Most Similar Force (MSF) Group:

About this bulletin

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

It sets out performance against a number of measures and compares force results to their most similar for (MSF) group and with the overall result for all forces (national).

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

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

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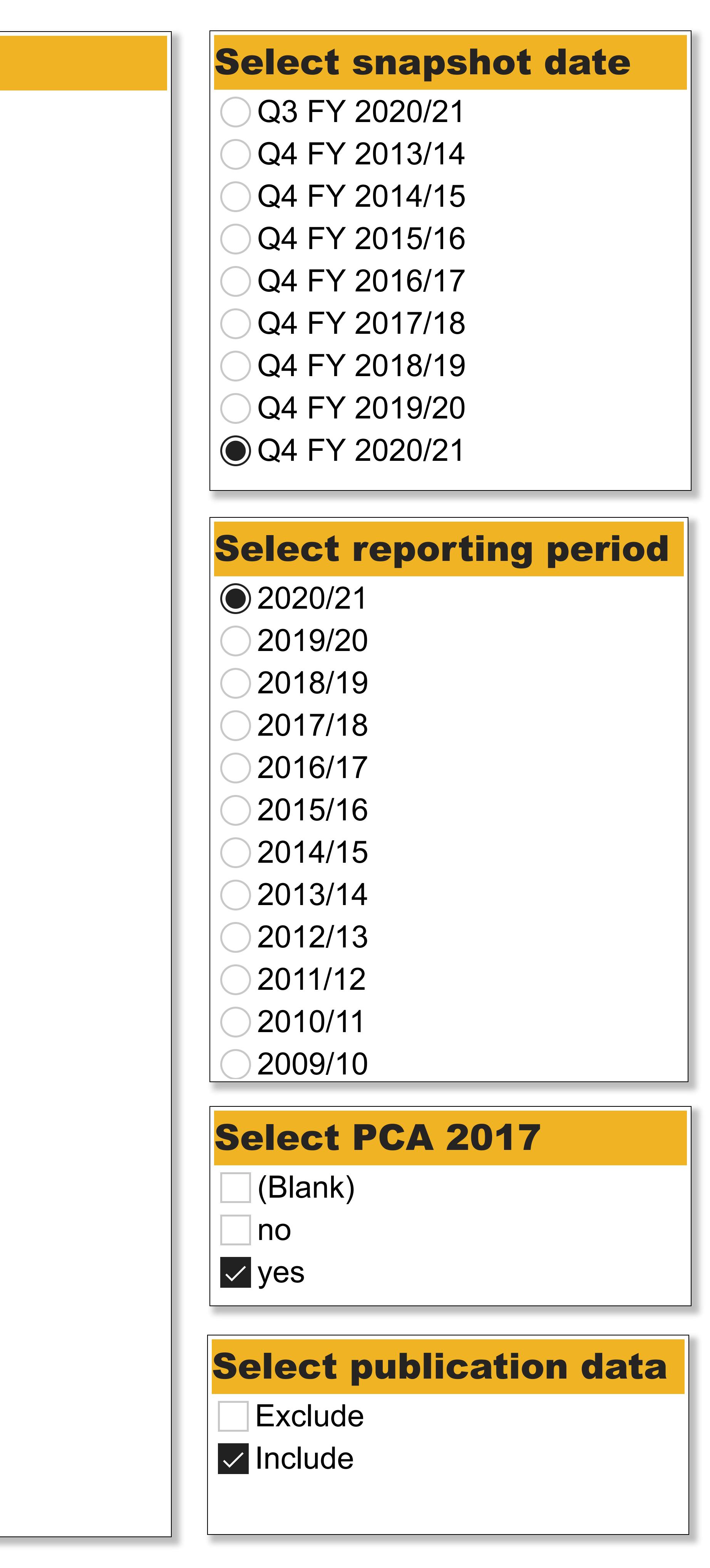
Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: Gwent

Northumbria, Durham, South Yorkshire, Humberside, Northamptonshire, Lancashire, Gwent, South Wales

	Select an authority
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January	Avon And Somerset
	Bedfordshire
orce	British Transport
e previous	Cambridgeshire
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s bulletin	Cleveland
and	Cumbria
ossible in	Derbyshire
	Devon And Cornwall
	Dorset
	Durham
	Dyfed-Powys
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	Hampshire
	Hertfordshire
	Humberside
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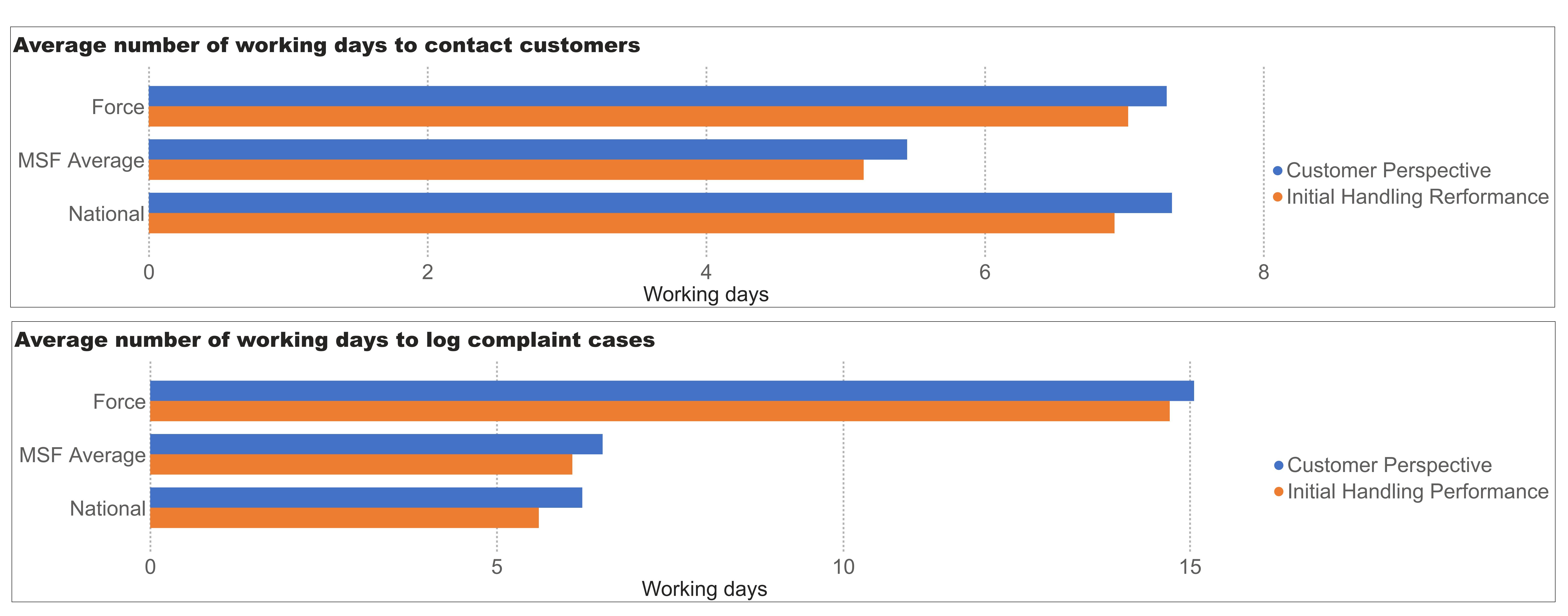




Section A1.1: complaint cases and allegations logged – timeliness and per 1,000 employees

	To contact cu	ustomers	To log compla	int cases
Average number of working days		Customer perspective	Initial handling performance	Customer perspective
Force	7	7	15	15
MSF Average	5	5	6	7
National	7	7	6	6

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



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

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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.

