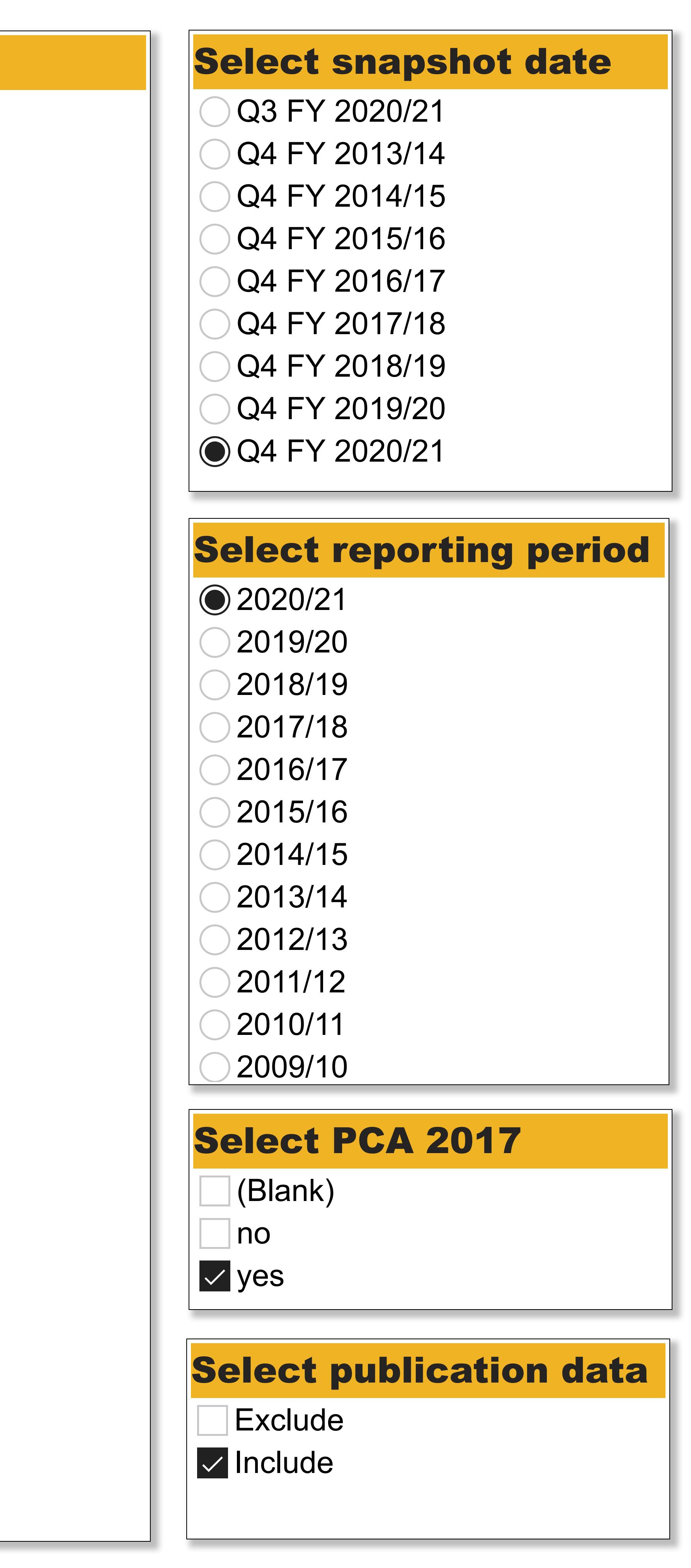
Appropriate Authority: Gloucestershire

North Yorkshire, West Mercia, Warwickshire, Cambridgeshire, Suffolk, Devon And Cornwall, Gloucestershire, Wiltshire

31 March 2021 (Q4 2020/21)

	Select an authority
2), as January	Select all
January	Avon And Somerset
	Bedfordshire
orce	British Transport
previous	Cambridgeshire
	Cheshire
ice,	City of London
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
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r	Norfolk
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	Northamptonshire
	Northumbria
	Nottinghamshire

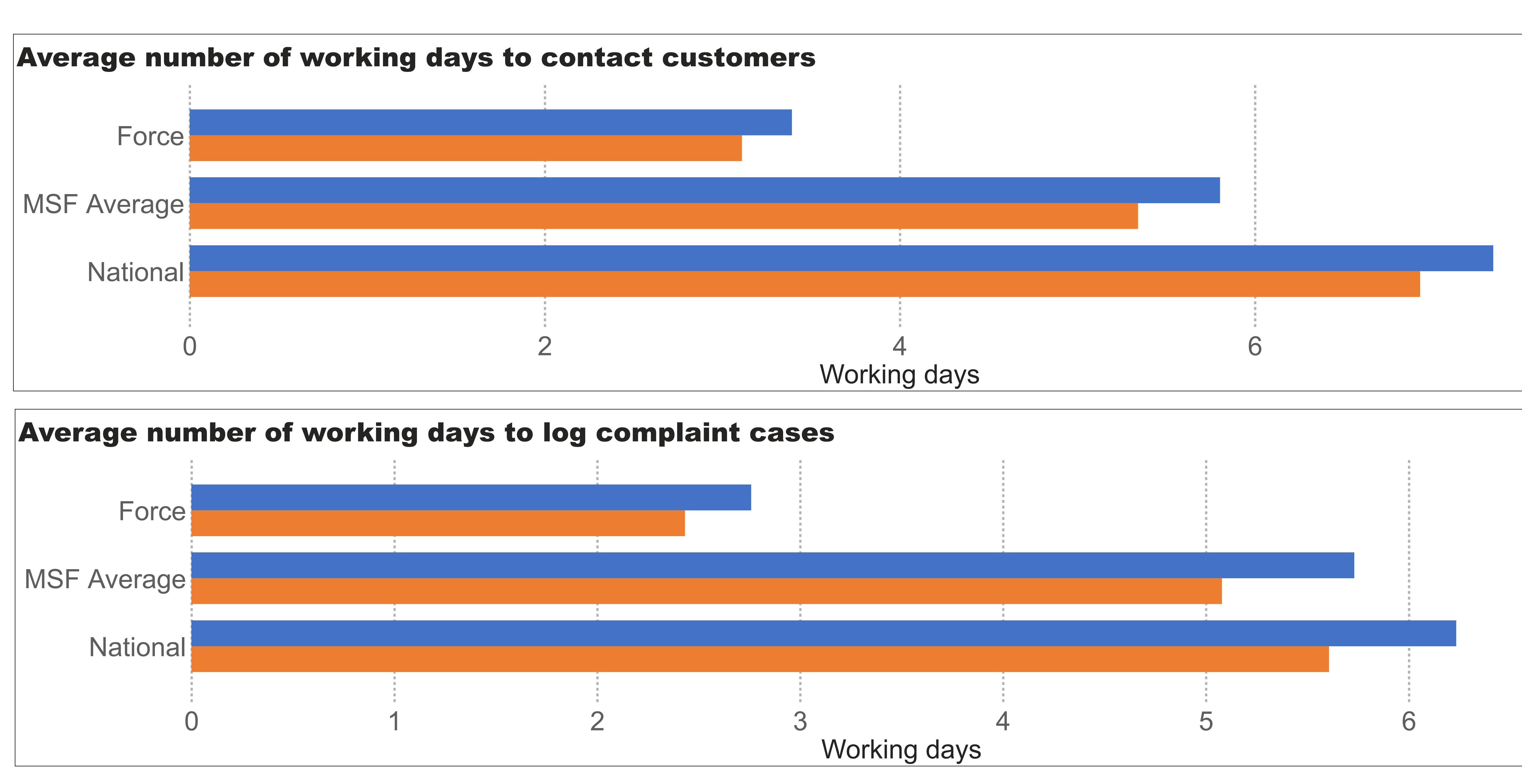




Section A1.1: complaint cases and allegations logged – timeliness and per 1,000 employees

	To contact cu	ustomers	To log complaint cases			
Average number of working days		Customer perspective	Initial handling performance	Customer perspective		
Force	3	3	2	3		
MSF Average	5	6	5	6		
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)

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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.

