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

Appropriate Authority: Greater Manchester



Most Similar Force (MSF) Group: (Blank)

### 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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Schedule 3)

Notes

Acronyms used in this bulletin

Select	an authority
Select	<b>1</b>
Avon A	nd Somerset
Bedford	shire
British	Fransport
Cambri	dgeshire
Cheshir	` <b>e</b>
City of I	ondon
Clevela	nd
Cumbria	3
Derbysl	nire
Devon	And Cornwall
Dorset	
Durham	
Dyfed-F	owys
Essex	
Glouces	stershire
Greater	Manchester
Gwent	
Hampsl	nire
Hertford	dshire
Humbe	rside
Kent	
Lancas	nire
Leiceste	ershire
Lincolns	shire
Mersey	side
Metropo	olitan
Nationa	
Norfolk	
North W	/ales
North Y	orkshire
Northar	nptonshire
Northur	nbria
Notting	namshire

Select snapshot date
Q3 FY 2020/21
Q4 FY 2013/14
Q4 FY 2014/15
Q4 FY 2015/16
Q4 FY 2016/17 Q4 FY 2017/18
Q4 FY 2017/10 Q4 FY 2018/19
Q4 FY 2019/20
Q4 FY 2020/21
Select reporting period
Select reporting period  2020/21
2020/21
<ul><li>2020/21</li><li>2019/20</li><li>2018/19</li><li>2017/18</li></ul>
<ul><li>2020/21</li><li>2019/20</li><li>2018/19</li><li>2017/18</li><li>2016/17</li></ul>
<ul> <li>2020/21</li> <li>2019/20</li> <li>2018/19</li> <li>2017/18</li> <li>2016/17</li> <li>2015/16</li> </ul>
<ul> <li>2020/21</li> <li>2019/20</li> <li>2018/19</li> <li>2017/18</li> <li>2016/17</li> <li>2015/16</li> <li>2014/15</li> </ul>
<ul> <li>2020/21</li> <li>2019/20</li> <li>2018/19</li> <li>2017/18</li> <li>2016/17</li> <li>2015/16</li> <li>2014/15</li> <li>2013/14</li> </ul>
<ul> <li>2020/21</li> <li>2019/20</li> <li>2018/19</li> <li>2017/18</li> <li>2016/17</li> <li>2015/16</li> <li>2014/15</li> </ul>

## Select PCA 2017

(Blank)

2009/10

no

yes

## Select publication data

Exclude

Include

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

Appropriate Authority: Greater Manchester



## 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	4	4	5	5
MSF Average	9	9	4	5
National	7	7	6	6

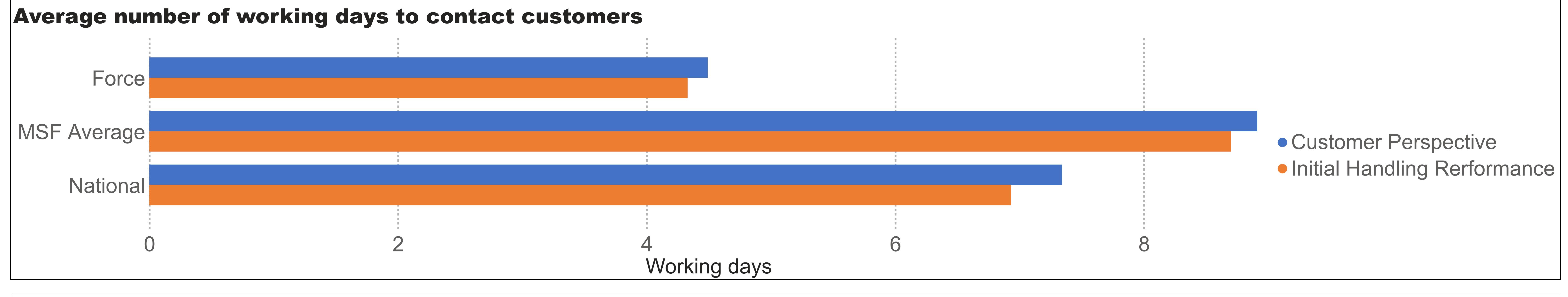
Please note: average times presented in the above table are rounded to the nearest whole number. In comparison, the charts below present the exact result.

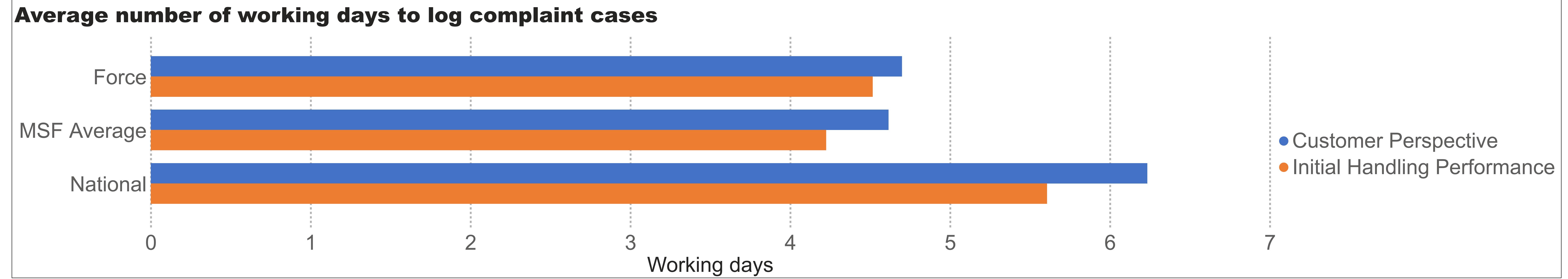
	Force	MSF Average	National
No. of allegations logged per 1,000 employees	314	492	467
No. of complaint cases logged per 1,000 employees	189	344	290

#### 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 <u>IOPC website</u> for explanations of customer perspective, initial handling and invalid dates.





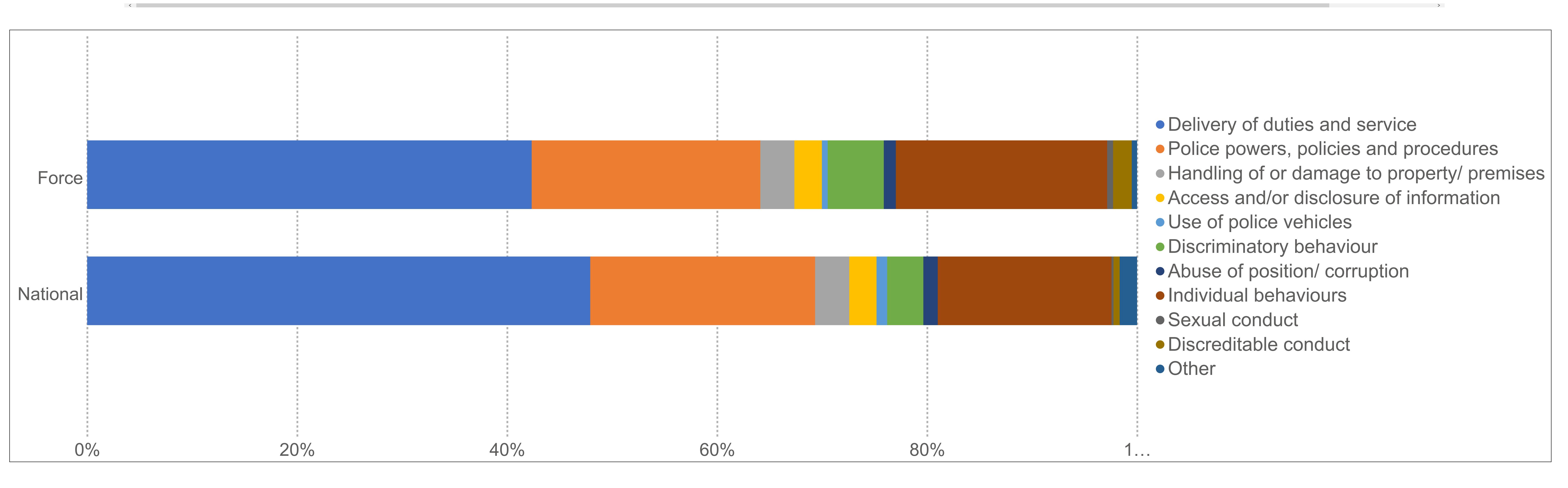
Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