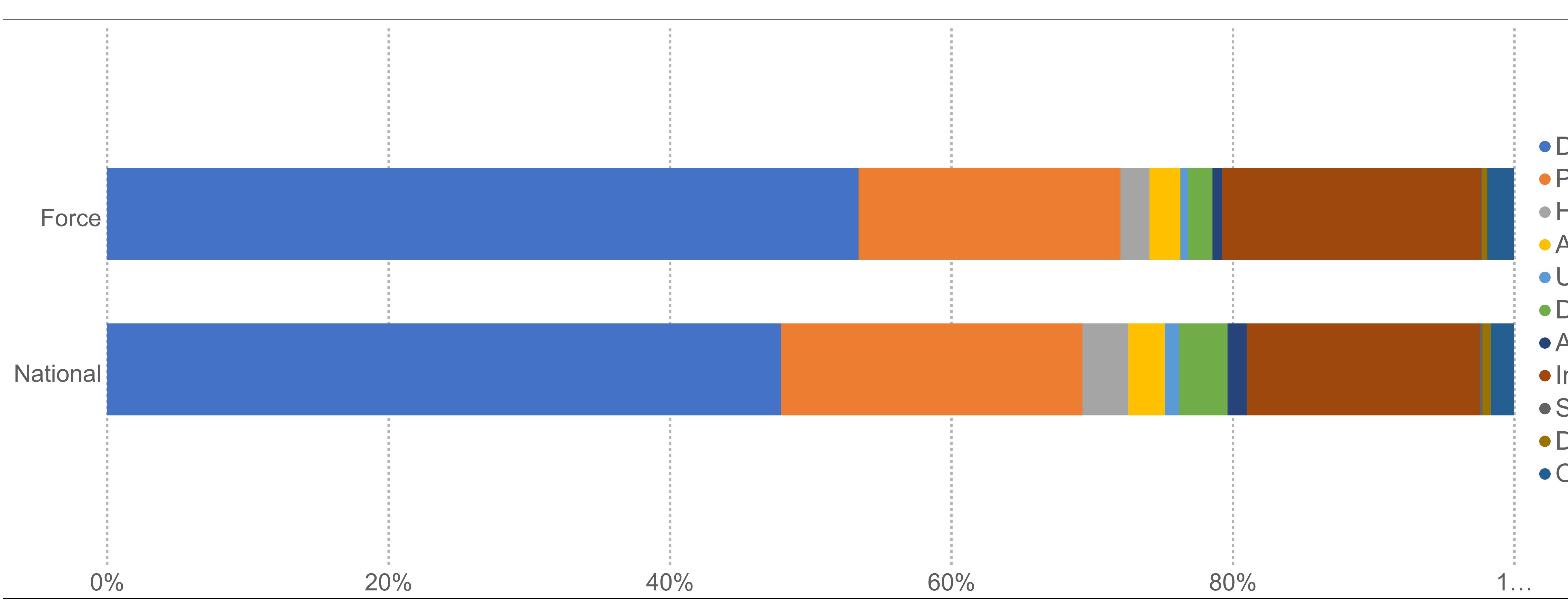
Complaint cases with 'invalid dates' have been removed from timeliness measures. Please refer to the performance framework counting rules and calculations on the **IOPC** website for explanations of customer perspective, initial handling and invalid dates.



	Force	MSF Average	National
	591	488	467
yees	320	311	290

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

		<section-header></section-header>	powers,		Access and/or disclosure of information	<section-header><section-header><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	703	245	27	29	7	23	9	242	1	5	25	1,316
Number	MSF Average	866	422	62	64	20	50	33	338	5	8	23	1,889
	National	52,300	23,368	3,553	2,845	1,104	3,764	1,490	18,073	199	648	1,807	109,151
	Force	53%	19%	2%	2%	1%	2%	1%	18%	0%	0%	2%	
Percentage	MSF Average	48%	21%	3%	3%	1%	3%	2%	17%	0%	0%	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 -

Category ▲	- Subo
Delivery of duties and service	Tota Polic Deci Gen Infor
□ Police powers, policies and procedures	Tota Stop Sea Pow Dete Bail, Use Evid Out Othe
Handling of or damage to property/ premises	Tota Han Deliv
Access and/or disclosure of information	-
Individual behaviours	Tota Unp Lack Ove Impo Impo

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Appropriate Authority: Gwent

category	
al	
ice action following contact	
cisions	
neral level of service	
ormation	
al	
ps, and stop and search	
arches of premises and seizure of property	
ver to arrest and detain	
ention in police custody	
I, identification and interview procedures	
e of force	
dential procedures	
t of court disposals	
er policies and procedures	
al adling of or domogo to property/promised	
ndling of or damage to property/ premises	
ivery of duties and service	
ivery of duties and service	
al	
orofessional attitude and disrespect	
ck of fairness and impartiality	
erbearing or harassing behaviours	
oolite language / tone	
olite and intolerant actions	
er neglect or failure in duty	

ained about - top five allegation categories and their s									
	For	ce	MSF Av	erage	Nati	onal			
	No.	%	No.	%	No.	%			
	703	53 %	866	48 %	52,300	48 %			
	127	18 %	343	39 %	23,155	44 %			
	87	12 %	145	17 %	7,524	14 %			
	392	56 %	297	36 %	16,612	32 %			
	97	14 %	81	9 %	5,006	10 %			
			1	0%	3	0 %			
	245	19 %	422	21 %	23,368	21 %			
	13	5 %	20	5 %	2,275	10 %			
f property	28	11 %	66	16 %	3,168	14 %			
	29	12 %	63	14 %	3,407	15 %			
	65	27 %	72	18 %	3,176	14 %			
cedures	10	4 %	14	3 %	702	3 %			
	45	18 %	129	29 %	6,752	29 %			
	23	9 %	20	4 %	1,212	5 %			
	5	2 %	5	1 %	311	1 %			
	27	11 %	33	9 %	2,362	10 %			
			1	0 %	3	0%			
	27	2 %	62	3 %	3,553	3 %			
oremises	27	100 %	62	100 %	3,541	100 %			
					11	0 %			
					1	0 %			
	29	2 %	64	3 %	2,845	3 %			
	242	18 %	338	17 %	18,073	17 %			
ect	106	44 %	102	30 %	4,687	26 %			
	36	15 %	54	16 %	2,954	16 %			
S	32	13 %	55	15 %	3,419	19 %			
	38	16 %	86	26 %	4,645	26 %			
	30	12 %	42	13 %	2,367	13 %			
					1	0%			



nd their subcategories

ional	
%	
48 %	
44 %	
14 %	
32 %	
10 %	
0 %	
21 %	
10 %	
14 %	
15 %	
14 %	
3 %	
29 %	
5 %	
1 %	
10 %	
0 %	
3%	
100 %	
0 %	
0 %	
3%	
17 %	
26 %	
16 %	
19 %	
26 %	
13 %	
$\cap 0/$	
0 %	

Notes

This section presents the five most commonly recorded categories for allegations that have been logged.

A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged.

Total % is of the total number of allegations logged.

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

	Allegation category											
Factors	<section-header></section-header>		or damage	<section-header></section-header>	<section-header><section-header></section-header></section-header>	behaviour		behaviours			Other	<section-header></section-header>
Arrest	14	52	1					2		1	4	74
Call Handling	23							9				32
Child protection / CSA / CSE	12	1						1				14
Coronavirus – other	25	12						12		1	9	59
Coronavirus – police powers on infectiou	2	1										3
Coronavirus – police powers on restricti	18	7		1	1			3		1	1	32
Custody	10	72	1					6	1			90
Death	3							1				4
Domestic / gender abuse	47	8	1	1		7		12				76
Drugs / alcohol	13	8						4				25
Firearms	6		1									7
Fraud	7							1				8
Hate Crime	1											1
Investigation	108	6				2		2				118
Mental health	7	2						1				10
Missing persons	2											2
Neighbourhood policing	47	1				2		4				54
None	366	69	23	26	4	12	9	164	1	4	9	687
Premises search	7	13	1					9			1	31
Restraint equipment		2										2
Roads/traffic	36	8			2	1		15			2	64
Serious injury	1											1
Social media	11							4				16
Stop and/or search		13						5				18

Notes

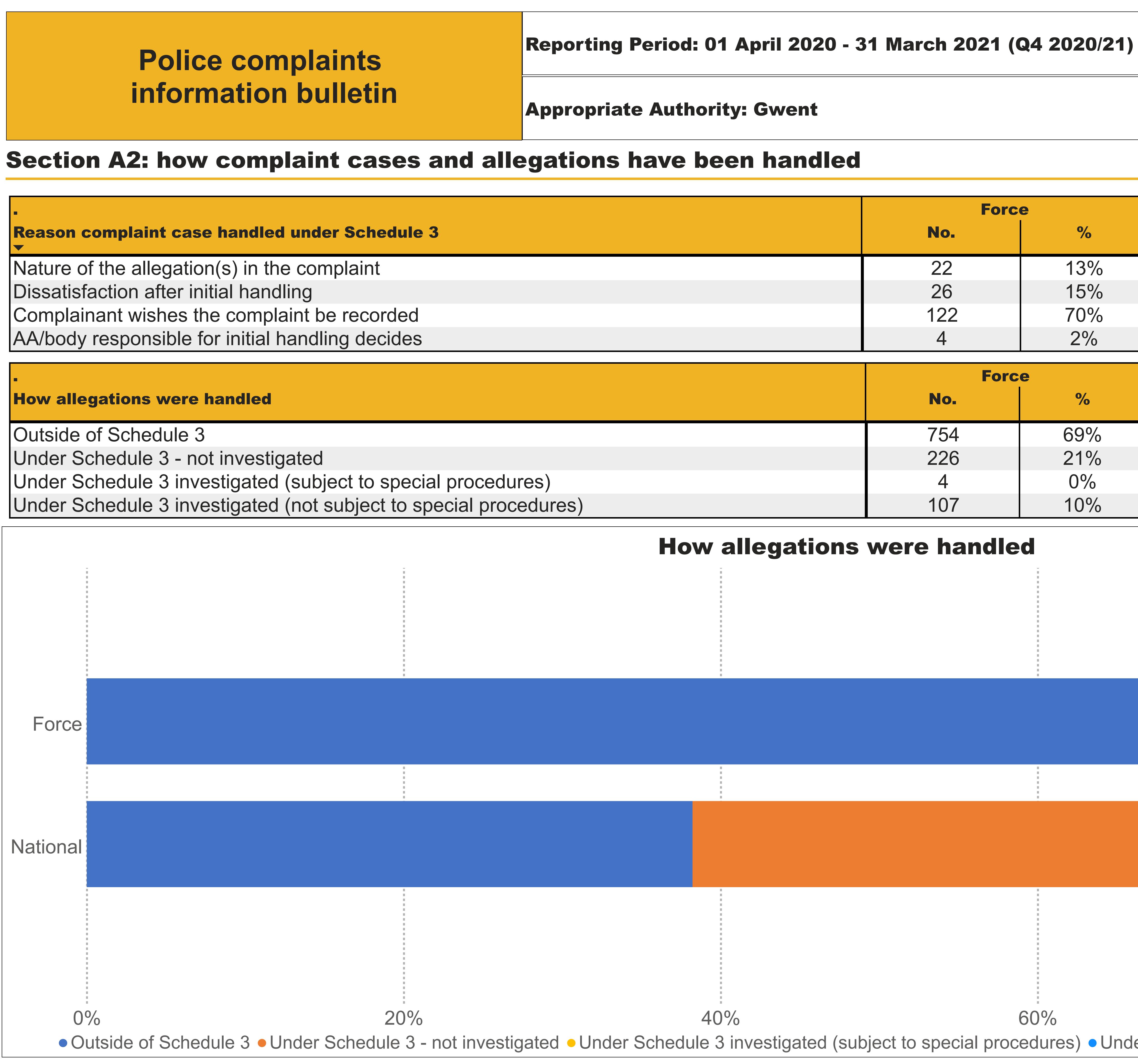
This section presents information that shows what people are complaining about using a combination of allegation categories and factors. Categories capture the root of the dissatisfaction expressed in a complaint. The combination of categories and factors provides a richer picture of what people are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