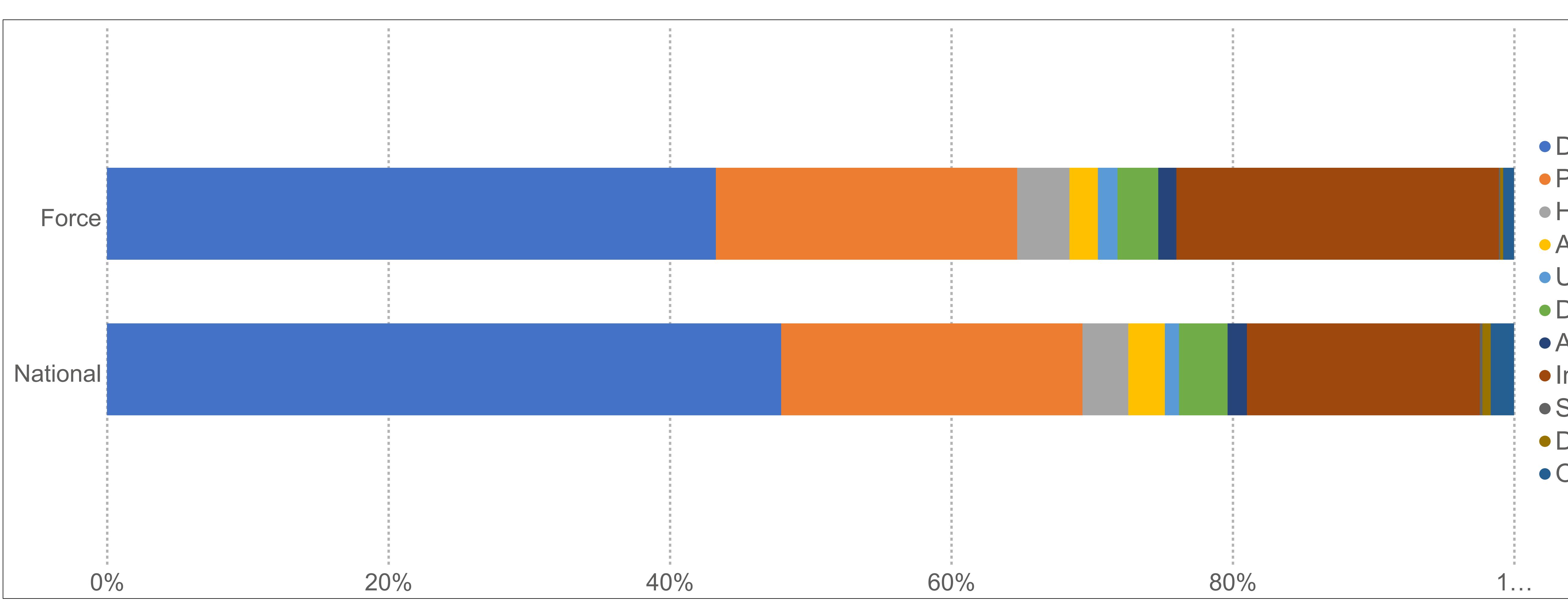


	Force	MSF Average	National		
	761	452	467		
yees	431	277	290		



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

		<section-header><section-header></section-header></section-header>	powers,		Access and/or disclosure of information	<section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header>	Discriminatory behaviour	<section-header><section-header></section-header></section-header>	Individual behaviours	<section-header></section-header>	Discreditable conduct	Other	Total
	Force	837	414	72	39	27	56	25	443	2	4	15	1,934
Number	MSF Average	718	280	46	37	15	41	16	297	2	9	13	1,472
	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%	21%	4%	2%	1%	3%	1%	23%	0%	0%	1%	
Percentage	MSF Average	47%	21%	3%	3%	1%	3%	1%	20%	0%	1%	1%	
	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.

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 Delivery of duties and service Police powers, policies and procedures Handling of or damage to property/ premises Access and/or disclosure of information Use of police vehicles Discriminatory behaviour Abuse of position/ corruption Individual behaviours Sexual conduct Discreditable conduct Other

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

Category ▲	- Sub
Delivery of duties and service	Tota Poli Dec Ger Info
Police powers, policies and procedures	Tota Stop Sea Pow Deta Bail Use Evic Out Out
Handling of or damage to property/ premises	Tota Han
Discriminatory behaviour	Deli Tota Age Disa Ger Mar Preg Rac Reli Sex Sex Oth
Individual behaviours	Tota Unp Lac Ove Imp
	Oth

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Appropriate Authority: Gloucestershire

category	
ce action following contact isions	
eral level of service	
rmation	
al os, and stop and search	
rches of premises and seizure of property	
ver to arrest and detain ention in police custody	
, identification and interview procedures	
of force	
lential procedures	
of court disposals	
er policies and procedures	
dling of or damage to property/ premises	
very of duties and service	
ability	
der reassignment	
riage and civil partnership	
gnancy and maternity	
gion or belief	
ual orientation	
er	
orofessional attitude and disrespect	
k of fairness and impartiality	
rbearing or harassing behaviours	
olite language / tone	
olite and intolerant actions	

Other neglect or failure in duty

	Ford	e	MSF Av	erage	Nati	onal
	No.	%	No.	%	No.	%
	837	43 %	718	47 %	52,300	48 %
	359	43 %	307	44 %	23,155	44 %
	179	21 %	117	15 %	7,524	14 %
	148	18 %	202	29 %	16,612	32 %
	151	18 %	94	12 %	5,006 3	10 % 0 %
	414	21 %	280	21 %	23,368	21 %
	30	7 %	20	7 %	2,275	10 %
oerty	66	16 %	39	14 %	3,168	14 %
	50	12 %	37	14 %	3,407	15 %
	75	18 %	37	13 %	3,176	14 %
es	7	2 %	10	3 %	702	3 %
	132	32 %	77	27 %	6,752	29 %
	25	6 %	27	9 %	1,212	5 %
			3	1 %	311	1 %
	29	7 %	32	11 %	2,362	10 %
					3	0 %
	72	4 %	46	3 %	3,553	3 %
ses	72	100 %	45	99 %	3,541	100 %
			7	10 %	11	0 %
					1	0 %
	56	3 %	41	3 %	3,764	3 %
	2	4 %	1	3 %	58	2 %
	4	7 %	7	15 %	487	13 %
			2	3 %	35	1 %
					4	0 %
					5	0 %
	38	68 %	23	57 %	2,375	63 %
			1	2 %	91	2 %
	3	5 %	4	11 %	340	9 %
			3	6 %	92	2 %
	9	16 %	4	11 %	277	7 %
	443	23 %	297	20 %	18,073	17 %
	104	23 %	71 50	23 %	4,687	26 %
	95 55	21 %	58	19 %	2,954	16 %
	55 101	12 %	62 62	21 %	3,419	19 %
	124 65	28 %	66	24 %	4,645	26 %
	65	15 %	39	13 %	2,367	13 %
					1	0 %



Independent Office for **Police Conduct**

onal		
%		
48 %		
40 /0 44 %		
14 %		
32 %		
10 %		
0%		
21 %		
10 %		
14 %		
15 %		
14 %		
3 %		
29 %		
5 %		
1 %		
10 %		
0 %		
3 %		
100 %)	
0 %		
0 %		
3 %		
2 %		
13 %		
1 %		
0%		
0%		
63 %		
2%		
9%		
2%		
7 %		
470/		
17 %		
26 %		
16 %		
19 % 26 %		
26 %		
13 %		
0 %		
U 70		

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	Total
Arrest	26	127	7			7	2	36	1		1	207
Call Handling	52			1				31				84
Child protection / CSA / CSE	11	2				1		1			1	16
Coronavirus – other	47	16	3	4				46		3	3	122
Coronavirus – police powers on infectiou		1										1
Coronavirus – police powers on restricti	19	11						4				34
Custody	17	86	5	1		1		18	1			129
Death	8											8
Domestic / gender abuse	24		1	1		4		9				39
Drugs / alcohol	6	6						3		1		16
Firearms	5	2						1				8
Fraud	10							2			1	13
Hate Crime	10					5		1				16
Investigation	350	39	19	11		13	6	88			3	529
Mental health	20	21	1			3		17				62
Missing persons	6		2					2				10
Neighbourhood policing	104	14	4	4	4	4	1	58				193
None	109	13	8	16	5	5	11	81		1	5	254
Police dogs or horses		1						1				2
Premises search	5	30	9			1	2	6				53
Public order incident	3		1					1				5
Restraint equipment	1	24	1		1							27
Roads/traffic	39	23	9	1	16	7		33				128
Serious injury	2	2										4
Social media	2			1						1		4
Stop and/or search	12	36	4		1	6		19			1	79
Taser		4										4

Notes

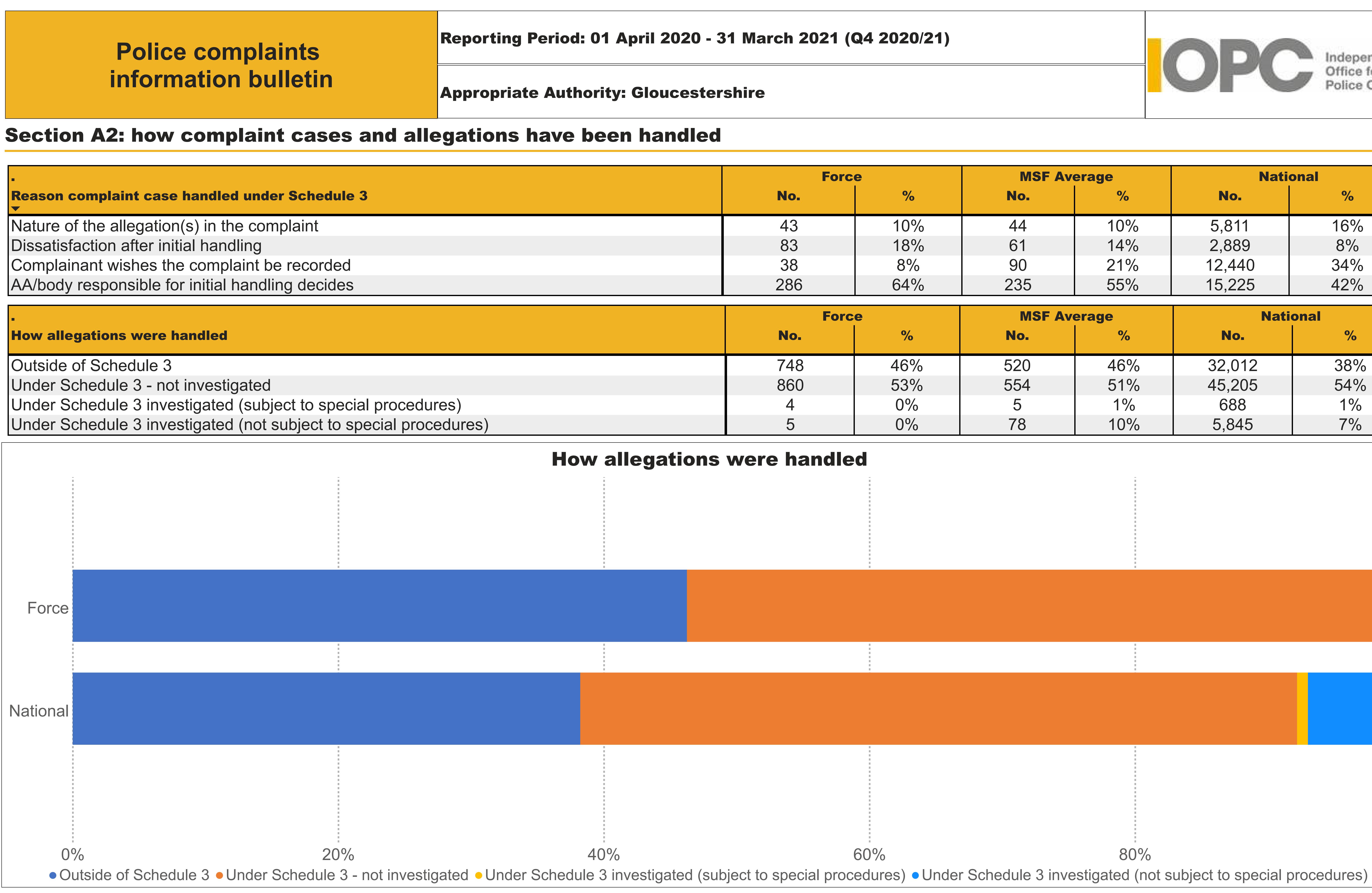
This section presents information that shows what people are complaining about using a combination of allegation categories and factors. Categories capture the root of the dissatisfaction expressed in a complaint. The combination of categories and factors provides a richer picture of what people are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