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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
	Force	1,516	780	116	94	20	191	41	721	20	64	18	3,581
Number	MSF Average	1,385	676	121	95	33	132	47	509	11	23	28	3,057
INGIIIDGI	National	52,300	23,368	3,553	2,845	1,104	3,764	1,490	18,073	199	648	1,807	109,151
	Force	42%	22%	3%	3%	1%	5%	1%	20%	1%	2%	1%	
Percentage	MSF Average	45%	23%	4%	3%	1%	4%	1%	17%	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 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

			ce	MSF Av	rerage	Nati	onal
Category	Subcategory	No.	%	No.	%	No.	%
□ Delivery of duties and service	Total	1,516	42 %	1,385	45 %	52,300	48 %
	Police action following contact	1,063	70 %	679	47 %	23,155	44 %
	Decisions	227	15 %	190	15 %	7,524	14 %
	General level of service	70	5 %	397	29 %	16,612	32 %
	Information	156	10 %	119	9 %	5,006	10 %
				1	0 %	3	0 %
□ Police powers, policies and procedures	Total	780	22 %	676	23 %	23,368	21 %
	Stops, and stop and search	71	9 %	45	7 %	2,275	10 %
	Searches of premises and seizure of property	104	13 %	113	18 %	3,168	14 %
	Power to arrest and detain	86	11 %	97	14 %	3,407	15 %
	Detention in police custody	72	9 %	94	15 %	3,176	14 %
	Bail, identification and interview procedures	14	2 %	15	2 %	702	3 %
	Use of force	327	42 %	212	30 %	6,752	29 %
	Evidential procedures	26	3 %	34	5 %	1,212	5 %
	Out of court disposals	5	1 %	8	1 %	311	1 %
	Other policies and procedures	75	10 %	58	8 %	2,362	10 %
				1	0 %	3	0 %
□ Handling of or damage to property/	Total	116	3 %	121	4 %	3,553	3 %
premises	Handling of or damage to property/ premises	116	100 %	121	100 %	3,541	100 %
						11	0 %
	Delivery of duties and service					1	0 %
□ Discriminatory behaviour	Total	191	5 %	132	4 %	3,764	3 %
	Age	3	2 %	3	2 %	58	2 %
	Disability	21	11 %	21	16 %	487	13 %
	Gender reassignment			2	3 %	35	1 %
	Marriage and civil partnership			1	1 %	4	0 %
	Pregnancy and maternity					5	0 %
	Race	130	68 %	78	58 %	2,375	63 %
	Religion or belief	6	3 %	4	3 %	91	2 %
	Sex	12	6 %	13	10 %	340	9 %
	Sexual orientation	7	4 %	6	5 %	92	2 %
	Other	12	6 %	9	8 %	277	7 %
Individual behaviours	Total	721	20 %	509	17 %	18,073	17 %
	Unprofessional attitude and disrespect	195	27 %	142	28 %	4,687	26 %
	Lack of fairness and impartiality	76	11 %	69	14 %	2,954	16 %
	Overbearing or harassing behaviours	112	16 %	89	17 %	3,419	19 %
	Impolite language / tone	216	30 %	151	29 %	4,645	26 %
	Impolite and intolerant actions	122	17 %	59	12 %	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		or damage		Use of police vehicles	behaviour		behaviours			Other	Total
Arrest	84	345	30	8	1	42	9	94	5	10	3	631
Call Handling	89	1				6	1	76				173
Child protection / CSA / CSE	56	9	1	8		3	2	21			1	101
Coronavirus – other	95	60	3	3	1	9	2	73		11	1	258
Coronavirus – police powers on infectiou		1										1
Coronavirus – police powers on restricti	28	32	1			5	1	17				84
Covert policing	1	4		1				1			1	8
Custody	13	97	6	3		8	1	23	10	2	1	164
Death	19	3	2	1	1	1		9			1	<b>37</b>
Domestic / gender abuse	161	53	5	15		15	3	66		4		322
Drugs / alcohol	27	56	4	4		5		18		3		117
Firearms	7	9	2	1				3			1	23
Fraud	21	2		2				2		4		31
Hate Crime	39	5				15		7		1		67
Investigation	846	76	27	10		51	20	156	2	13	1	1,202
Mental health	117	83	6	6		21	2	71	8	1		315
Missing persons	9	12		1		1		7				30
Neighbourhood policing	165	17	3	3		7	1	68		2	1	267
None	177	50	19	40	2	19	11	112	5	14	8	457
Police dogs or horses		9									1	10
Premises search	26	105	28			5	4	38	1	3		210
Public order incident	35	48				7		26		4		120
Restraint equipment	3	127	1			4	1	14	1	1		152
Roads/traffic	84	46	10	1	18	19	2	73		6		259
Serious injury	7	16	2		3	2		3		1	1	35
Social media	22	16	1	5			1	14		8	1	68
Stop and/or search	9	98	6			20		23		1		157
Taser		17				1		2				20

#### 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 <u>Guidance on capturing data about police complaints</u> for definitions of categories and factors.

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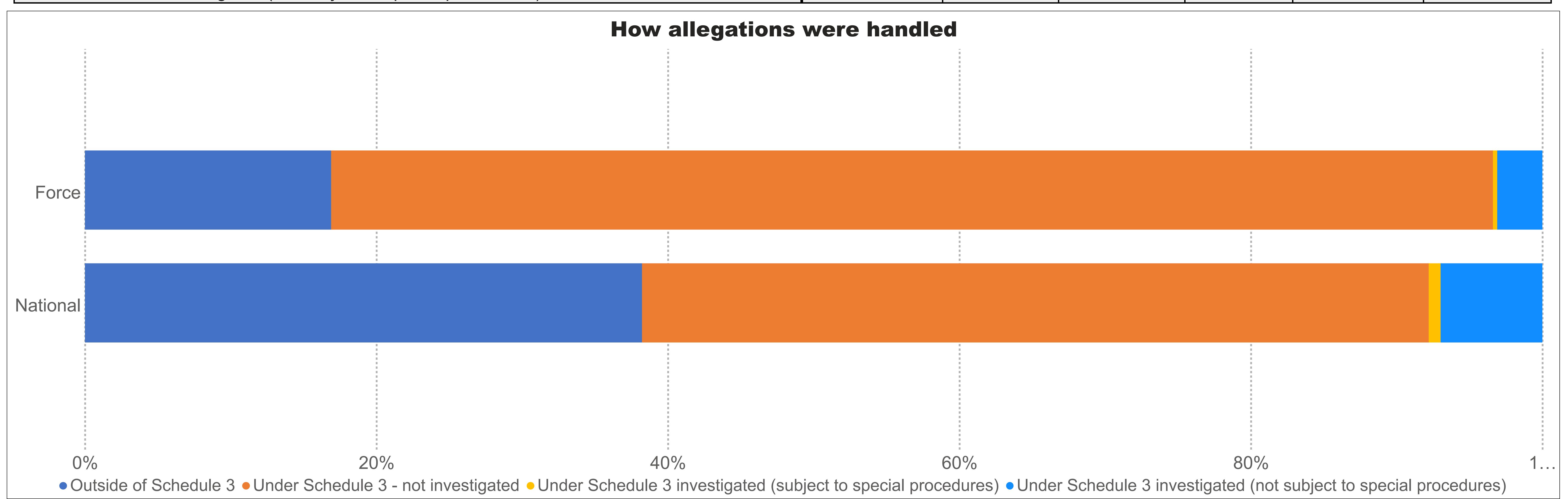
### Appropriate Authority: Greater Manchester



### Section A2: how complaint cases and allegations have been handled

	Force		MSF Average		National	
Reason complaint case handled under Schedule 3	No.	%	No.	%	No.	%
Nature of the allegation(s) in the complaint	124	7%	279	28%	5,811	16%
Dissatisfaction after initial handling	117	6%	92	9%	2,889	8%
Complainant wishes the complaint be recorded	1,081	60%	448	46%	12,440	34%
AA/body responsible for initial handling decides	484	27%	162	16%	15,225	42%