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

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

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





Notes

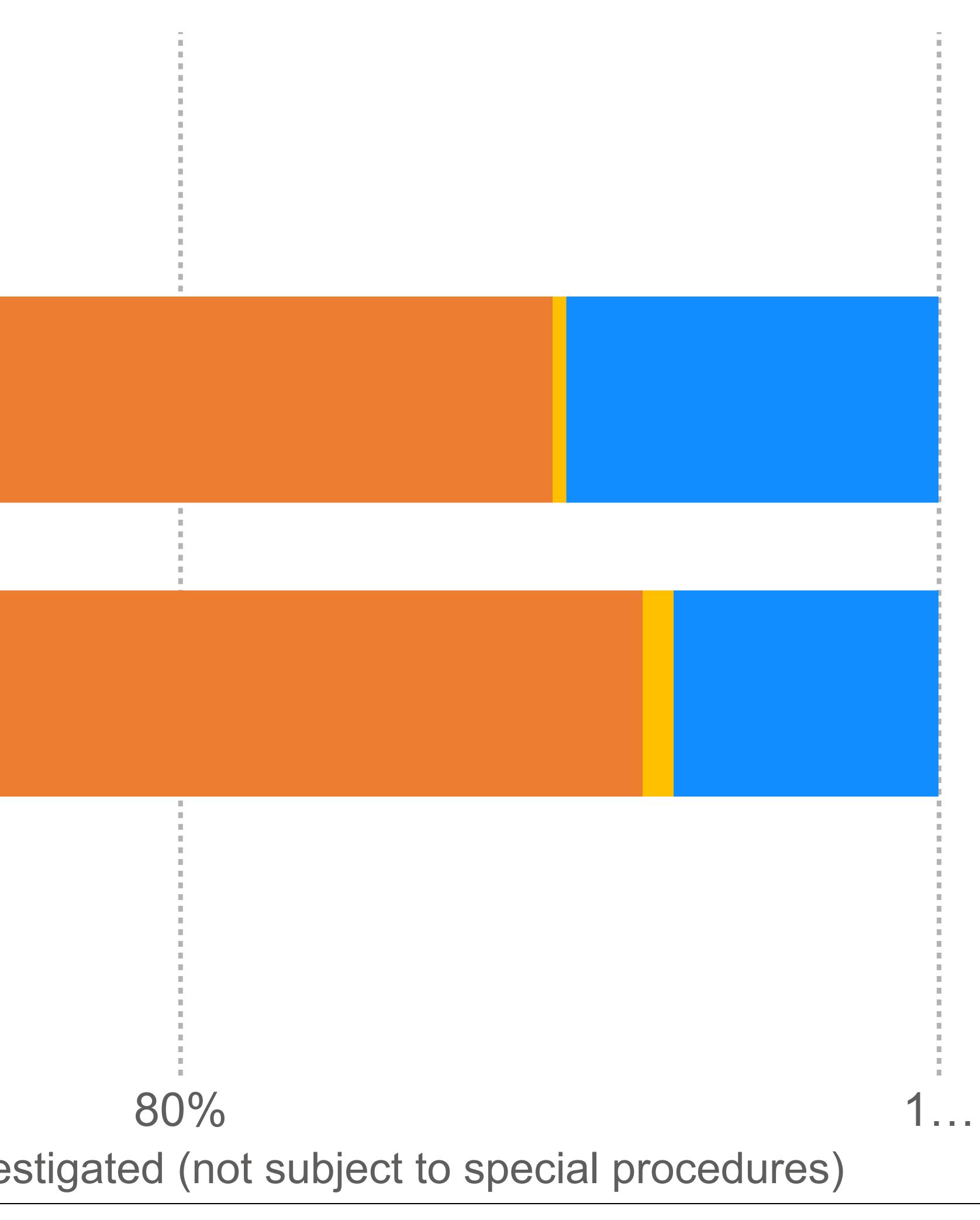
This section presents the number of complaint cases handled under Schedule 3 of the PRA 2002 and the reasons why. A breakdown of how allegations were handled, including whether they were investigated under Schedule 3 or otherwise than by investigation (not investigated) is also given.

Please note that figures presented in the second table may be under-representing the number of allegations finalised under Schedule 3 and investigated (not suject to special procedures), instead grouping some of these allegations as finalised under Schedule 3 and not investigated. This is because police forces were not able to consistently and accurately collect this data on their systems until the implementation of an upgrade from November 2020.



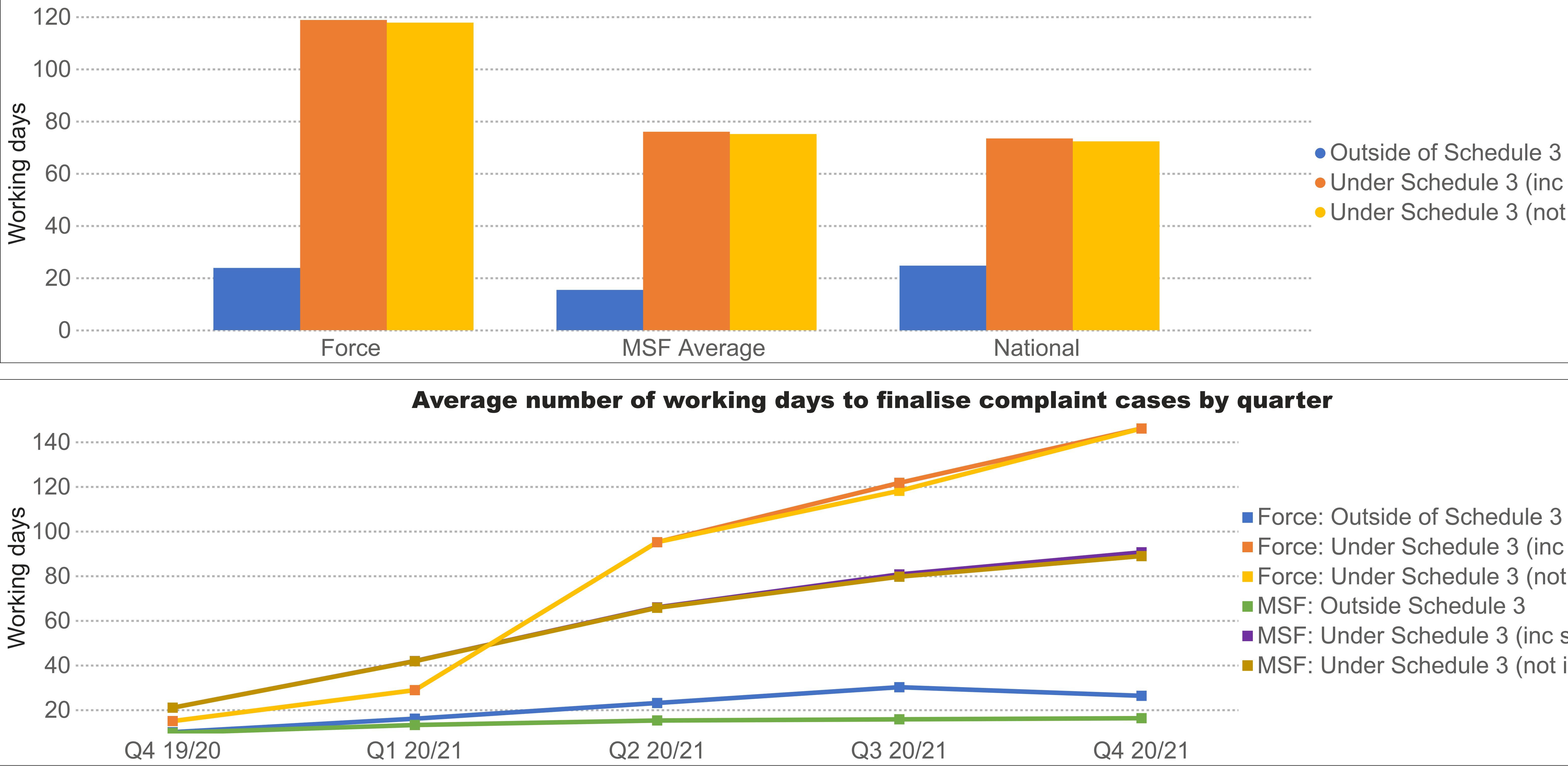
Forc	e	MSF Ave	erage	Natio	onal
No.	%	No.	%	No.	%
22	13%	197	25%	5,811	16%
26	15%	60	8%	2,889	8%
122	70%	450	57%	12,440	34%
4	2%	113	14%	15,225	42%
Forc	e	MSF Ave	erage	Natio	onal
No.	%	No.	%	No.	%
754	69%	515	38%	32,012	38%
226	21%	908	57%	45,205	54%
4	0%	13	1%	688	1%
107	10%	184	11%	5,845	7%
	60%		80%		