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Notes

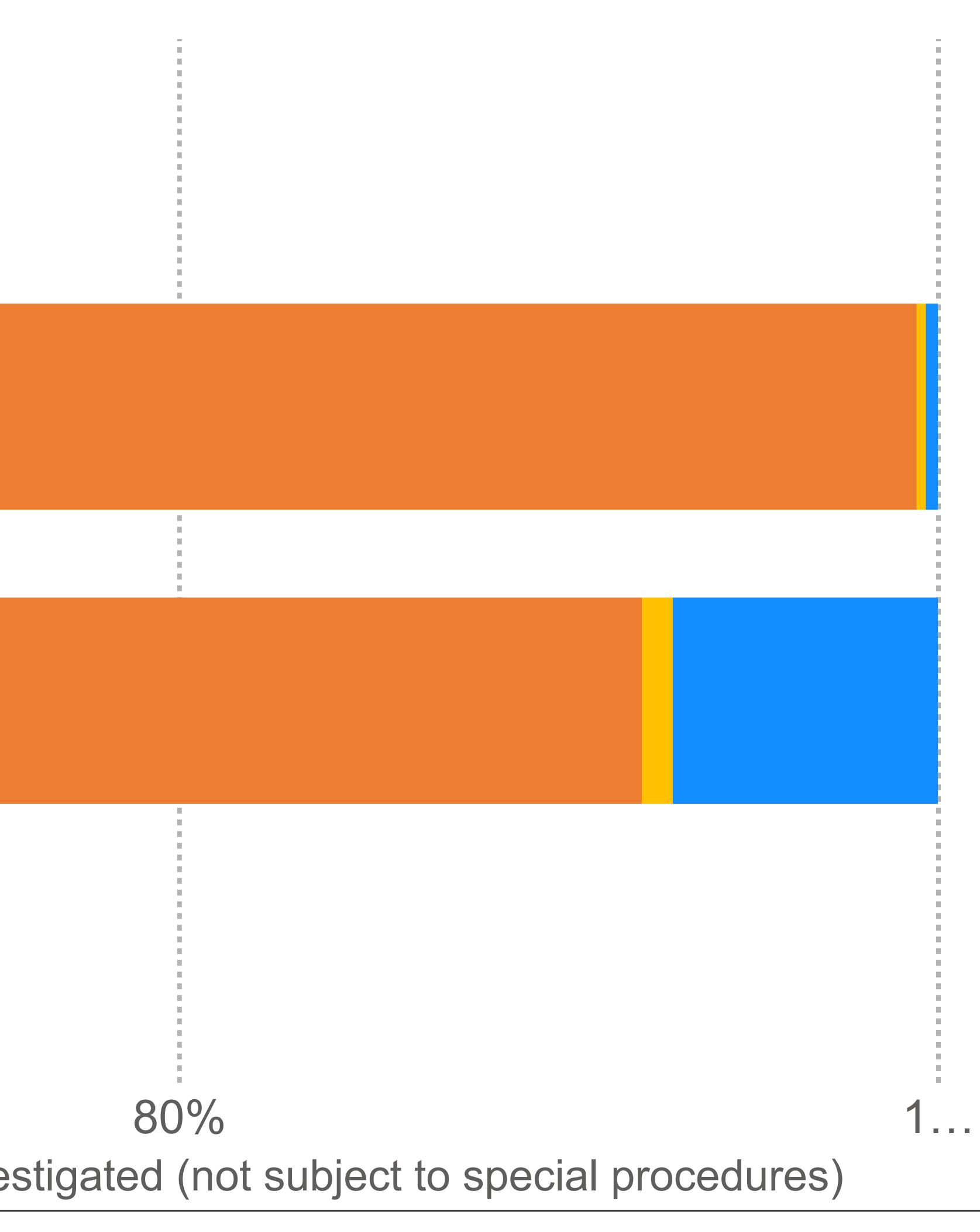
This section presents the number of complaint cases handled under Schedule 3 of the PRA 2002 and the reasons why. A breakdown of how allegations were handled, including whether they were investigated under Schedule 3 or otherwise than by investigation (not investigated) is also given.

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 Av	verage	Natio	onal	
	No.	%	No.	%	No.	%	
T	43	10%	44	10%	5,811	16%	
	83	18%	61	14%	2,889	8%	
	38	8%	90	21%	12,440	34%	
	286	64%	235	55%	15,225	42%	
	For	ce	MSF Av	/erage	National		
	No.	%	No.	%	No.	%	
T	748	46%	520	46%	32,012	38%	
	860	53%	554	51%	45,205	54%	
	4	0%	5	1%	688	1%	
	5	0%	78	10%	5,845	7%	

60%

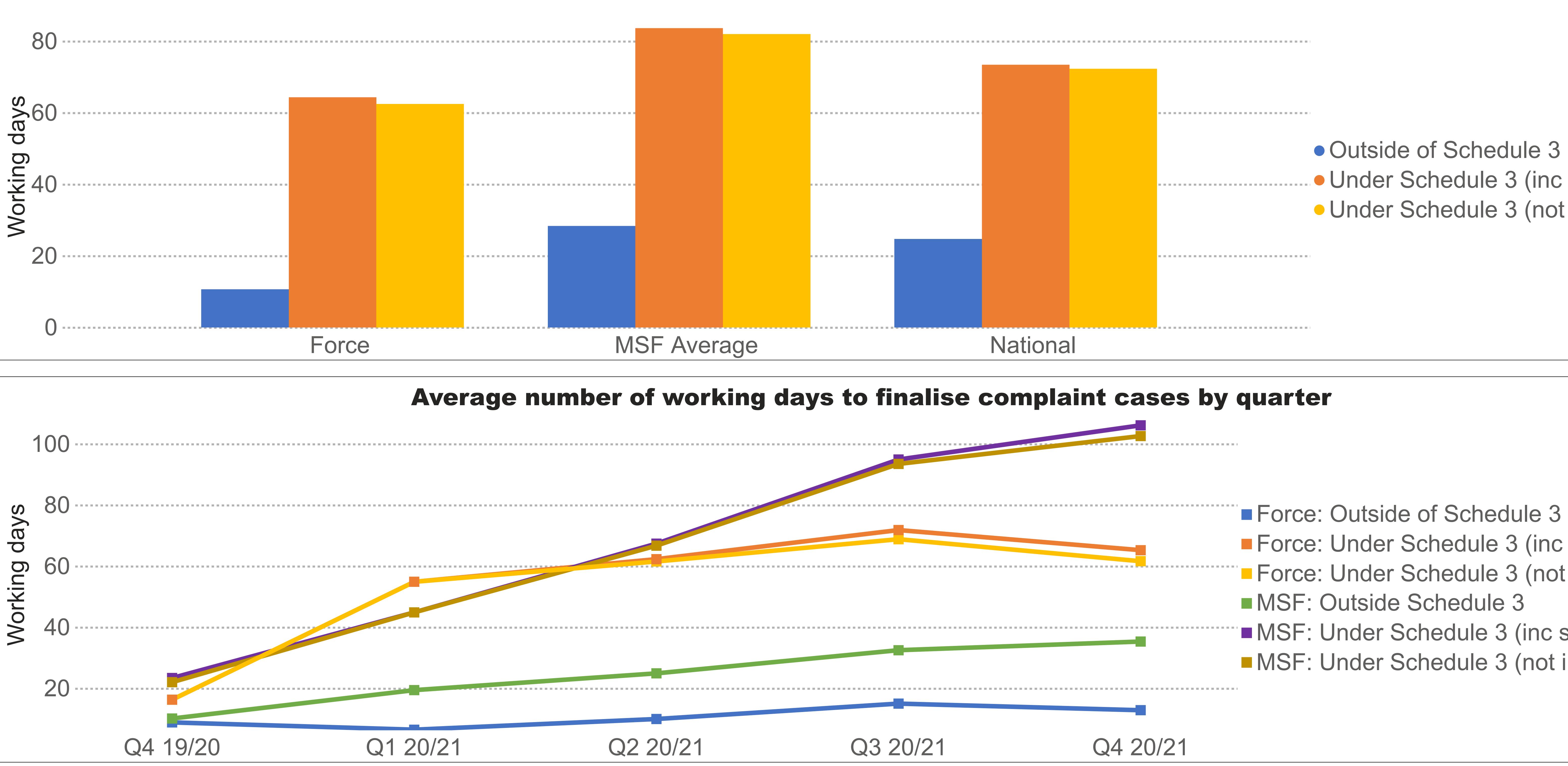




Section A3.1: complaint cases finalised - timeliness

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)

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Ο	Force	MSF Average	National			
	11	28	25			
	64	84	73			
	62	82	72			

Average number of working days to finalise complaint cases

	ПЛ	CF Avor	ADC	

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 susper MSF: Under Schedule 3 (not inc suspen
- Force: Outside of Schedule 3
- Force: Under Schedule 3 (inc suspension Force: Under Schedule 3 (not inc sus