	Fore	ce	MSF Av	erage	National	
How allegations were handled	No.	%	No.	%	No.	%
Outside of Schedule 3	409	17%	1,311	49%	32,012	38%
Under Schedule 3 - not investigated	1,930	80%	1,080	49%	45,205	54%
Under Schedule 3 investigated (subject to special procedures)	7	0%	11	1%	688	1%
Under Schedule 3 investigated (not subject to special procedures)	75	3%	174	9%	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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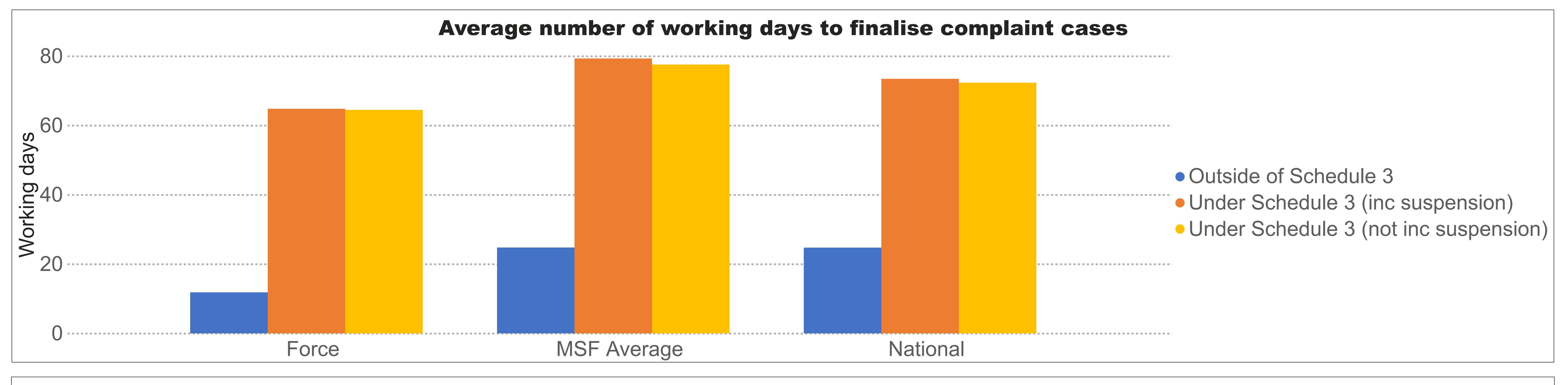
## Section A3.1: complaint cases finalised - timeliness

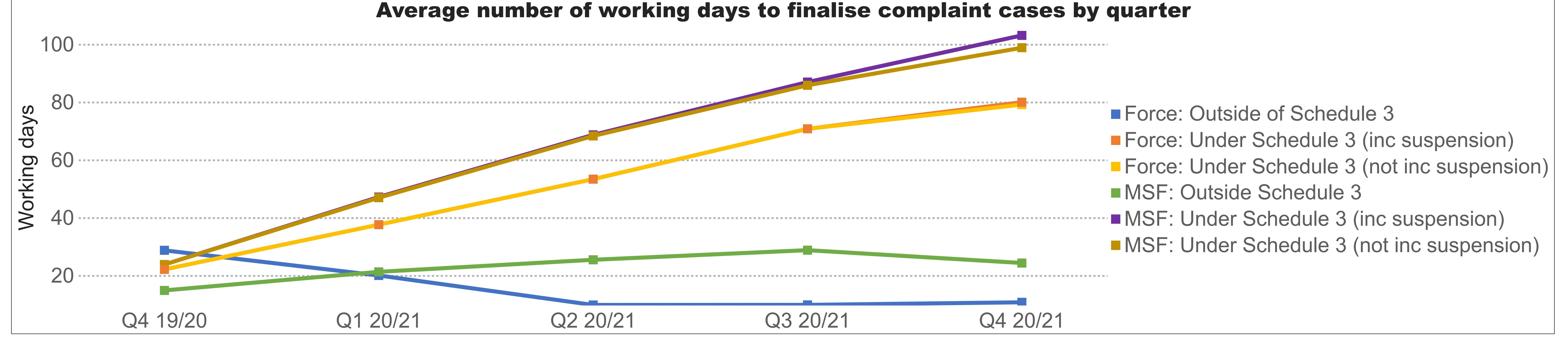
Average number of working days to finalise complaint cases	Force	MSF Average	National
Outside of Schedule 3	12	25	25
Under Schedule 3 (inc suspension)	65	79	73
Under Schedule 3 (not inc suspension)	64	78	72

#### **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 <u>IOPC website</u> for an explanation of invalid dates.





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

	Force		MSF A	verage	National		
How allegations were handled	No.	%	No.	%	No.	%	
Outside of Schedule 3	409	17%	1,311	49%	32,012	38%	
Under Schedule 3 - not subject to investigation	1,930	80%	1,080	49%	45,205	54%	
Under Schedule 3 - by local investigation	82	3%	185	9%	6,496	8%	
Under Schedule 3 - by independent investigation			1	0%	37	0%	

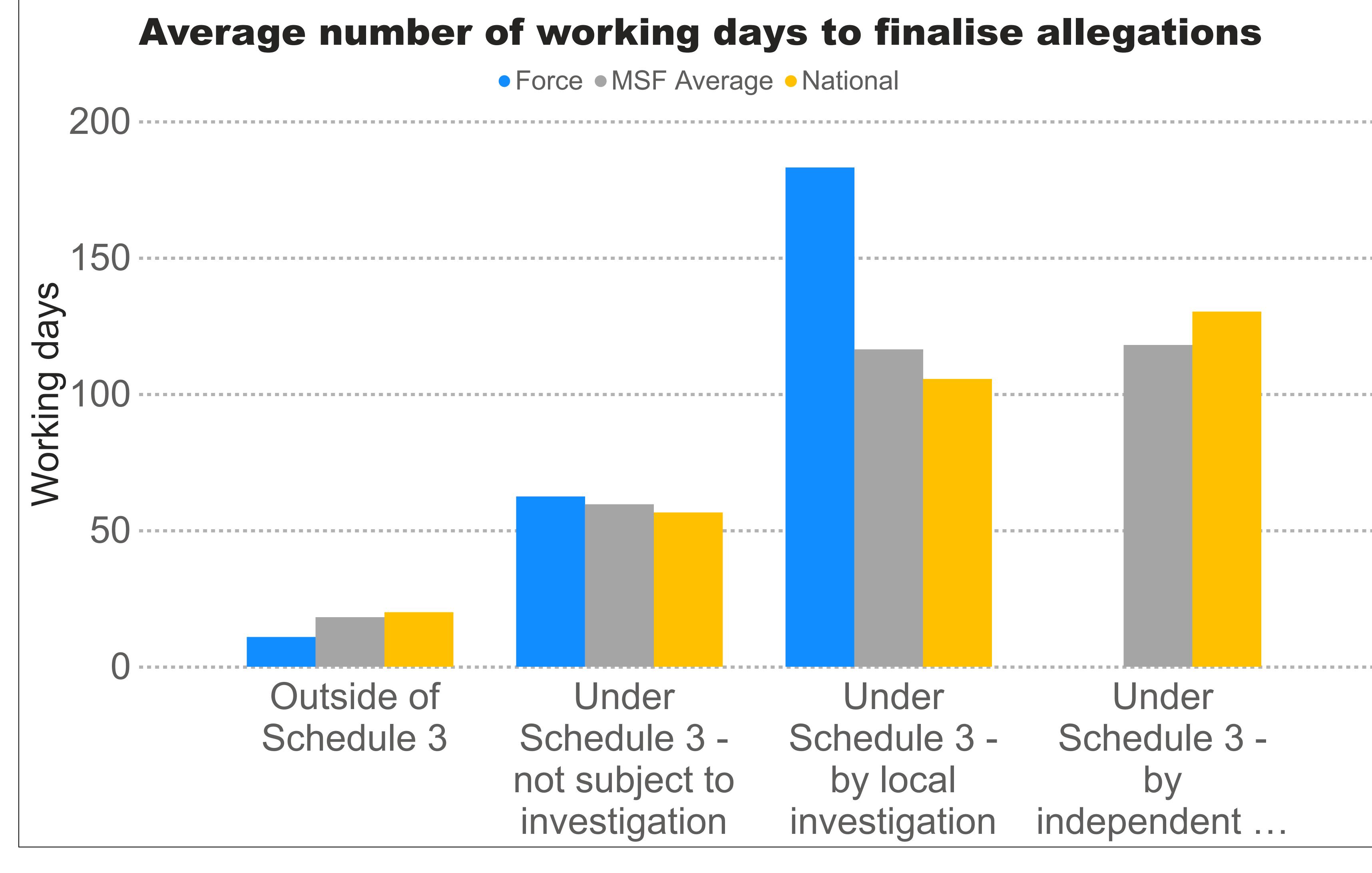
Average number of working days to finalise allegations	Force	MSF Average	National
Outside of Schedule 3	11	18	20
Under Schedule 3 - not subject to investigation	62	60	57
Under Schedule 3 - by local investigation	183	116	106
Under Schedule 3 - by independent investigation		118	130