Section A3.1: complaint cases finalised - timeliness

Average number of working days to finalise complaint cases	Force	MSF Average	National
Outside of Schedule 3	24	15	25
Under Schedule 3 (inc suspension)	119	76	73
Under Schedule 3 (not inc suspension)	118	75	72



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

Appropriate Authority: Gwent



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

Average number of working days to finalise complaint cases

- MSF: Under Schedule 3 (inc suspensior) MSF: Under Schedule 3 (not inc suspension)
- Force: Outside of Schedule 3
- Force: Under Schedule 3 (inc suspension Force: Under Schedule 3 (not inc state)

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



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

How allegations were handled

Outside of Schedule 3 Under Schedule 3 - not subject to investig Under Schedule 3 - by local investigation Under Schedule 3 - by independent inves

Average number of working days to fina allegations

Outside of Schedule 3 Under Schedule 3 - not subject to investic Under Schedule 3 - by local investigation Under Schedule 3 - by independent investion

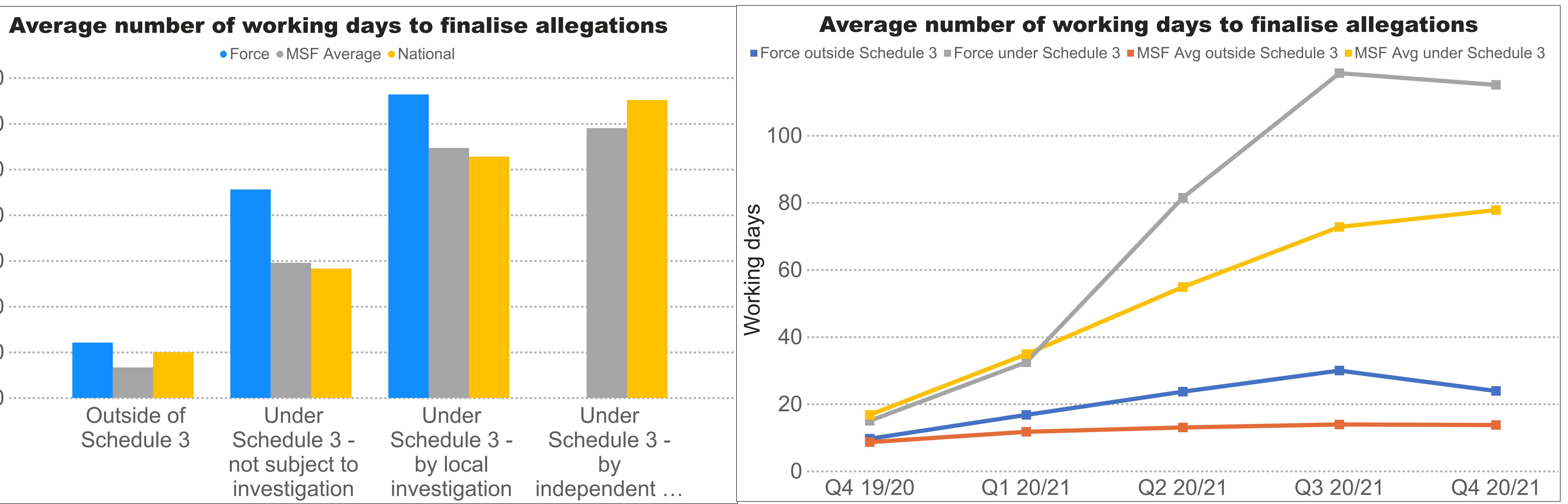
Force MSF Average National 14(Schedule 3 investigation

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

Appropriate Authority: Gwent

	Foi	'Ce	MSF A	/erage	National		
	No.	%	No.	%	No.	%	
	754	69%	515	38%	32,012	38%	
tigation	226	21%	908	57%	45,205	54%	
n	111	10%	174	10%	6,496	8%	
estigation			1	0%	37	0%	

nalise	Force	MSF Average	National
	24	13	20
igation	91	59	57
	133	109	106
stigation		118	130



Notes

This section shows the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled outside Schedule 3 and those that were handled under Schedule 3, which were either investigated or handled other than by investigation. Timeliness is calculated from the date the allegation was received by the force.

At present, allegations finalised by directed investigations are being included under 'local investigation'. The IOPC is working with force IT suppliers to ensue that reporting on this is possible in the future.

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



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

How allegations were handled Outside of Schedule 3 Under Schedule 3 - not investigated Under Schedule 3 investigated (subject to special procedures)

Under Schedule 3 investigated (not subject to special procedures) Total

How allegations were handled	Outside of Schedule 3			Under Schedule 3 - not investigated			Under Schedule 3 investigated (subject to special procedures)			cedures) inve					
Allegation decision	Force			Nat. No.				Nat. No.				Nat. No. Forc			Nat. No.
	%	No.	%		%	No.	%		%	No.	%	%	No.	%	
No further action					14 %	31	14 %	6,252			1 %	10		10 %	572
Regulation 41 applies							0 %	55			0 %	2		0 %	27
Service provided - unable to determine					3 %	6	4 %	1,906			1 %	4 4 ⁴	6 4	3 %	147
Service provided - not acceptable					15 %	35	11 %	5,153			1 %	10 19 9	6 20	10 %	561
Service provided - acceptable			0 %	8	46 %	103	66 %	29,644			14 %	99 77 9	6 82	73 %	4,279
Not Resolved	3 %	24	6 %	1,955											
Resolved	97 %	730	94 %	30,048											
No Case to Answer									25 %	1	59 %	403			
Case to Answer									75 %	3	20 %	136			
Withdrawal					23 %	51	5 %	2,191			3 %	24 1 ⁴	6 1	4 %	259
Total	69 %	754	38 %	32,011	21 %	226	54 %	45,201	0 %	4	1 %	688 10 °	6 107	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 %		National No.		
69 %	o 754	38 %	32,011		
21 %	b 226	54 %	45,201		
0 %	4	1 %	688		
10 %	b 107	7 %	5,845		
100 %	1,091	100 %	83,745		



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

	Allegation category											
Allegation decisions	<section-header></section-header>	powers,	or damage	Access and/or disclosure of information		behaviour		behaviours			Other	Total
No further action	17	6	1	1			3	3				31
Service provided - unable to determine	2	1	1					6				10
Service provided - not acceptable	32	7	2	2		1	1	9			1	55
Service provided - acceptable	58	60	2	10		7	4	35		2	7	185
Not Resolved	12	2	1	1	1	1		6				24
Resolved	461	64	16	12	6	11		145		3	12	730
No Case to Answer		1										
Case to Answer		2								1		3
Withdrawal	19	23	1					9				52