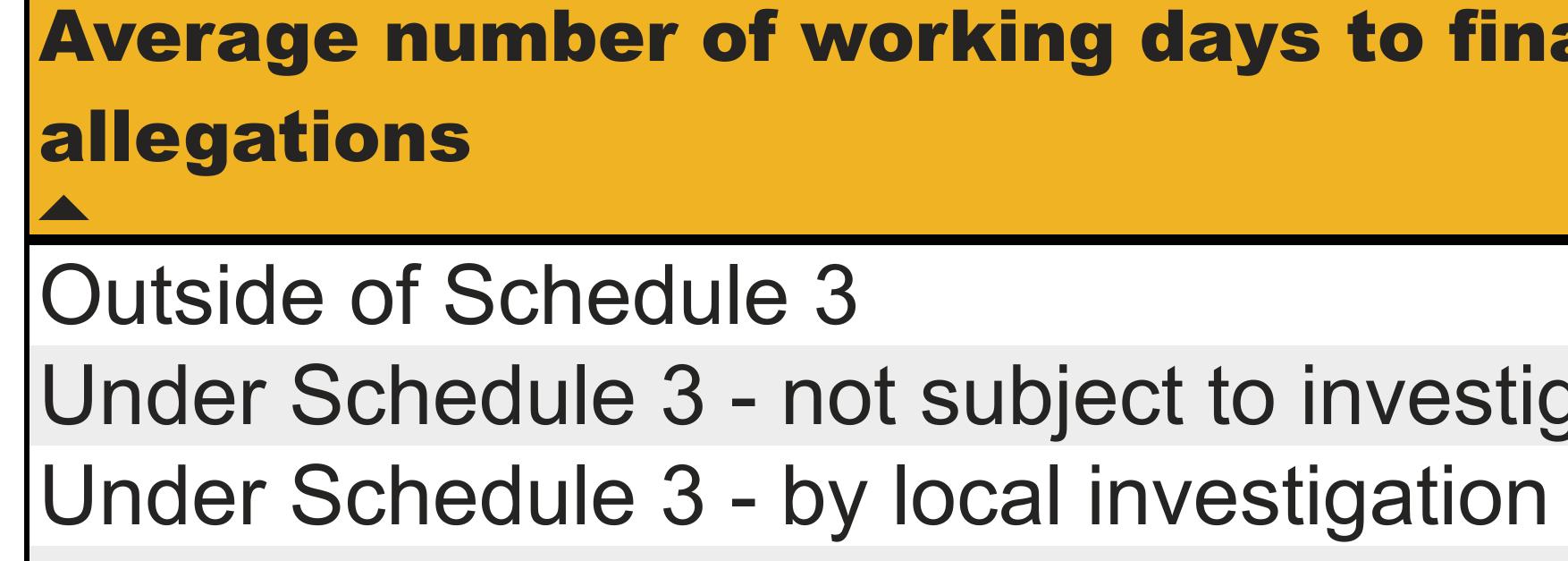
Under Schedule 3 (inc suspension) Under Schedule 3 (not inc suspension)



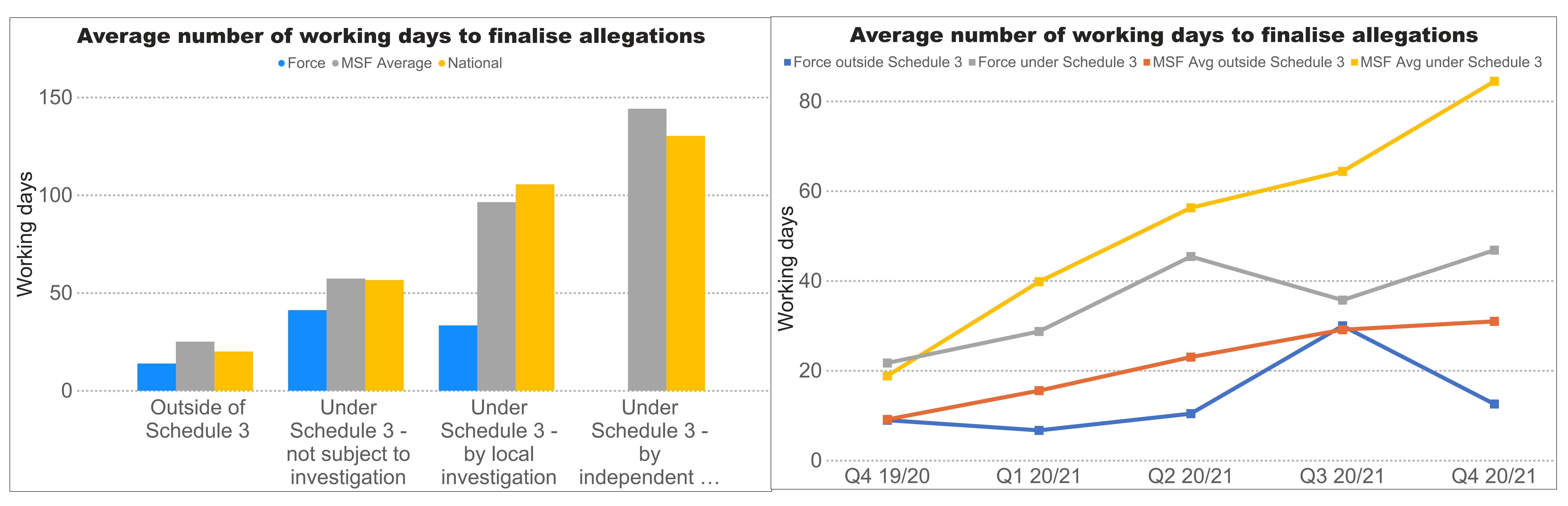
Section A3.2: allegations finalised - how they have been handled and timeliness

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







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

Appropriate Authority: Gloucestershire

	For	Ce	MSF A	/erage	National		
	No.	%	No.	%	No.	%	
	748	46%	520	46%	32,012	38%	
tigation	860	53%	554	51%	45,205	54%	
n	9	1%	82	10%	6,496	8%	
estigation			3	0%	37	0%	

alise	Force	MSF Average	National
	14	25	20
igation	41	57	57
	33	96	106
stigation		144	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.



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 a	Schedu	le 3	Un	der Sche investi						stigated cedures) inv	Under S estigated special p	(not su	bject to
Allegation decision	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No. For %		Nat. %	Nat. No.
No further action					8 %	66	14 %	6,252			1 %	10		10 %	572
Regulation 41 applies							0 %	55			0 %	2		0 %	27
Service provided - unable to determine					6 %	48	4 %	1,906			1 %	4		3 %	147
Service provided - not acceptable					16 %	139	11 %	5,153			1 %	10		10 %	561
Service provided - acceptable			0 %	8	68 %	585	66 %	29,644	25 %	1	14 %	99 100	% 5	73 %	4,279
Not Resolved	5 %	36	6 %	1,955											
Resolved	95 %	712	94 %	30,048											
No Case to Answer											59 %	403			
Case to Answer									75 %	3	20 %	136			
Withdrawal					3 %	22	5 %	2,191			3 %	24		4 %	259
Total	46 %	748	38 %	32,011	53 %	860	54 %	45,201	0 %	4	1 %	688 0	%	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.		
46 %	748	38 %	32,011		
53 %	860	54 %	45,201		
0 %	4	1 %	688		
0 %	5	7 %	5,845		
100 %	1,617	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></section-header></section-header>	or damage	<section-header><section-header></section-header></section-header>		behaviour		behaviours			Other	Total
No further action	31	9	7	1			3	15				66
Service provided - unable to determine	20	9		2	3			14				48
Service provided - not acceptable	66	21	3	7		4	1	36		1		139
Service provided - acceptable	186	168	12	15	8	25	11	160	1		5	591
Not Resolved	14	8	3	1	1			9				36
Resolved	429	85	34	10	14	13	1	117		2	7	712
Case to Answer		2						1				3
Withdrawal	9	2	2			1	1	7				22