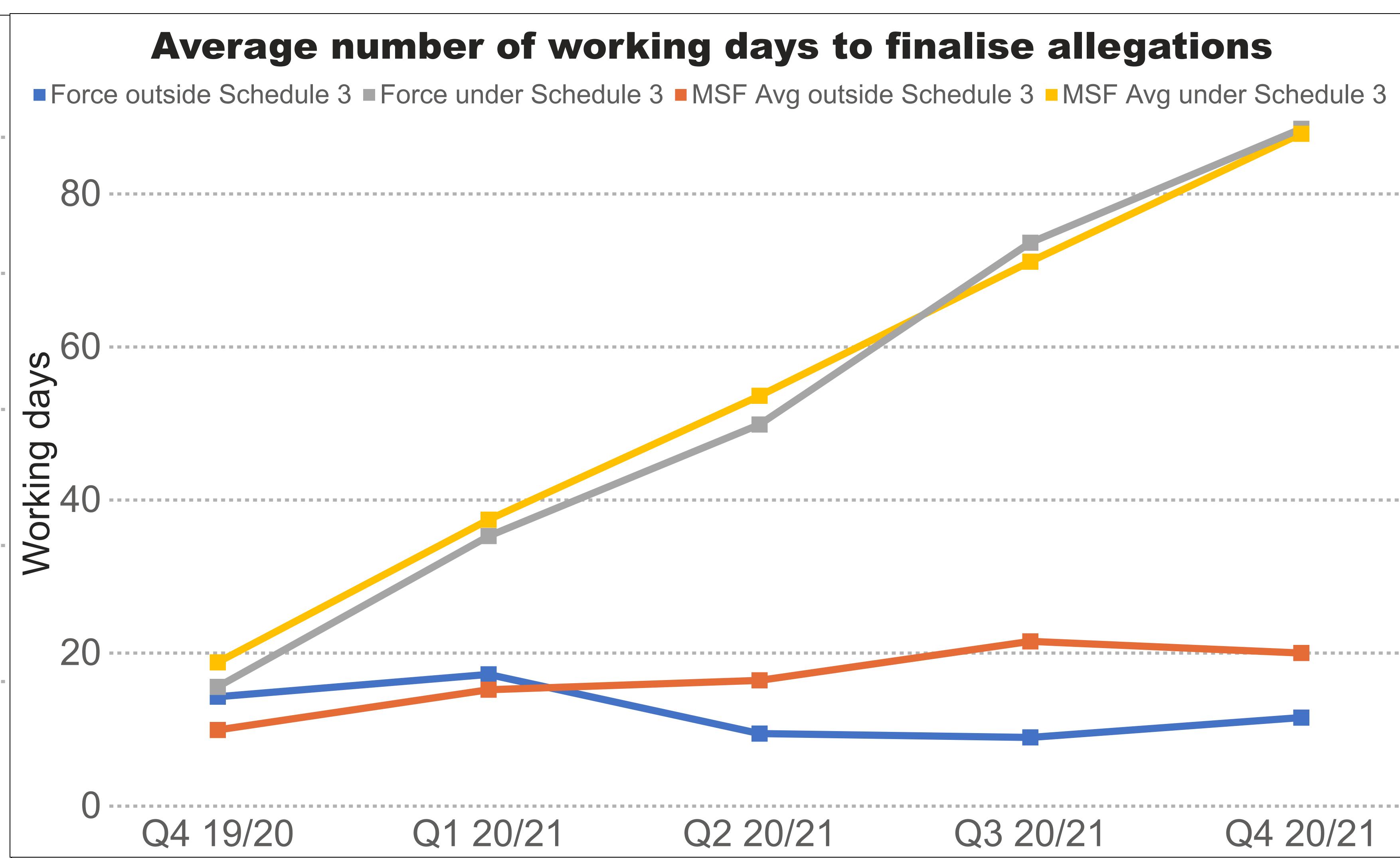
#### **Notes**

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 <u>IOPC website</u> 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	17 %	409	38 %	32,011
Under Schedule 3 - not investigated	80 %	1,930	54 %	45,201
Under Schedule 3 investigated (subject to special procedures)	0 %	7	1 %	688
Under Schedule 3 investigated (not subject to special procedures)	3 %	75	7 %	5,845
Total	100 %	2,421	100 %	83,745

How allegations were handled	Out	side of	Schedu	ile 3	Un	der Sche investi			Under Schedule 3 investigated (subject to special procedures)							
Allegation decision	Force			Nat. No.				Nat. No.		Force		Nat. No.				Nat. No.
	%	No.	%		%	No.	%		%	No.	%		%	No.	%	
No further action					11 %	207	14 %	6,252			1 %	10	7 %	5	10 %	572
Regulation 41 applies					0 %	3	0 %	55			0 %	2	3 %	2	0 %	27
Service provided - unable to determine					10 %	197	4 %	1,906			1 %	4	4 %	3	3 %	147
Service provided - not acceptable					12 %	222	11 %	5,153			1 %	10	5 %	4	10 %	561
Service provided - acceptable			0 %	8	66 %	1,271	66 %	29,644			14 %	99	73 %	55	73 %	4,279
Not Resolved	33 %	133	6 %	1,955												
Resolved	67 %	276	94 %	30,048												
No Case to Answer									57 %	4	59 %	403				
Case to Answer									43 %	3	20 %	136				
Withdrawal					2 %	30	5 %	2,191			3 %	24	8 %	6	4 %	259
Total	17 %	409	38 %	32,011	80 %	1,930	54 %	45,201	0 %	7	1 %	688	3 %	<b>75</b>	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 <u>Guidance on capturing data about police complaints</u> 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		or damage		Use of police vehicles	behaviour		behaviours			Other	Total
No further action	108	26	7	9	3	6	5	28	6	12	2	212
Regulation 41 applies		1		2				1		1		5
Service provided - unable to determine	88	33	8	7	1	6		52	1	3	1	200
Service provided - not acceptable	111	15	3	7	1	8	1	76		3	1	226
Service provided - acceptable	548	300	36	22	5	89	9	297	7	10	3	1,326
Not Resolved	67	24	4	2	2	4	1	21		6	2	133
Resolved	161	35	14	9	4	3	1	41		3	5	276
No Case to Answer		2				1		1				4
Case to Answer		1	1					1				3
Withdrawal	12	7	1	5		6	1	3		1		36

#### **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.

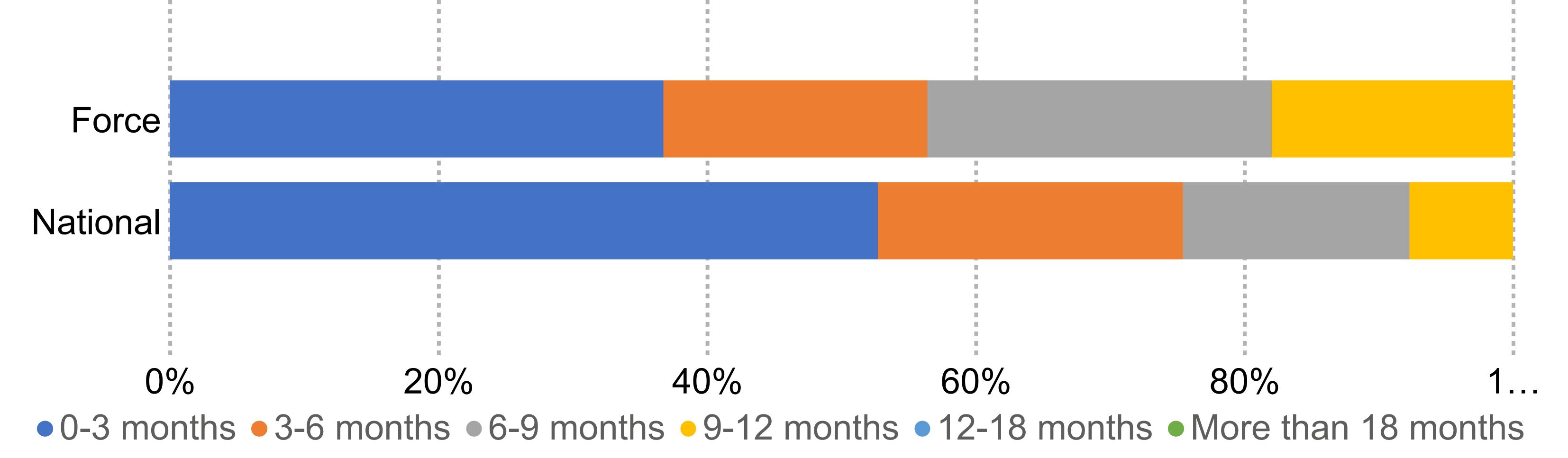
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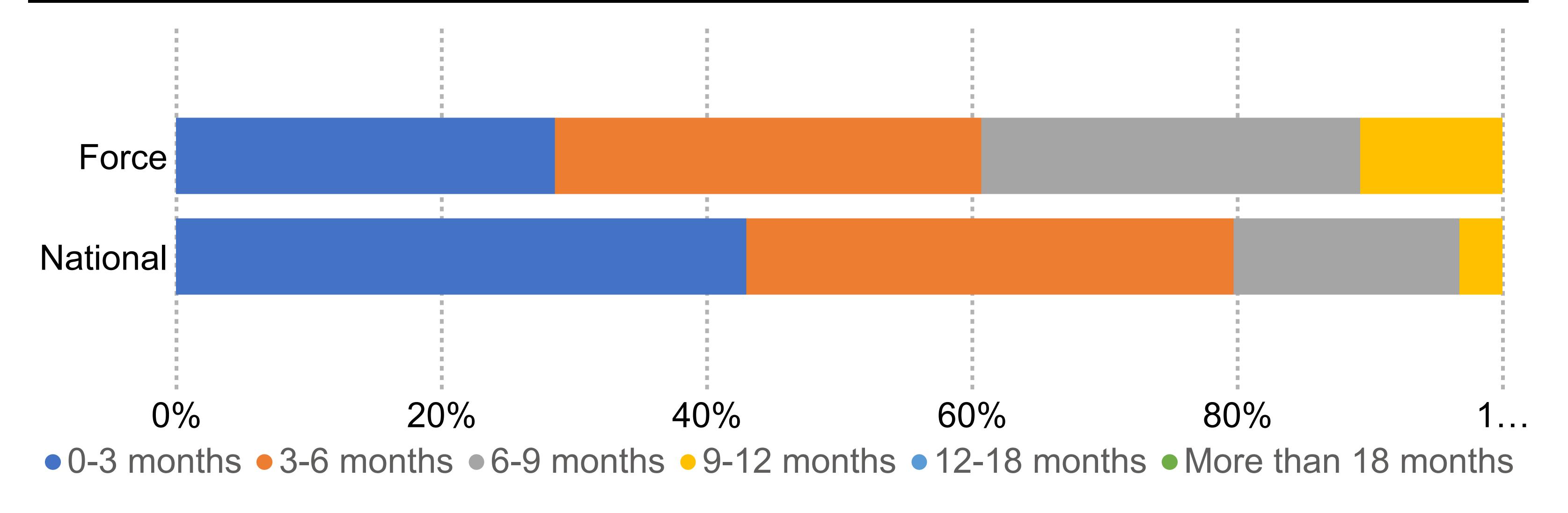