Notes

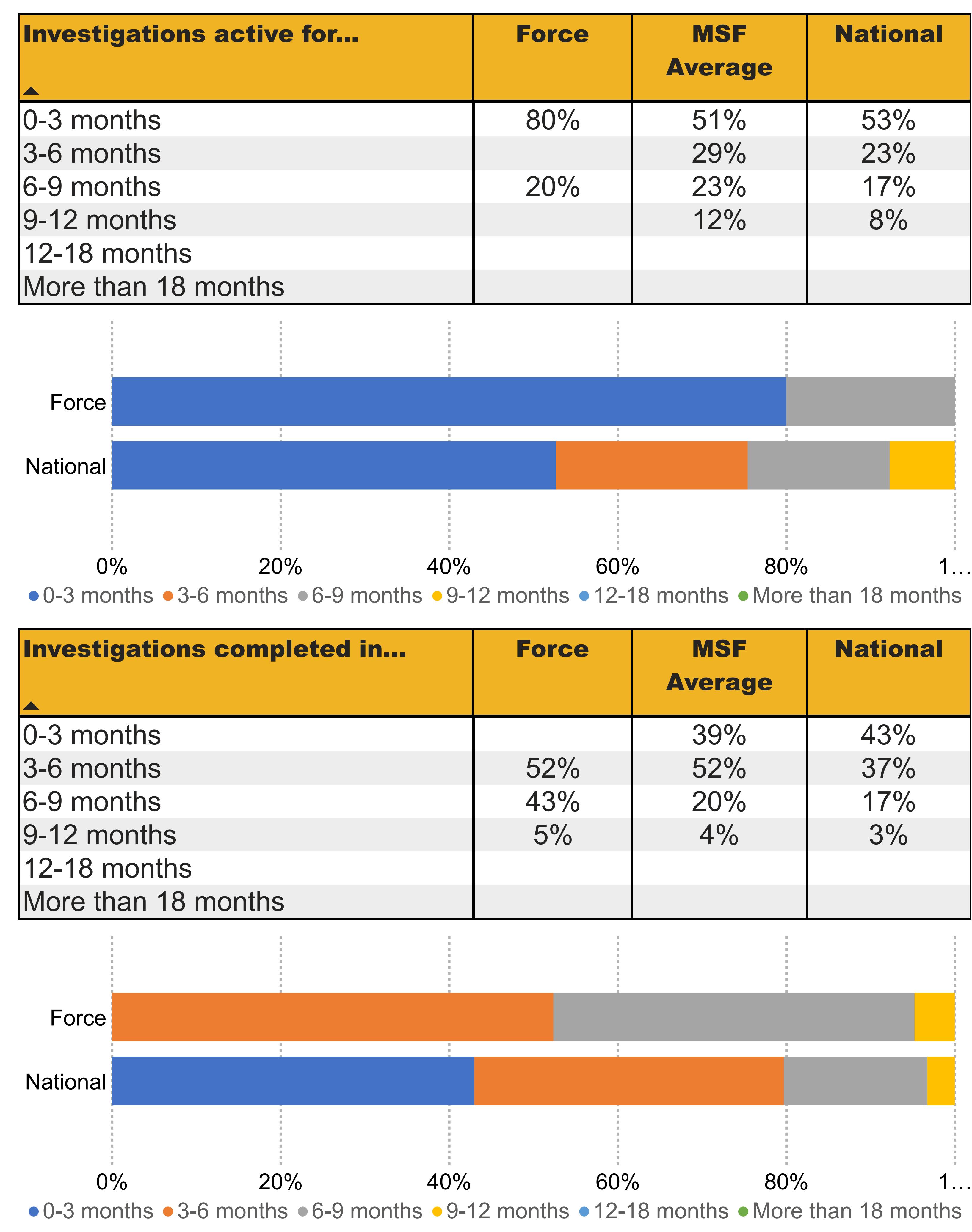
This section presents information about allegations finalised grouped by the allegation and the category selected on each allegation. Each allegation has a single category selected.

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



In	depe	ende	nt
01	fice	for	
Po	lice	Cor	iduct

Section B1: investigations (all investigation types) - timeliness



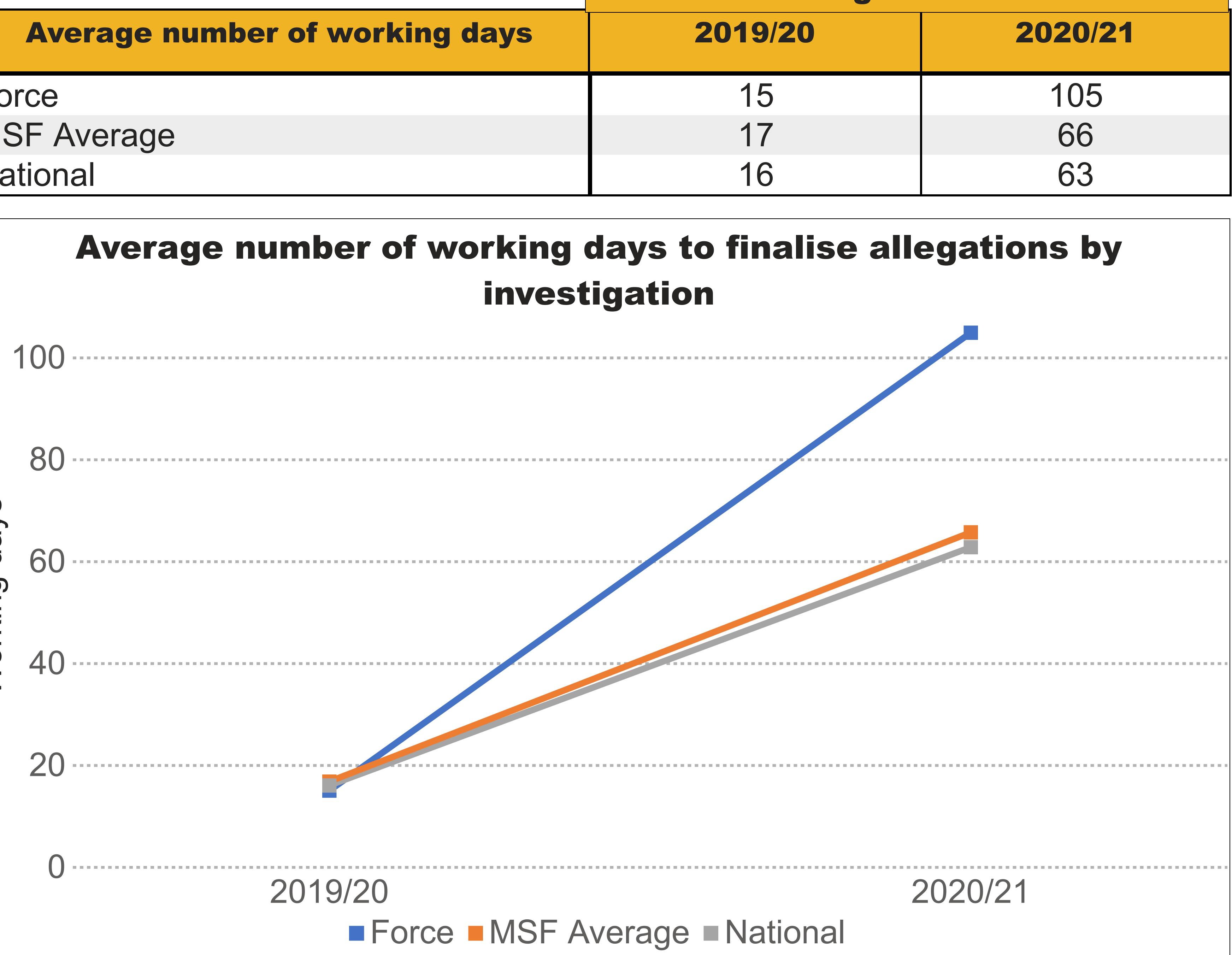
Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: Gwent

Force	MSF Average	National	
80%	51%	53%	
	29%	23%	
20%	23%	17%	Fo
	12%	8%	Fo MS
			Na
			S
609 onths • 12-	% 80% 18 months • More		ng day
Force	MSF	National	Norkin
	Average		
		43%	
52%	Average 39% 52%	43% 37%	
52% 43%	39%		
	39% 52%	37%	
43%	39% 52% 20%	37% 17%	No This inve The
43%	39% 52% 20%	37% 17%	No This inve The bein
43%	39% 52% 20%	37% 17%	No This inve The bein fina
43%	39% 52% 20% 4%	37% 17% 3%	No This inve The bein

60% 80% 1...

Ilegations finalised by investigation (all types) - timeliness



otes

is 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.