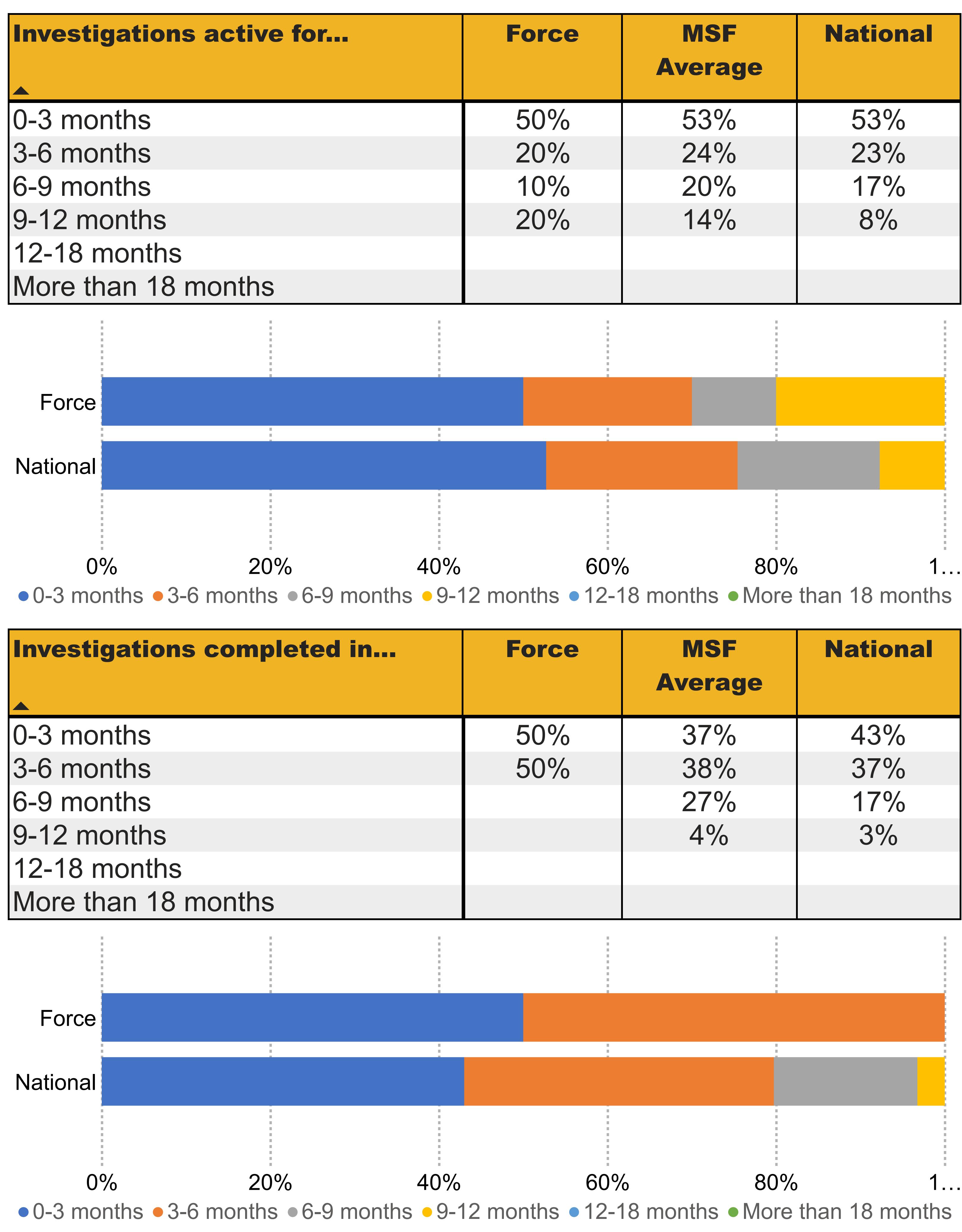
Notes

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)

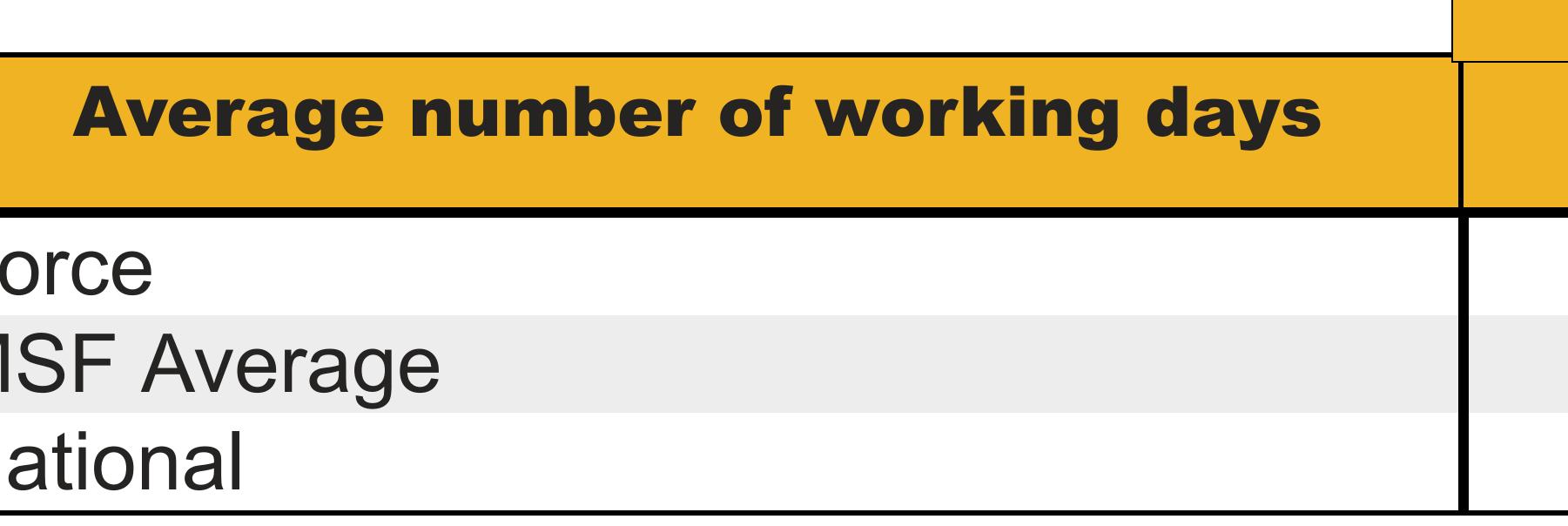
Appropriate Authority: Gloucestershire

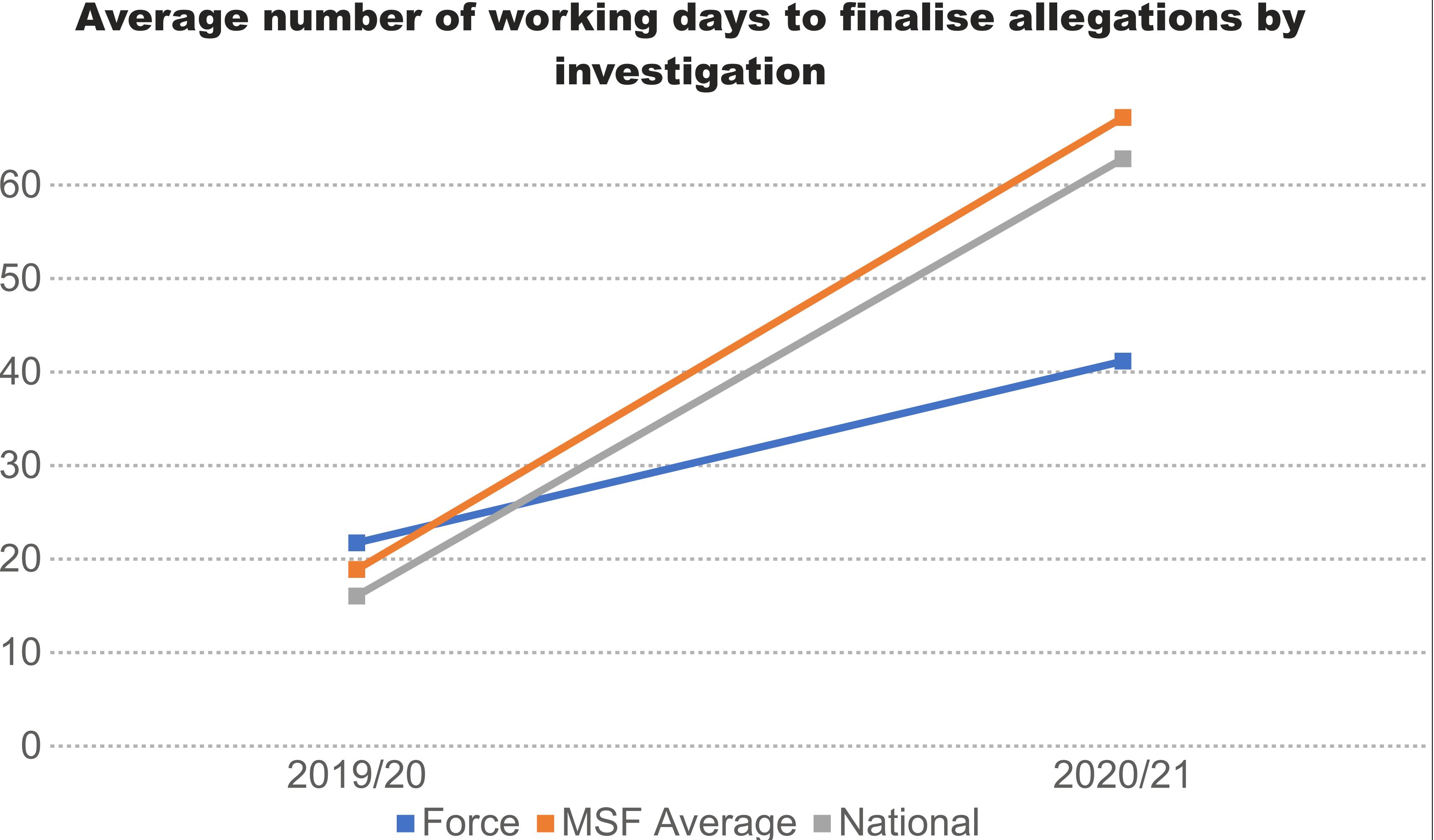
Force	MSF Average	National	
50% 20%	53% 24%	53% 23%	
10%	20%	17%	Fo MS
20%	14%	8%	Ma Na
60% onths • 12-	% 80% 18 months • More		g days
Force	MSF Average	National	Vorkir
50%	Average 37%	National 43%	Norki
	Average 37% 38%	43% 37%	
50%	Average 37% 38% 27%	43% 37% 17%	
50%	Average 37% 38%	43% 37%	Norki
50%	Average 37% 38% 27%	43% 37% 17%	
50%	Average 37% 38% 27%	43% 37% 17%	Norki
50%	Average 37% 38% 27%	43% 37% 17%	No Thi inve
50%	Average 37% 38% 27%	43% 37% 17%	No Thi
50%	Average 37% 38% 27%	43% 37% 17%	No Thi inve The

80%

60%

Ilegations finalised by investigation (all types) - timeliness





otes

1 . . .

nis section presents information about complaints handled under Schedule 3 that are vestigated. It covers complaint cases investigated by both the force and the IOPC. ne data shows how long investigations have been open (active) at the end of the period ing reported. Also, the time it takes for allegations that have been investigated to be

alised.