## Section B1: investigations (all investigation types) - timeliness

Investigations active for	Force	MSF Average	National
0-3 months	37%	47%	53%
3-6 months	20%	24%	23%
6-9 months	26%	24%	17%
9-12 months	18%	15%	8%
12-18 months			
More than 18 months			



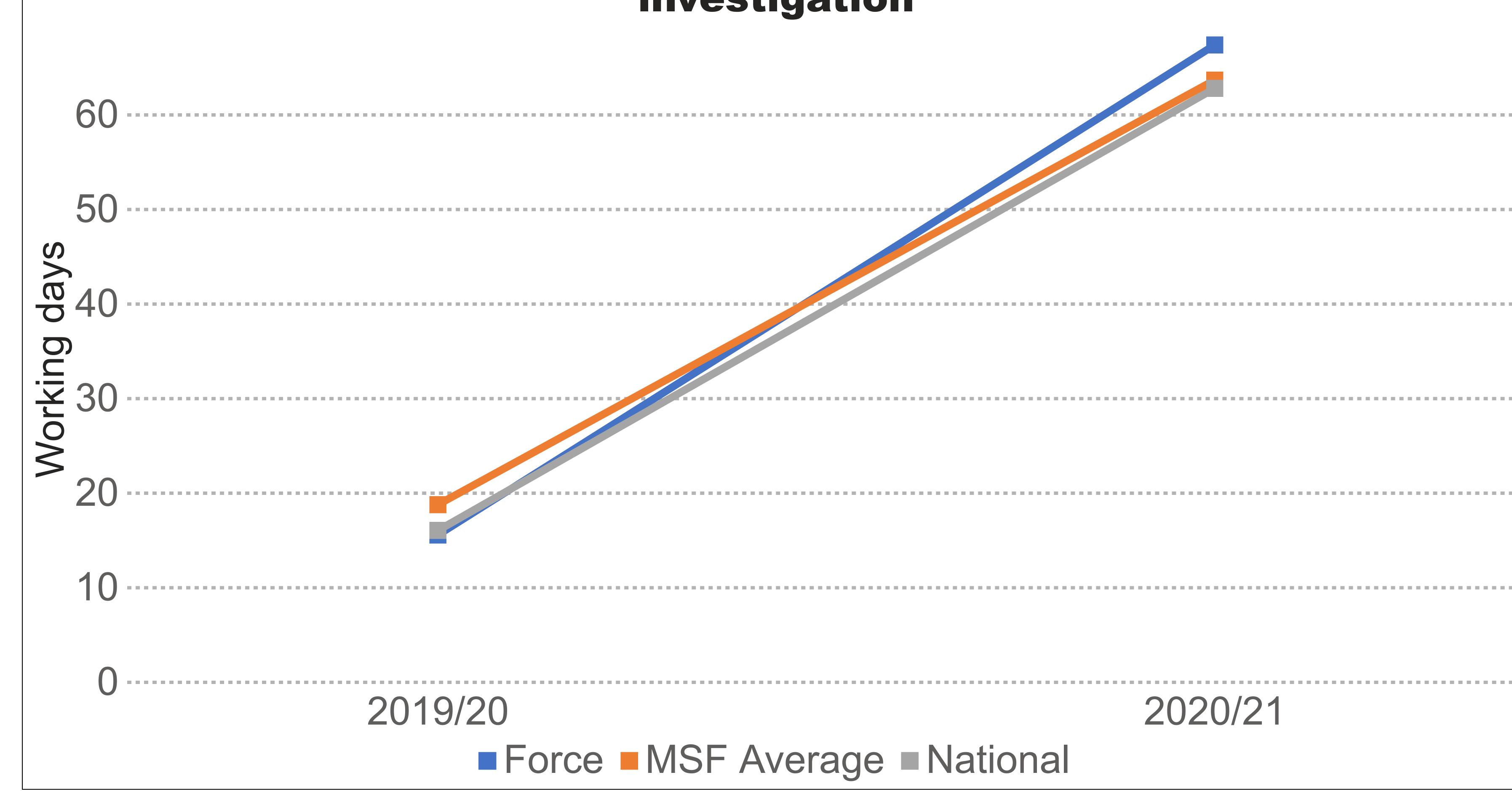
Investigations completed in	Force	MSF Average	National
$\sim$	200/	420/	420/
0-3 months	29%	43%	43%
3-6 months	32%	39%	37%
6-9 months	29%	25%	17%
9-12 months	11%	6%	3%
12-18 months			
More than 18 months			



## Allegations finalised by investigation (all types) - timeliness

	Year allegation finalised			
Average number of working days	2019/20	2020/21		
Force	16	67		
MSF Average	19	64		
National	16	63		

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



### 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 <u>IOPC website</u> for an explanation of invalid dates.

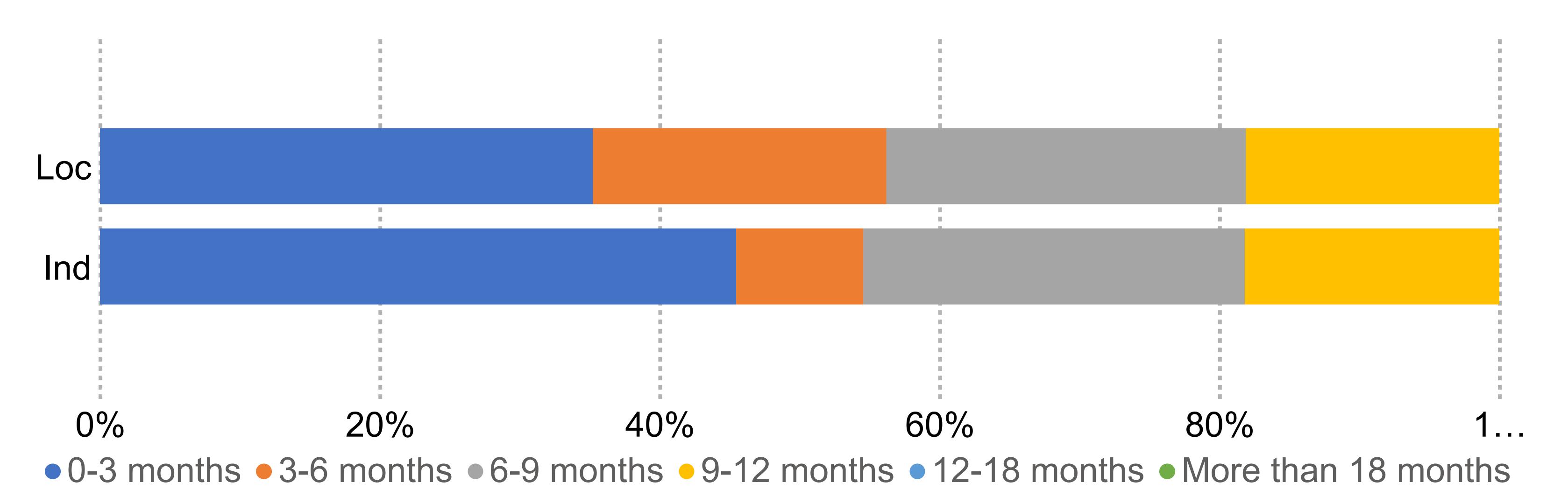
Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