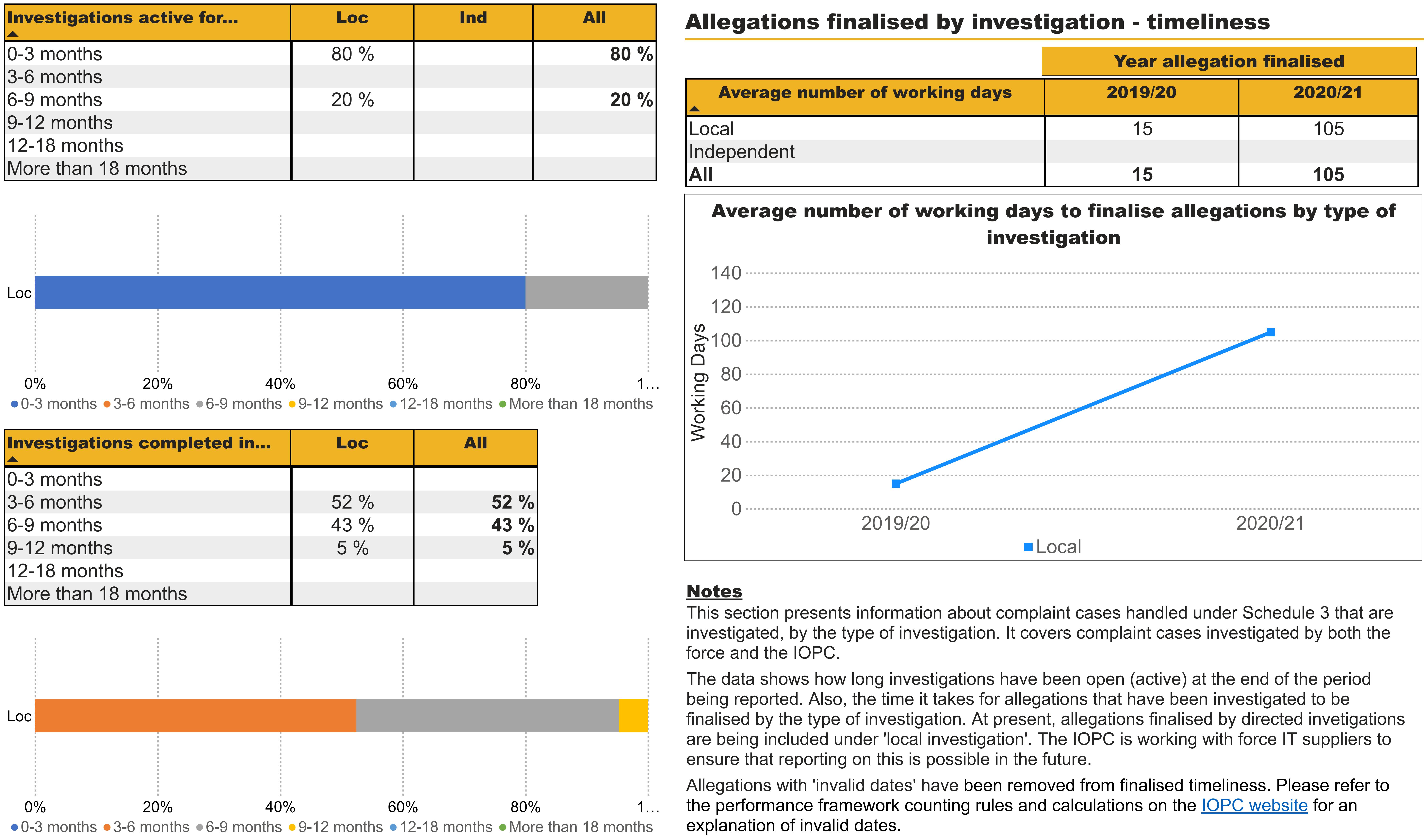
legations with 'invalid dates' have been removed from finalised timeliness. Please refer to the performance framework counting rules and calculations on the **IOPC** website for an explanation of invalid dates.



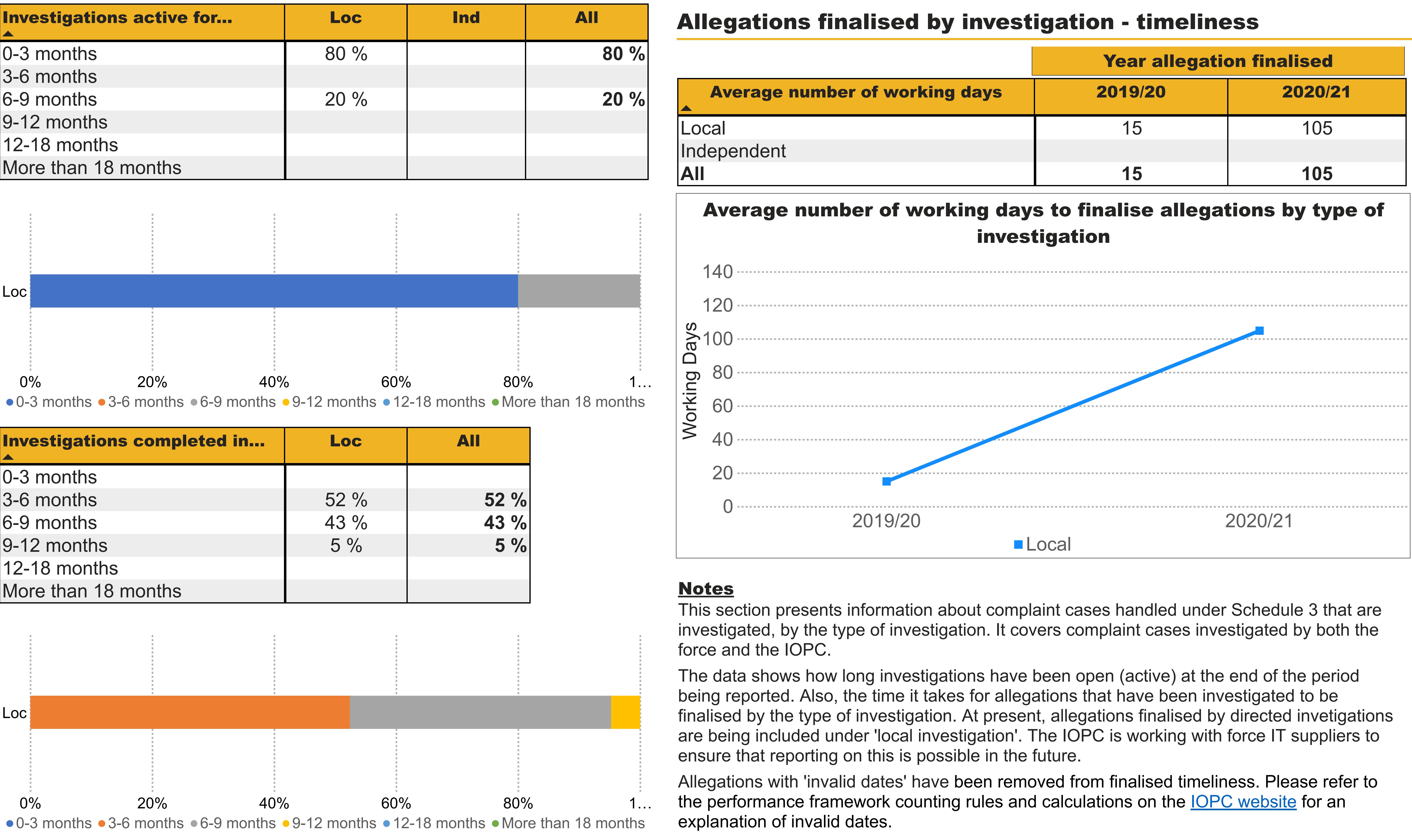
Year allegation finalised						
2019/20	2020/21					
15	105					
17	66					
16	63					

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

Investigations active for	Lc
0-3 months	80
3-6 months	
6-9 months	20
9-12 months	
12-18 months	
More than 18 months	



10-3 months	
3-6 months	52
6-9 months	43
9-12 months	5
12-18 months	
More than 18 months	