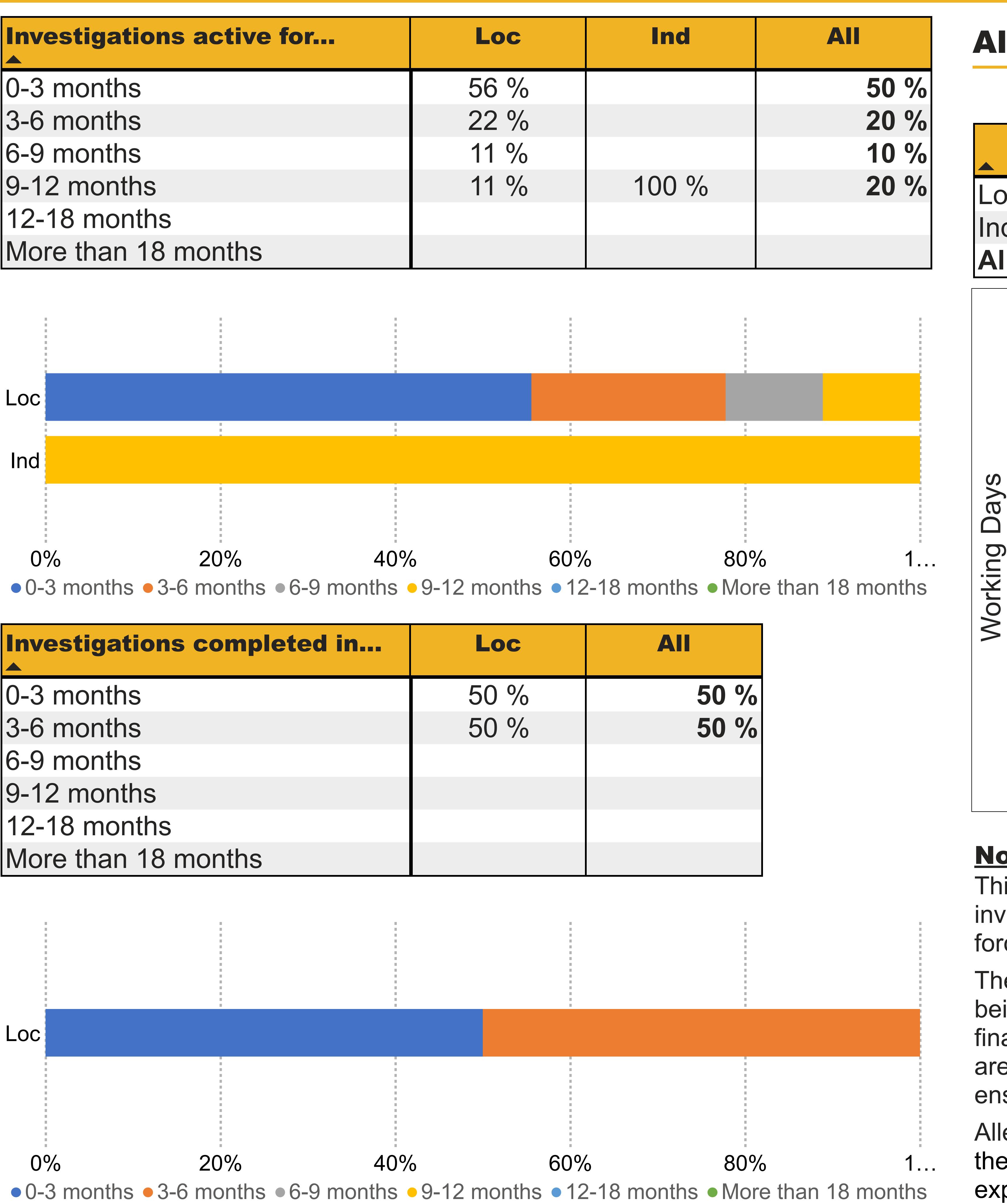
legations with 'invalid dates' have been removed from finalised timeliness. Please refer to the performance framework counting rules and calculations on the **IOPC** website for an explanation of invalid dates.



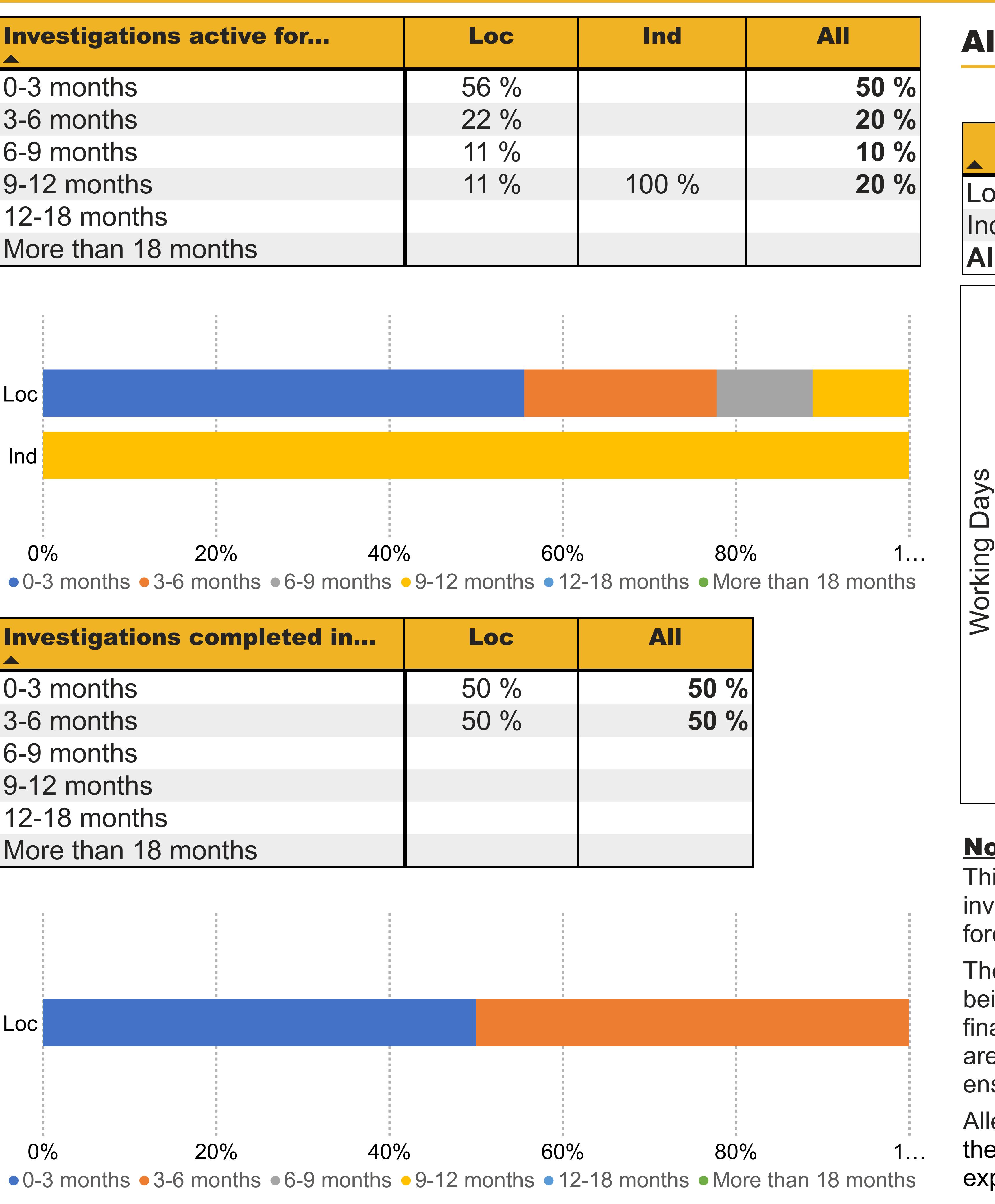
Year allegation finalised					
2019/20	2020/21				
22	41				
19	67				
16	63				

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

Investigations active for	Lc
0-3 months	56
3-6 months	22
6-9 months	11
9-12 months	11
12-18 months	
More than 18 months	



Investigations completed in	LC
0-3 months	50
3-6 months	50
6-9 months	
9-12 months	
12-18 months	
More than 18 months	



Appropriate Authority: Gloucestershire

Allegations finalised by investigation - timeliness

Average number of working days	
cal	
lependent	

Average number of working days to investig

140	 	 	 	 	 										 	 	 	 		 	 			 -
120	 	 	 	 	 										 	 	 	 	-	 	 			 -
100	 	 	 	 	 										 	 	 	 		 	 			 -
80	 	 	 	 	 										 	 	 	 		 	 			 -
60	 	 	 	 	 										 	 	 	 		 	 			 = 1
40	 	 	 	 	 										 	 	 	 		 	 			 - 1
20	 	 	 	 	 										 	 	 			 	 			
0	 	 	 	 	 	2	2()	1	Ç)/	2	2(C	 	 	 	 	-	 	 			
																						L	С	

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.