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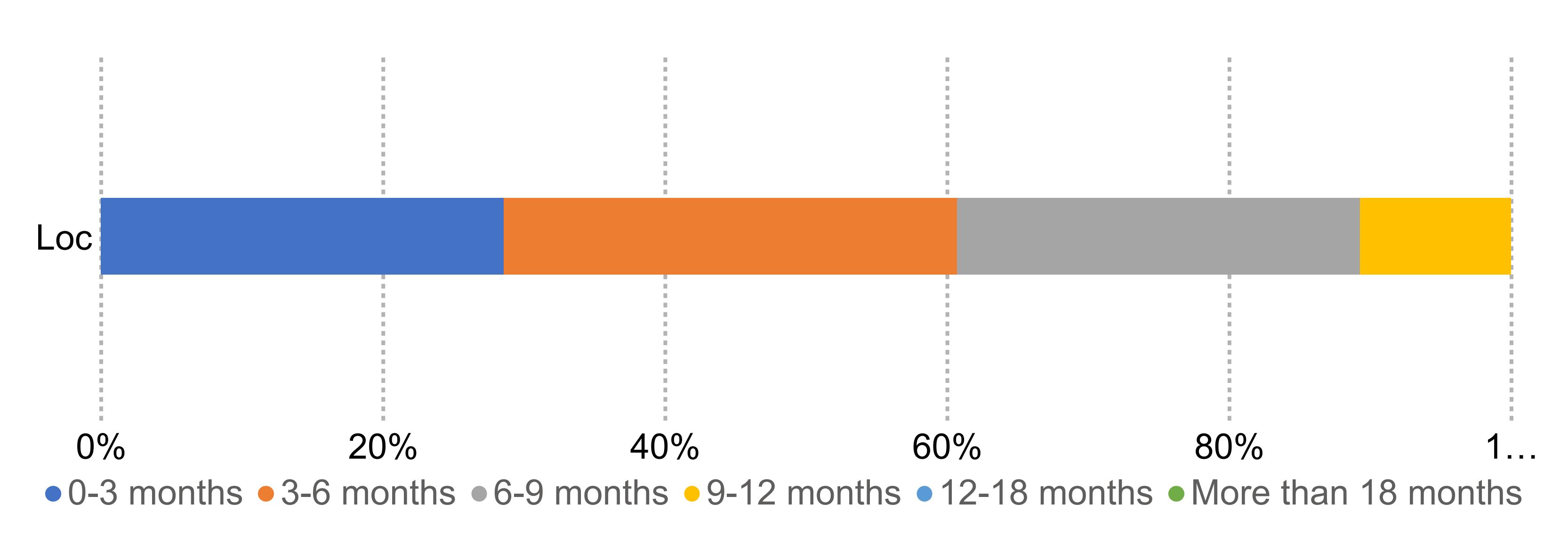


## Section B2: investigations (by type of investigation) - timeliness

Investigations active for	Loc	Ind	AII
0-3 months	35 %	45 %	36 %
3-6 months	21 %	9 %	20 %
6-9 months	26 %	27 %	26 %
9-12 months	18 %	18 %	18 %
12-18 months			
More than 18 months			

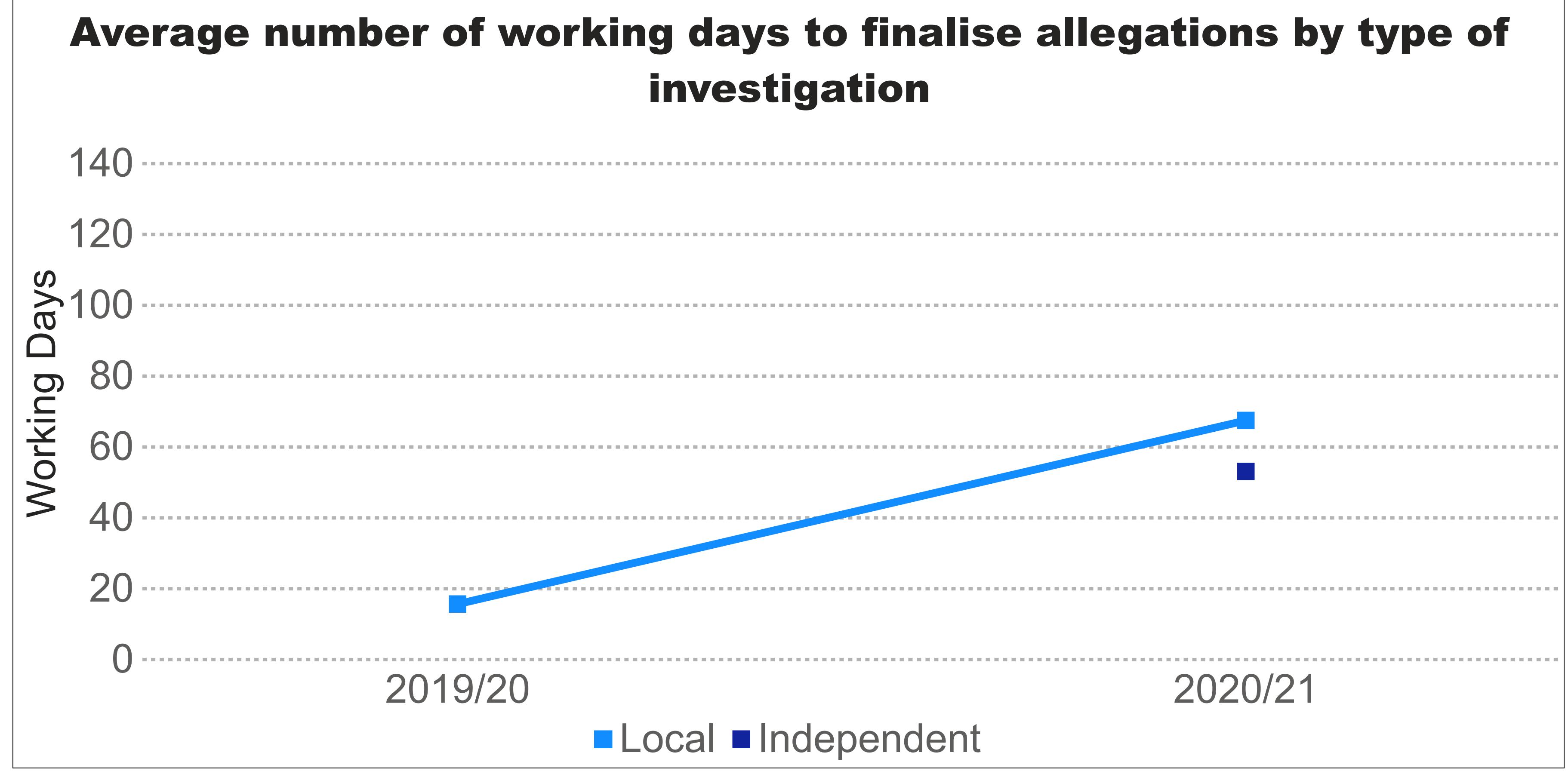


Investigations completed in	Loc	AII
0-3 months	29 %	29 %
3-6 months	32 %	32 %
6-9 months	29 %	29 %
9-12 months	11 %	11 %
12-18 months		
More than 18 months		



## Allegations finalised by investigation - timeliness

	Year allegation finalised					
Average number of working days	2019/20	2020/21				
Local	16	67				
Independent		53				
AII	16	67				