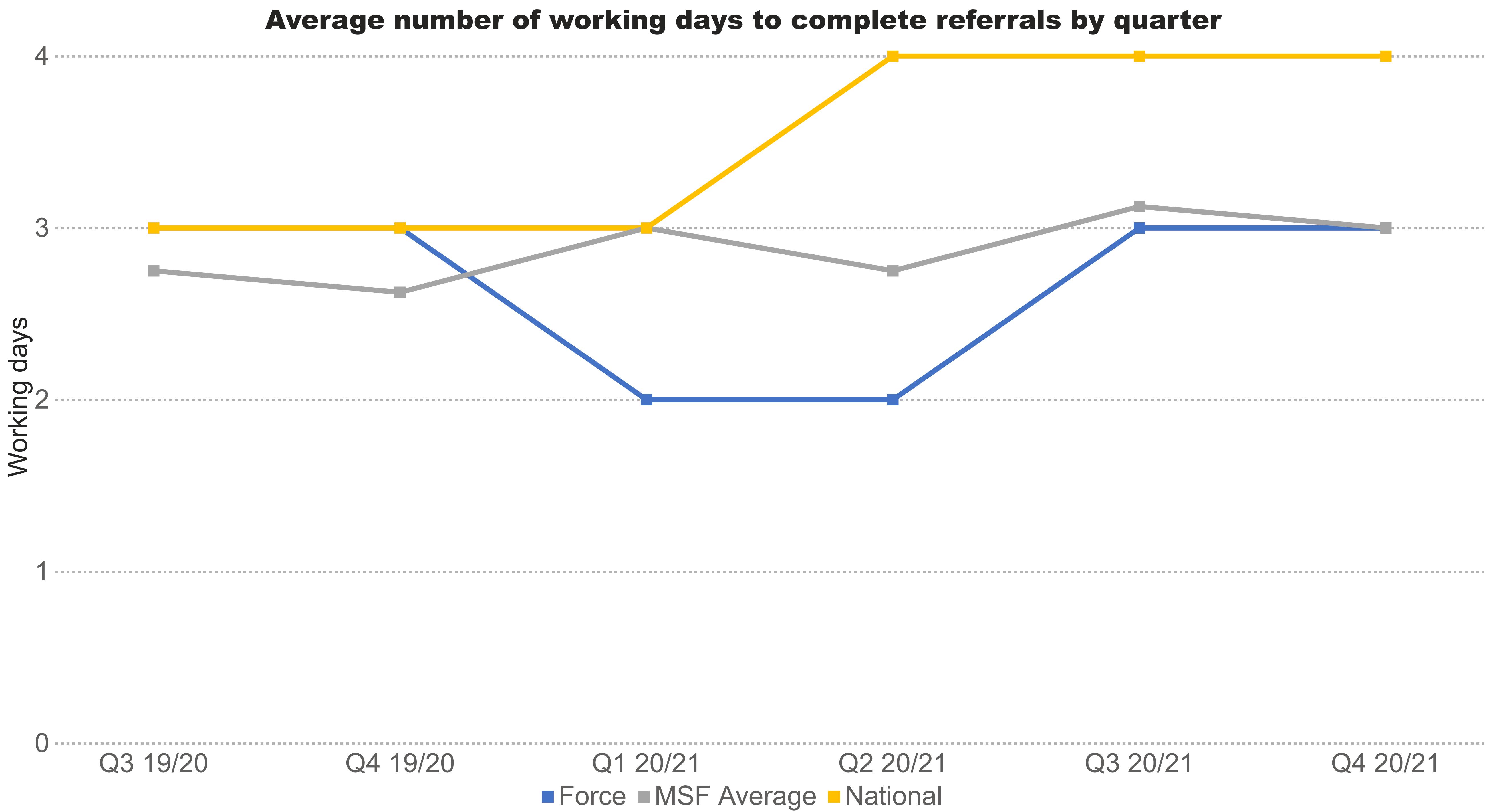




Year allegation finalised						
2019/20	2020/21					
15	105					
15	105					

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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Appropriate Authority: Gwent

Force	Force %	MSF Average	MSF Average %	National	National %
39		65		4,542	
36		65		4,546	
4	11%	6	9%	577	13%
1	3%	1	2%	47	1%
15	42%	36	57%	2,712	60%
14	39%	21	31%	1,153	25%
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.

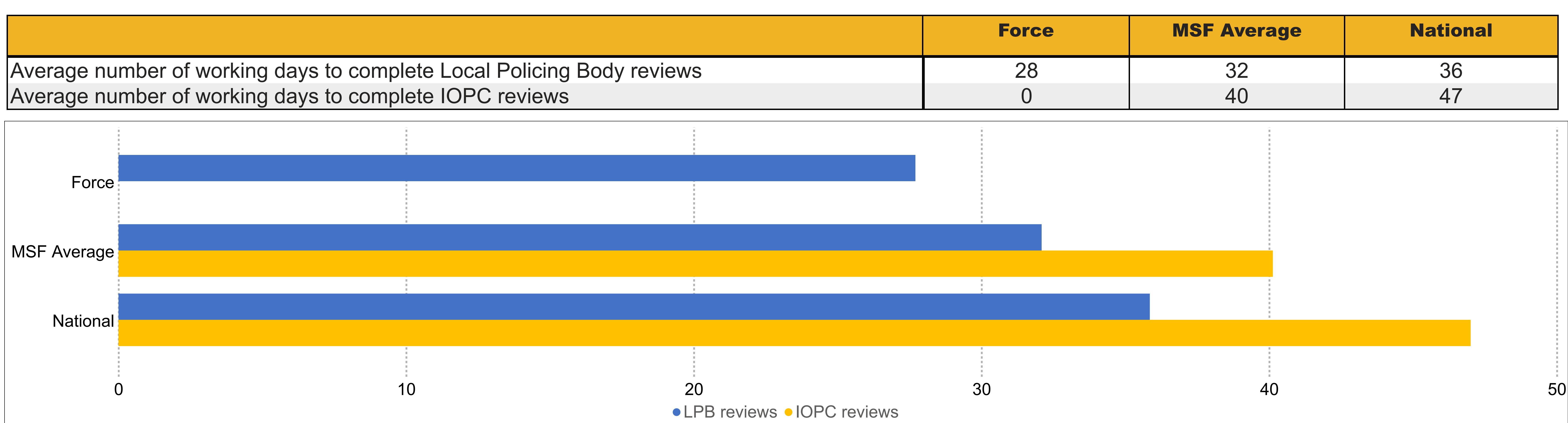
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC's remit to assess and will be determined invalid.

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.

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	reviews received -	Number LPB reviews received - non-investigation		Number IOPC reviews received - non-investigation
Force	94	32	34%	15	16		0
MSF Average	575	118	24%	13	77	14	14
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.

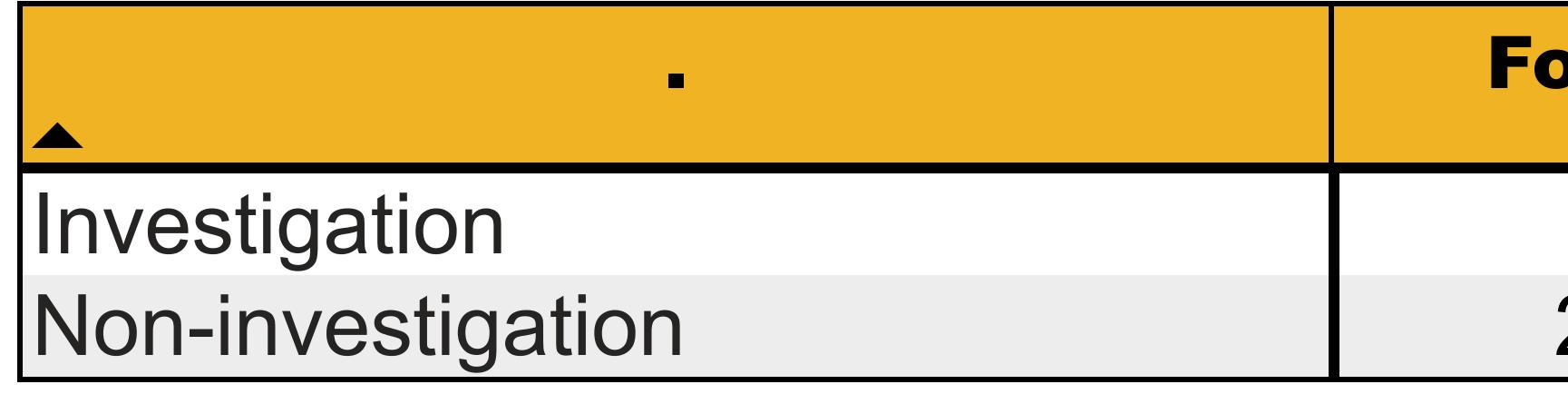
This section presents information about applications for review handled by both local policing bodies and the IOPC. Information about the right of review and who is the relevant review body is available in chapter 18 of the IOPC's Statutory Guidance on the police complaints system (February 2020). Reviews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

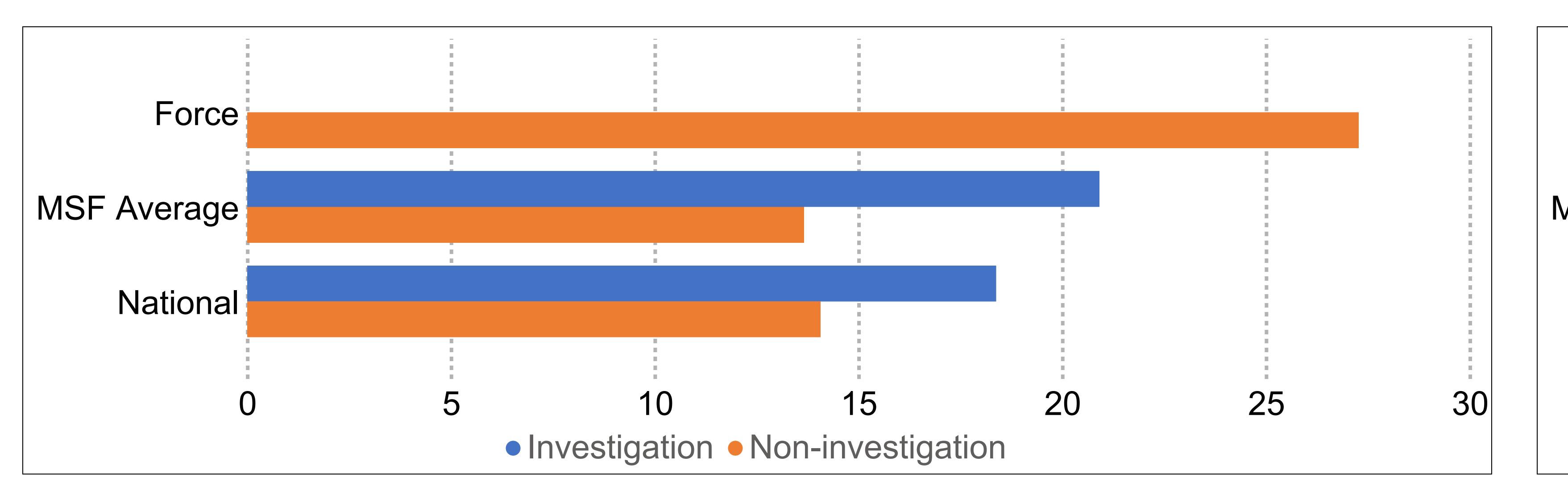
Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)



Section D3: decisions on reviews

% LPB reviews found complaint case outcome not reasonable and proportionate





% LPB reviews resulting in...