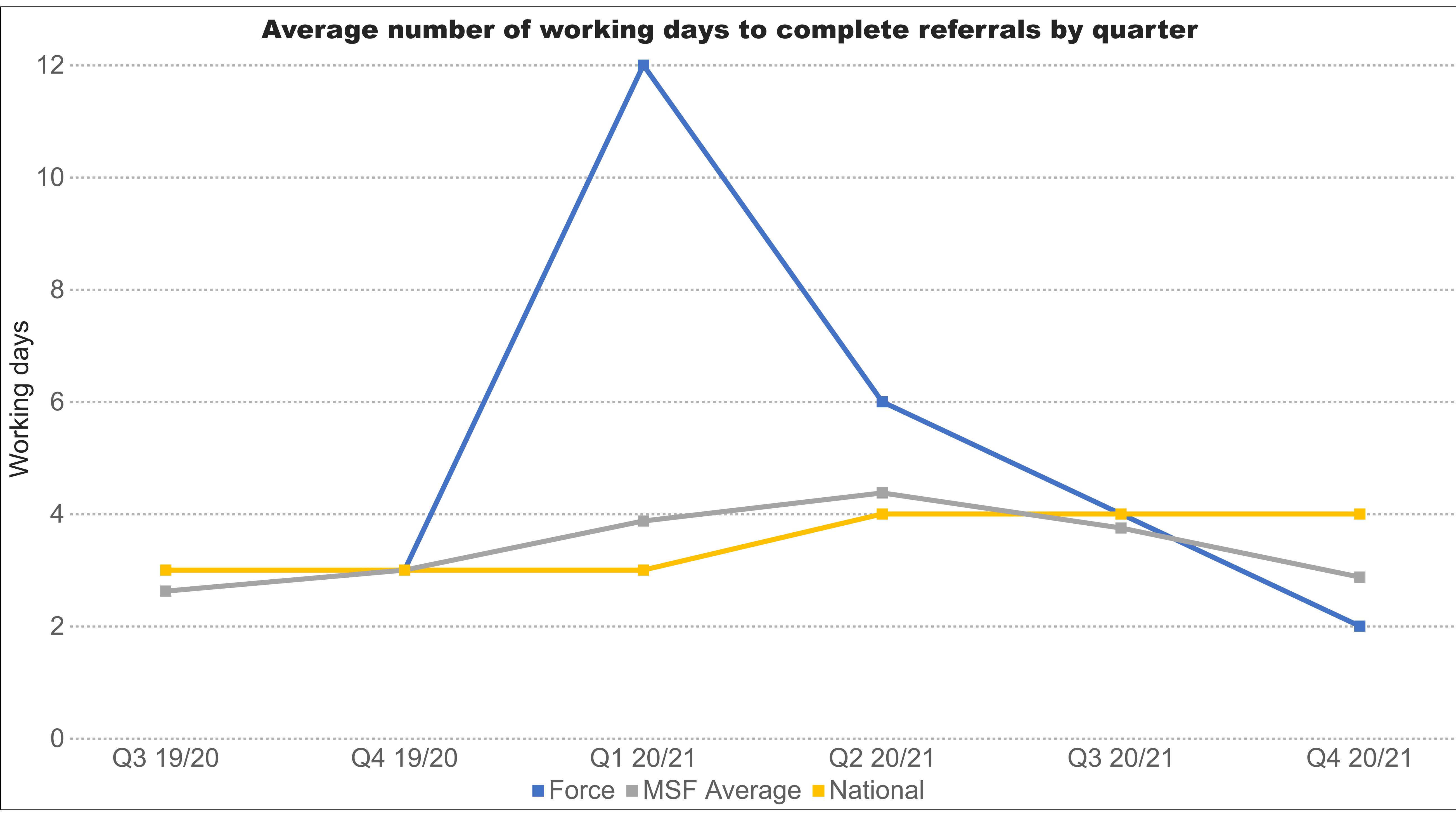
The data shows how long investigations have been open (active) at the end of the period being reported. Also, the time it takes for allegations that have been investigated to be finalised by the type of investigation. At present, allegations finalised by directed invetigations are being included under '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	on finalised							
2019/20	2020/21							
22	41							
22	41							
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



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Force	Force %	MSF Average	MSF Average %	National	National %
38		60		4,542	
39		61		4,546	
8	21%	10	16%	577	13%
0	0%	0	1%	47	1%
21	54%	32	53%	2,712	60%
10	26%	18	29%	1,153	25%
0	0%	0	1%	28	1%



Notes

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

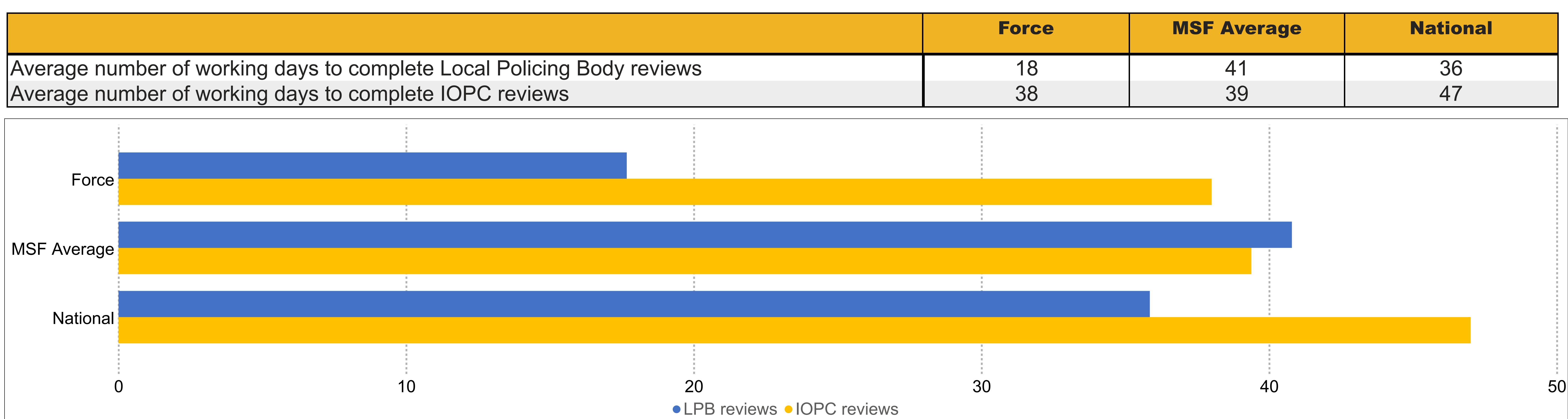
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC's remit to assess and will be determined invalid.

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	305	59	19%	0	54	0	5
MSF Average	229	69	31%	24	40	3	3
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.

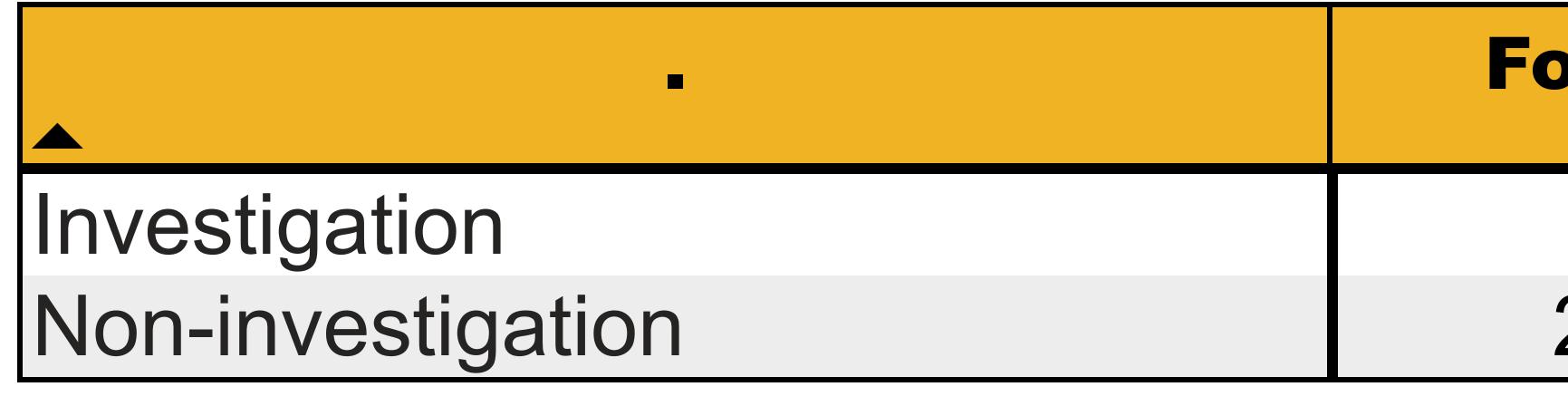
This section presents information about applications for review handled by both local policing bodies and the IOPC. Information about the right of review and who is the relevant review body is available in chapter 18 of the IOPC's Statutory Guidance on the police complaints system (February 2020). Reviews 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.

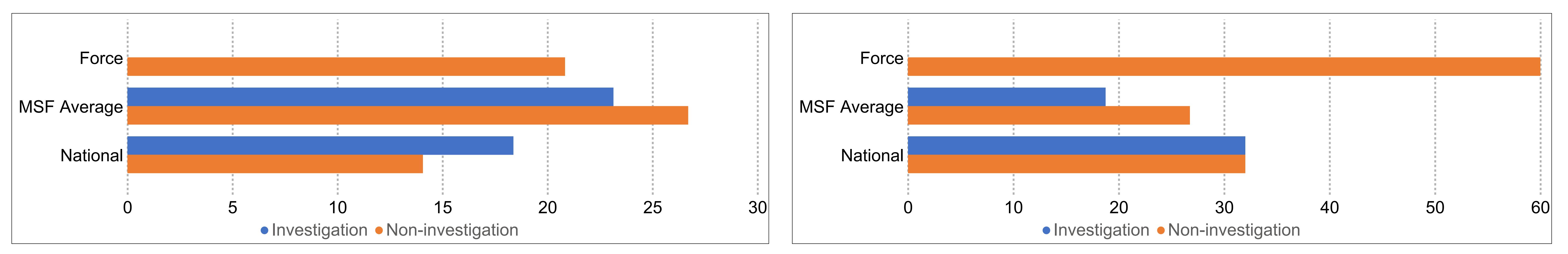
Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)



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	60	19	23
				Extra work commissioned	0	2	1

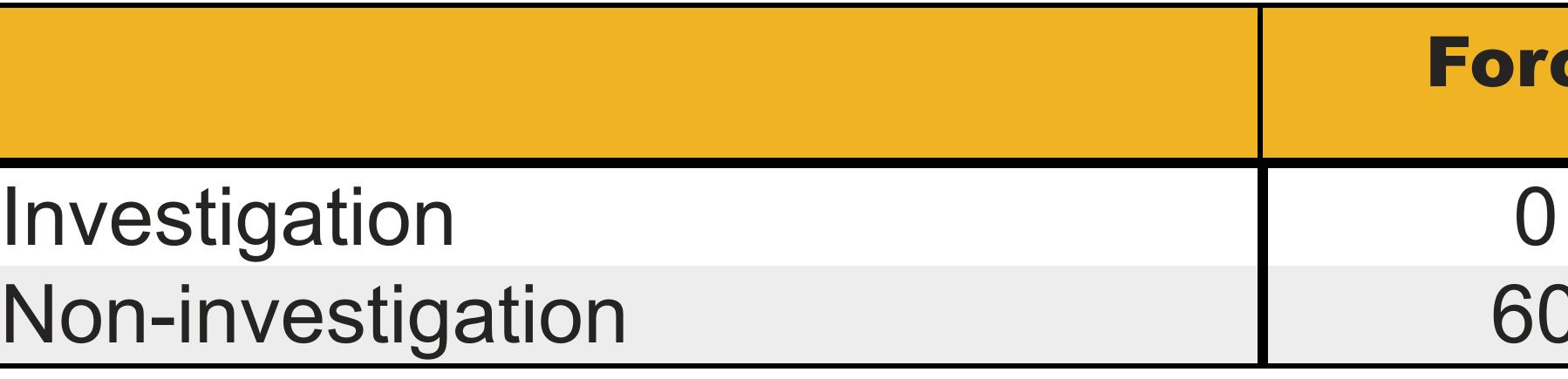
Notes

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: Gloucestershire

brce	MSF Average	National	
	23	18	Ir
21	27	14	



% IOPC reviews resulting in...