### 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 <u>IOPC website</u> for an explanation of invalid dates.

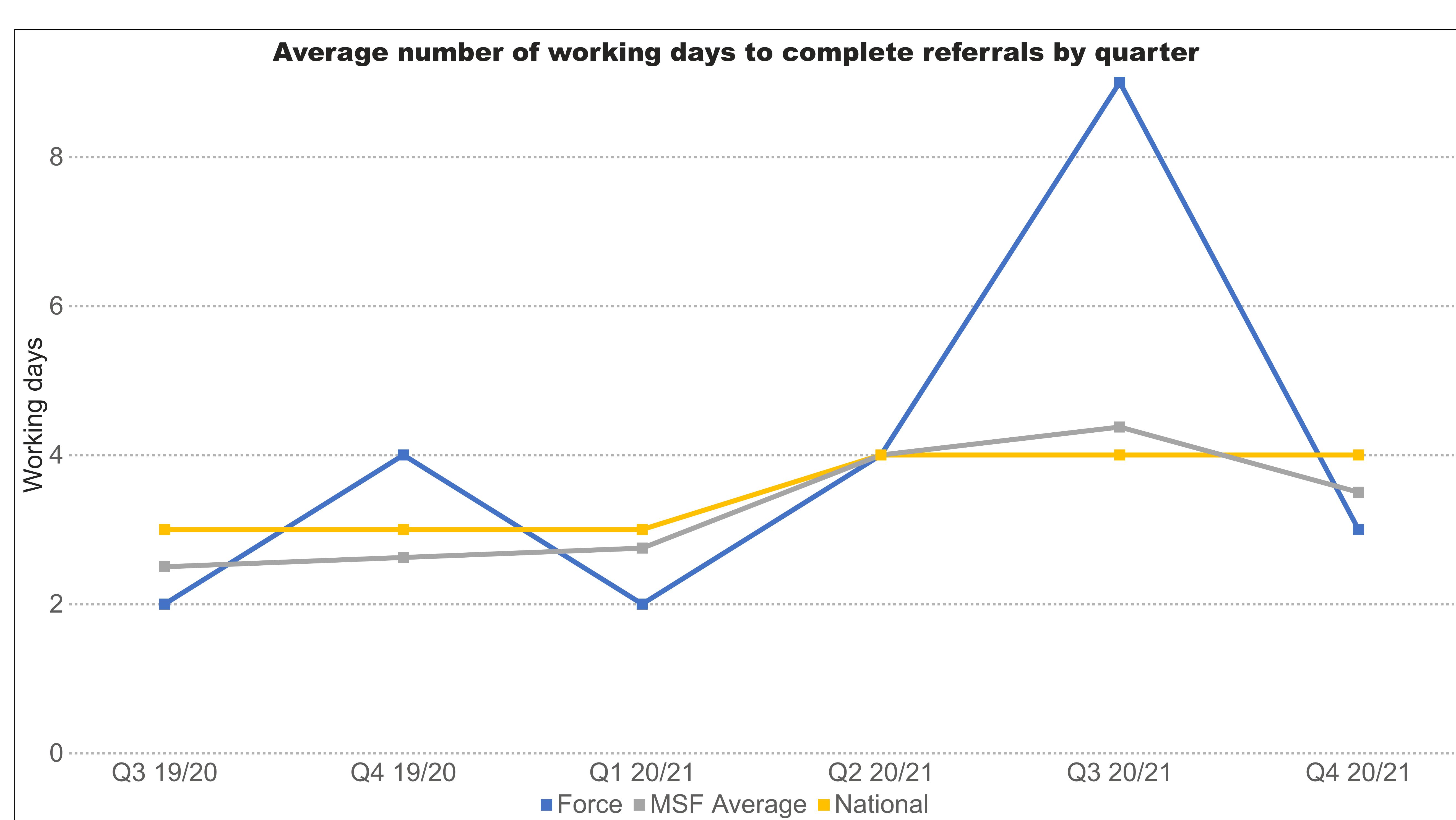
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### Section C: referrals

	Force	Force %	MSF Average	MSF Average %	National	National %
Number referrals received	316		157		4,542	
Number referrals completed	319		158		4,546	
Decision: Independent Investigation	45	14%	24	15%	577	13%
Decision: Directed Investigation	1	0%	1	1%	47	1%
Decision: Local Investigation	206	65%	90	56%	2,712	60%
Decision: Return to Force	62	19%	40	27%	1,153	25%
Decision: Invalid	4	1%	1	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 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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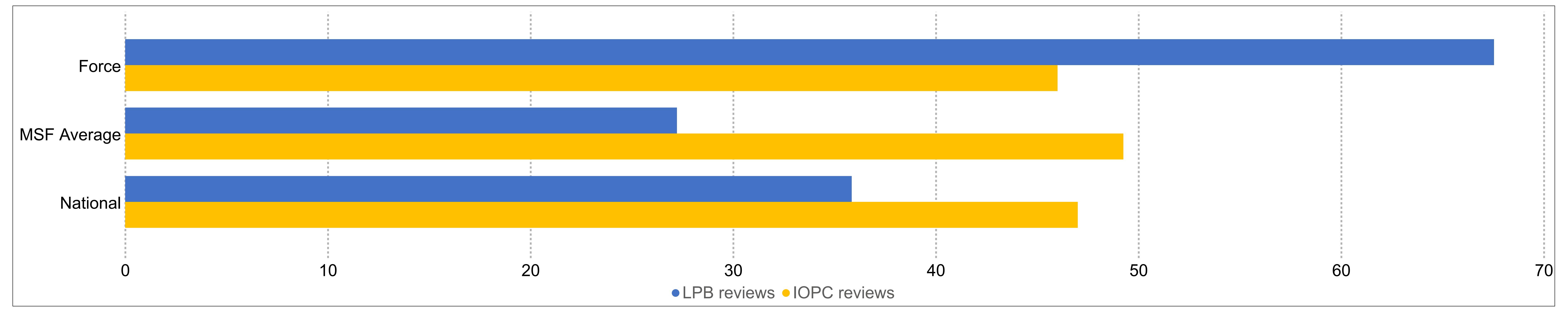


### Section D1: reviews received

	Complaint cases finalised under Schedule 3	Reviews received	Reviews received as proportion of complaint cases finalised under Schedule 3		Number LPB reviews received - non-investigation		Number IOPC reviews received - non-investigation
Force	1,212	253	21%	1	226	11	15
MSF Average	629	147	23%	14	99	15	19
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	68	27	36
Average number of working days to complete IOPC reviews	46	49	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 <u>chapter 18 of the IOPC's Statutory Guidance on the police complaints system (February 2020).</u>

Povious 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

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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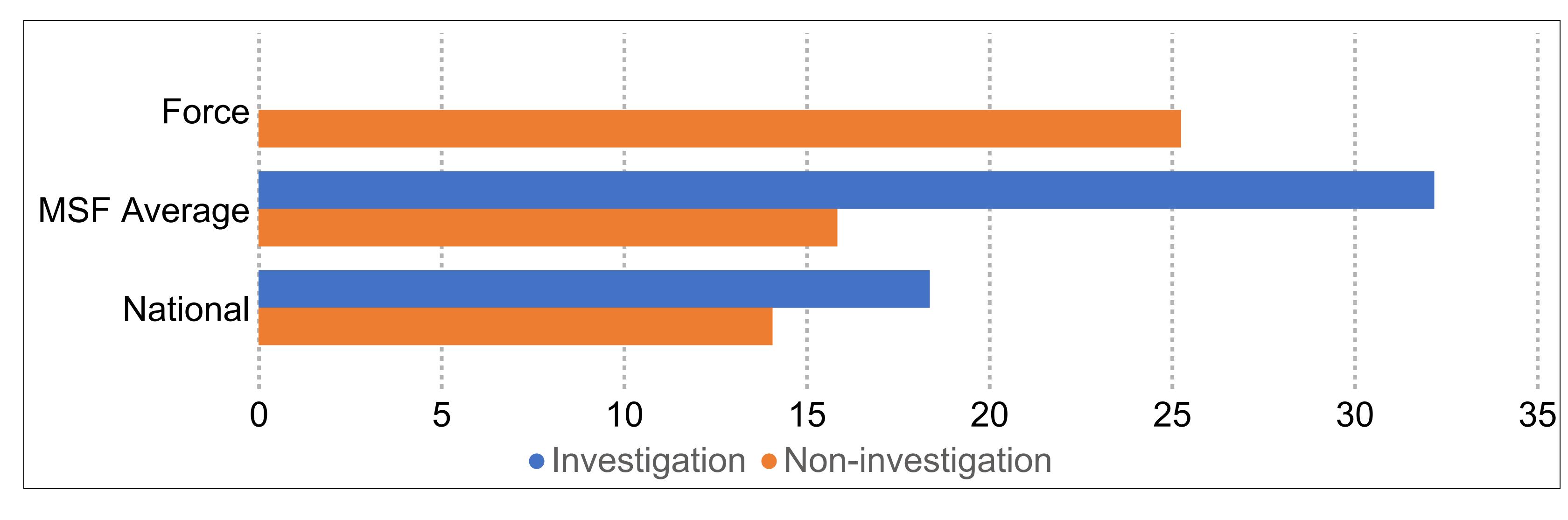
### Section D3: decisions on reviews

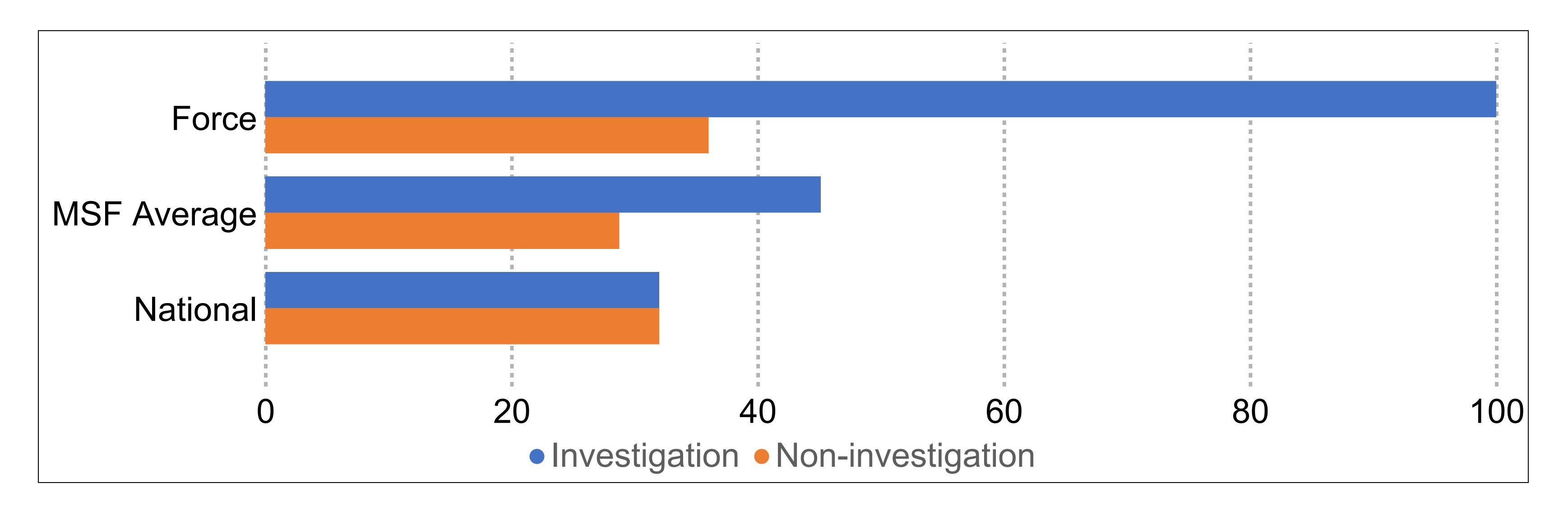
% LPB reviews found complaint case outcome not reasonable and proportionate

	Force	MSF Average	National
Investigation		32	18
Non-investigation	25	16	14



	Force	MSF Average	National
Investigation	100	45	32
Non-investigation	36	29	32





% LPB reviews resulting in...

	Force	MSF Average	National
Recommendation made			

% IOPC reviews resulting in...

	Force	MSF Average	National
Recommendation made	50	6	0
Direction	36	25	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	2	1%	13	1%	205	1%
No further action	91	25%	405	26%	8793	31%
Explanation	193	53%	490	47%	11617	41%
Debrief	10	3%	39	4%	470	2%
Apology	37	10%	75	8%	2000	7%
Goodwill gesture	1	0%	6	1%	144	1%
Policy review	1	0%	3	0%	54	0%
Individual learning	4	1%	24	1%	722	3%
Organisational learning	2	1%	9	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 <u>Guidance on capturing data about police complaints</u> 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	3	0%	8	1%	456	2%
Individual learning	9	1%	24	5%	1218	5%
Policy review	2	0%	5	1%	48	0%
Goodwill gesture			2	0%	21	0%
Apology	97	8%	29	4%	890	4%
Debrief	71	6%	20	2%	183	1%
Explanation	777	64%	209	30%	5602	24%
Misconduct proceedings					18	0%
Unsatisfactory Performance Procedure (UPP)					6	0%
No further action	247	20%	343	59%	13279	57%
Other action	10	1%	8	1%	341	1%
Other actions following a case to answer decision			1	0%	7	0%
Referral to RPRP	5	0%	9	1%	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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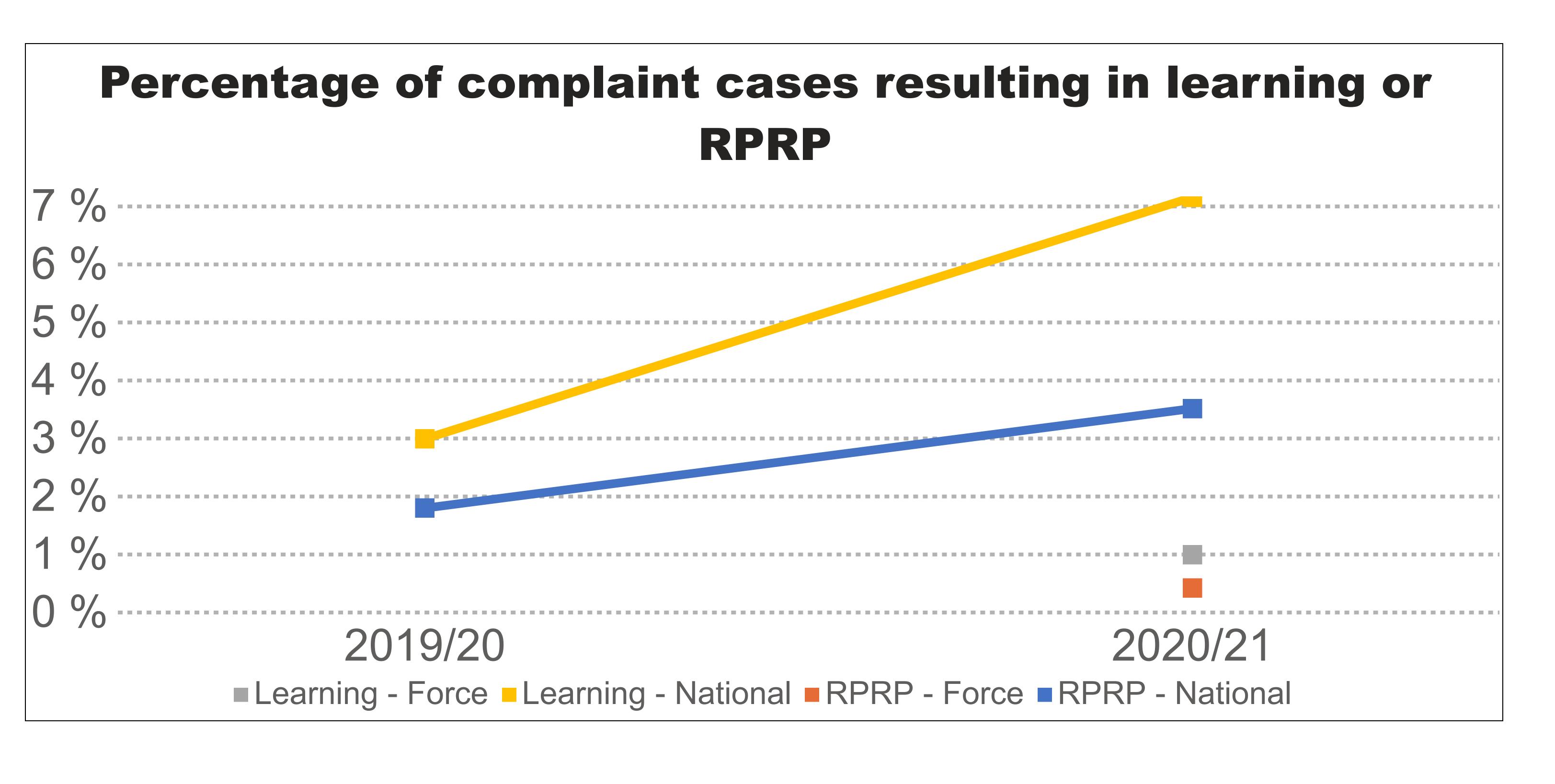


Section E2: focus on RPRP, UPP, misconduct and criminal outcomes (for complaint cases handled under Schedule 3)

## RPRP and learning

Number of complaint cases resulting in below actions	2019/20	2020/21
Learning		
Force		12
National	10	1661
□ RPRP		
Force		5
National	6	815

Percentage of complaint cases resulting in below actions	2019/20	2020/21
Learning		
Force		1%
National	3%	7%
□ RPRP		
Force		0%
National	2%	4%



## RPRP, UPP, misconduct and criminal

	Force		MSF A	verage	National	
Percentage of complaint cases resulting in below actions	No.	%	No.	%	No.	%
UPP					6	0%
Misconduct hearing					3	0%
Misconduct meeting					15	0%
RPRP	5	0%	9	1%	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).

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# OPC:

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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