Ċe	MSF Average	National
)	19	32
0	27	32

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.

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Force	e	MSF Av	erage	National			
No.	%	No.	%	No.	%		
6	1%	9	2%	205	1%		
94	15%	76	18%	8793	31%		
356	58%	202	52%	11617	41%		
1	0%	3	1%	470	2%		
99	16%	59	15%	2000	7%		
3	0%	2	0%	144	1%		
2	0%	1	0%	54	0%		
36	6%	10	3%	722	3%		
6	1%	4	2%	235	1%		



Actions following Schedule 3 complaint cases

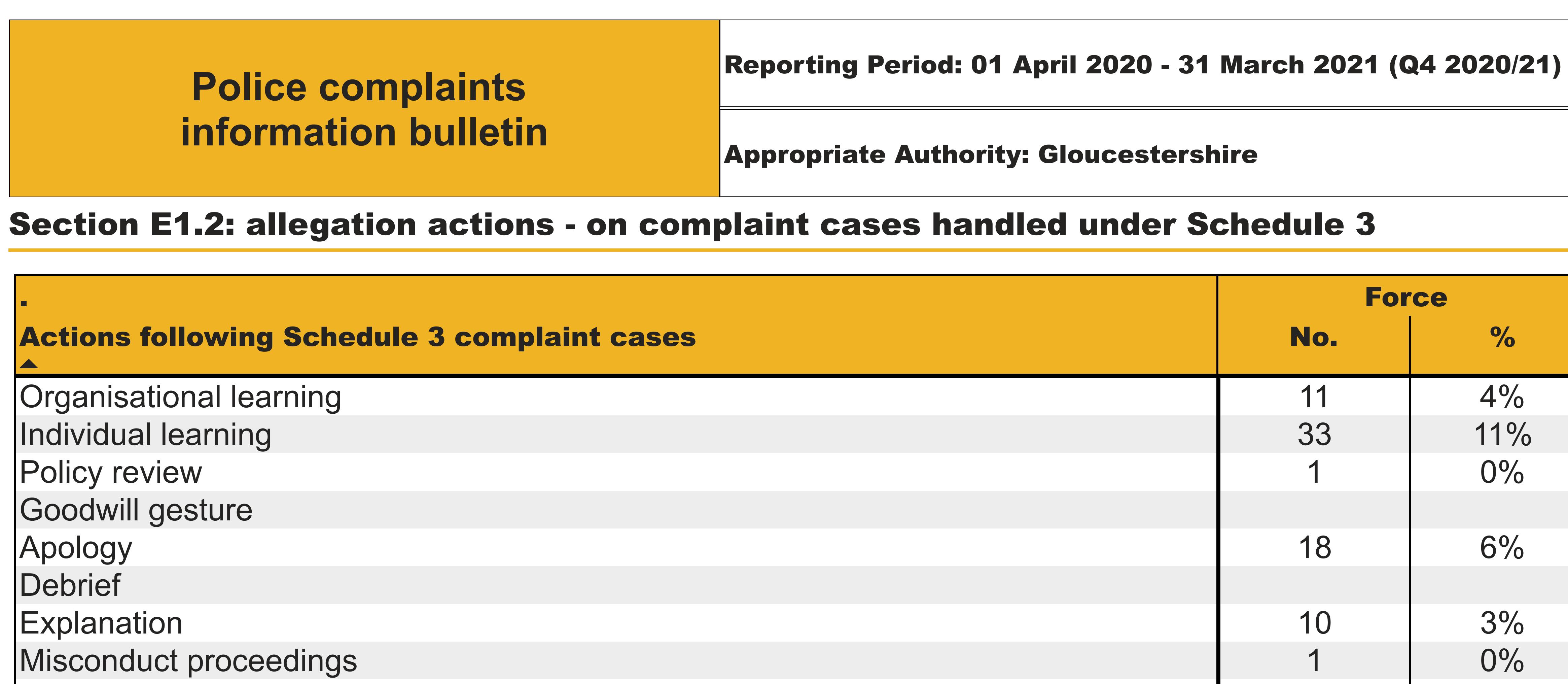
Organisational learning Individual learning Policy review Goodwill gesture Apology Debrief Explanation Misconduct proceedings Unsatisfactory Performance Procedure (UPP) No further action Other action Other actions following a case to answer decision Referral to RPRP

Notes

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%. The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our Guidance on capturing data about police complaints for

details of actions available.

Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.



For	Ce	MSF Av	erage	Nat	ional
No.	%	No.	%	No.	%
11	4%	4	2%	456	2%
33	11%	12	5%	1218	5%
1	0%	1	0%	48	0%
		1	0%	21	0%
18	6%	10	5%	890	4%
		2	2%	183	1%
10	3%	54	27%	5602	24%
1	0%	1	0%	18	0%
				6	0%
218	71%	127	52%	13279	57%
3	1%	4	2%	341	1%
		1	0%	7	0%
10	3%	20	7%	815	4%



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

RPRP and learning

Number of comp	plaint cases resulting i
below actions	
Learning	
Force	
National	
Force	
National	

Percentage of below actions	complaint cases resulting
E Learning	
Force	
National	
Force	
National	

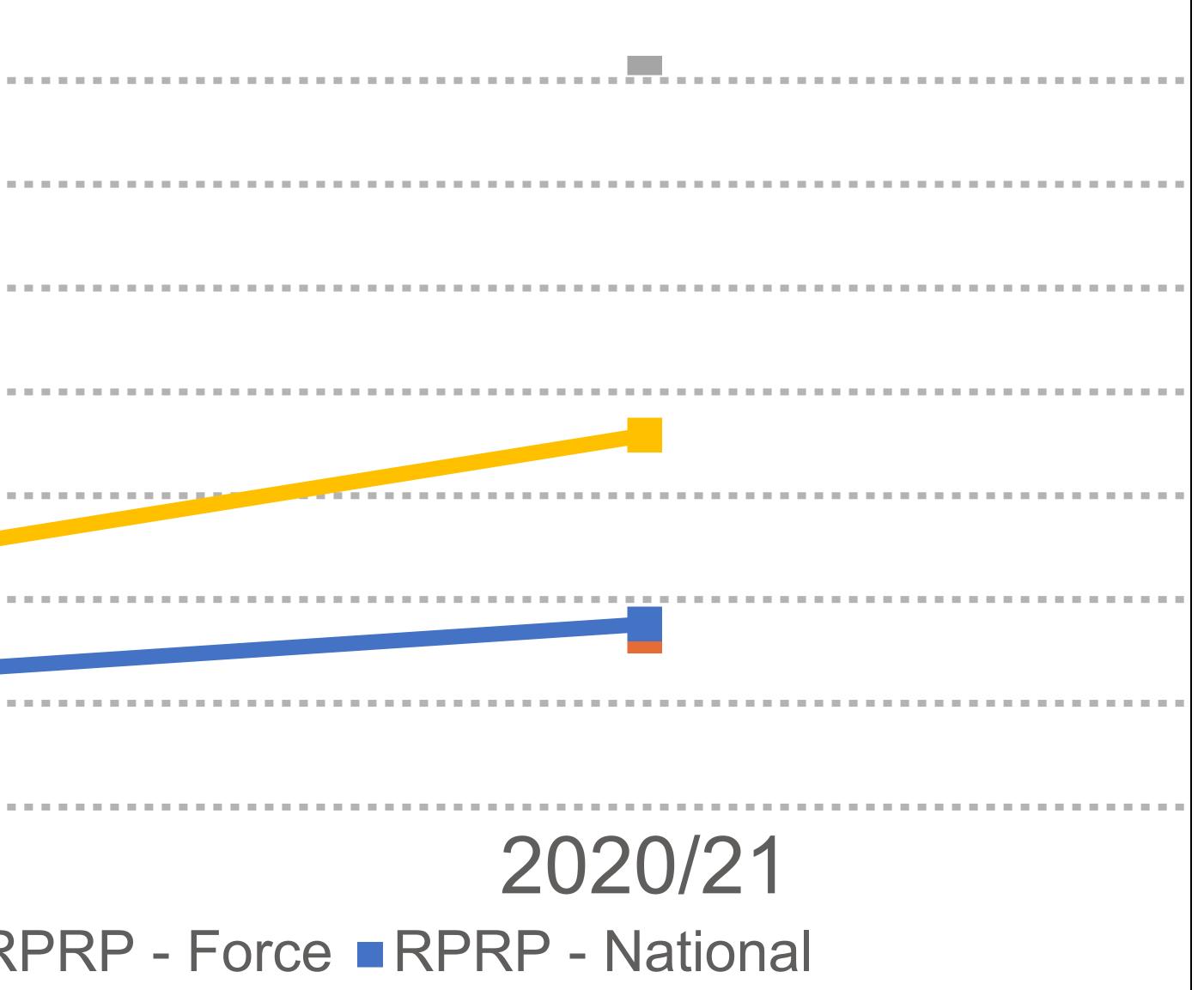
Percentage of complaint cases resulting in learning or RPRP Learning - Force Learning - National RPRP - Force RPRP - National

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Appropriate Authority: Gloucestershire

n	2019/20	2020/21
		44
	10	1661
		10
	6	815

ng in	2019/20	2020/21
		14%
	3%	7%
		3%
	2%	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

	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	0%	1	0%	15	0%
PRP	10	3%	20	7%	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>.

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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