	Force	MSF Average	National		Force	MSF Average	Nationa
Recommendation made				Recommendation made	0	0	0
				Direction	0	19	23
				Extra work commissioned	0	2	1

Notes

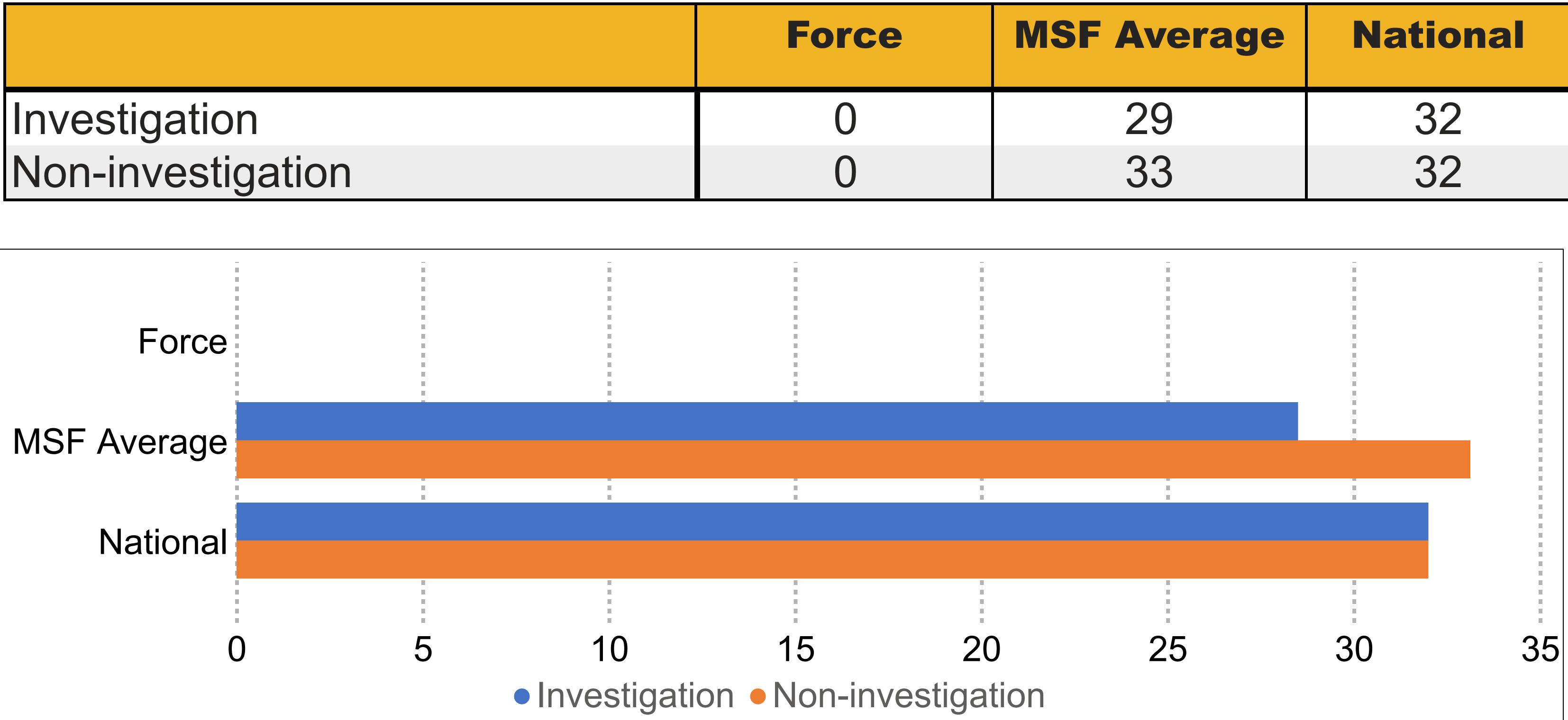
This section presents information about the decisions made on reviews by local policing bodies and the IOPC. It includes the proportion of reviews where the relevant review body found the outcome of the complaint was not reasonable and proportionate and those that resulted in a recommendation and, if 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: Gwent

Drce	MSF Average	National	
	21	18	
27	14	14	

% IOPC reviews found complaint case outcome not reasonable and proportionate



% IOPC reviews resulting in...



Ce	MSF Average	National
	29	32
	33	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.

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

Force		MSF Av	erage	National		
No.	%	No.	%	No.	%	
		8	1%	205	1%	
358	66%	252	50%	8793	31%	
79	15%	102	31%	11617	41%	
2	0%	14	3%	470	2%	
5	1%	21	5%	2000	7%	
		5	1%	144	1%	
		1	0%	54	0%	
		4	1%	722	3%	
		2	1%	235	1%	



Actions following Schedule 3 complaint cases

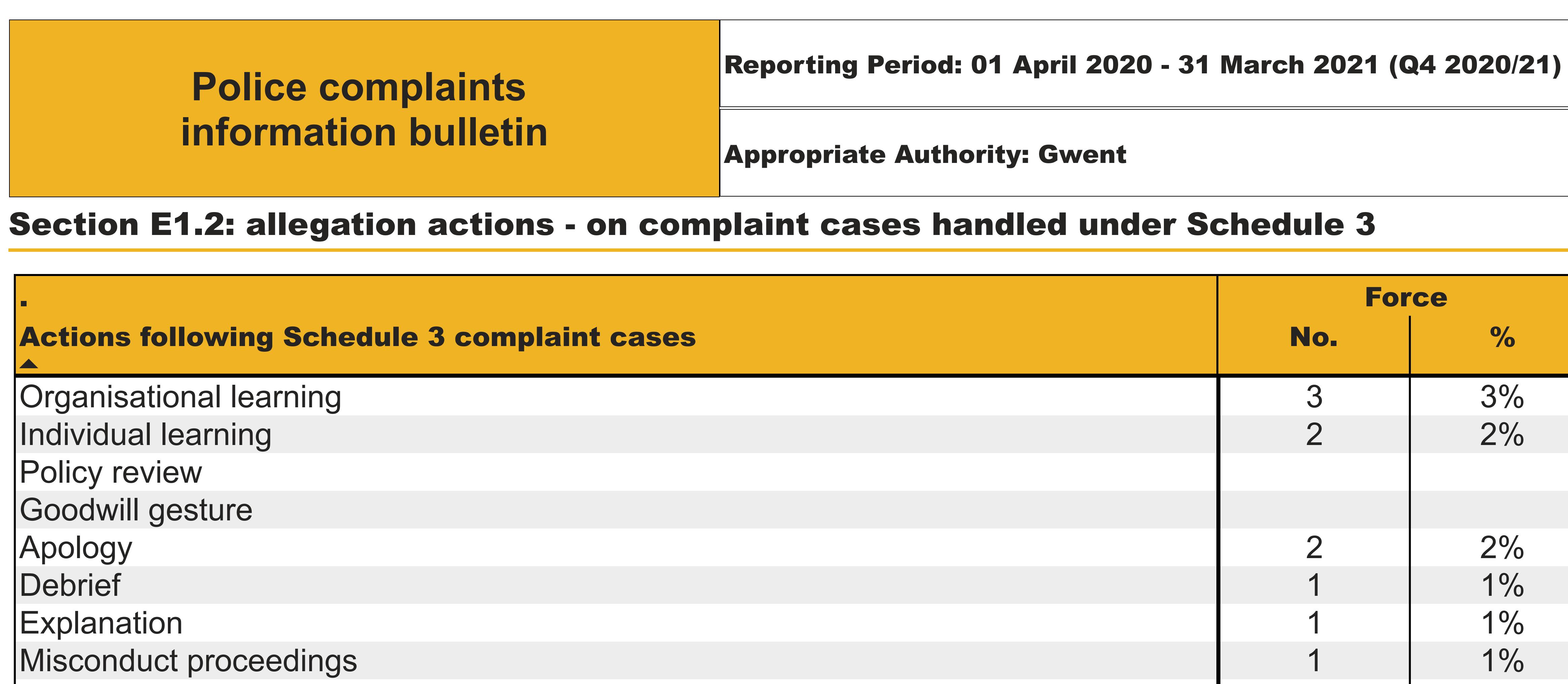
Organisational learning Individual learning Policy review Goodwill gesture Apology Debrief Explanation Misconduct proceedings Unsatisfactory Performance Procedure (UPP) No further action Other action Other actions following a case to answer decision Referral to RPRP

Notes

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

details of actions available.

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



For	Ce	MSF Av	erage	Nat	tional
No.	%	No.	%	No.	%
3	3%	7	1%	456	2%
2	2%	11	2%	1218	5%
		5	1%	48	0%
		2	0%	21	0%
2	2%	24	4%	890	4%
1	1%	8	1%	183	1%
1	1%	227	37%	5602	24%
1	1%	1	1%	18	0%
				6	0%
81	86%	279	53%	13279	57%
2	2%	7	1%	341	1%
				7	0%
9	10%	27	4%	815	4%

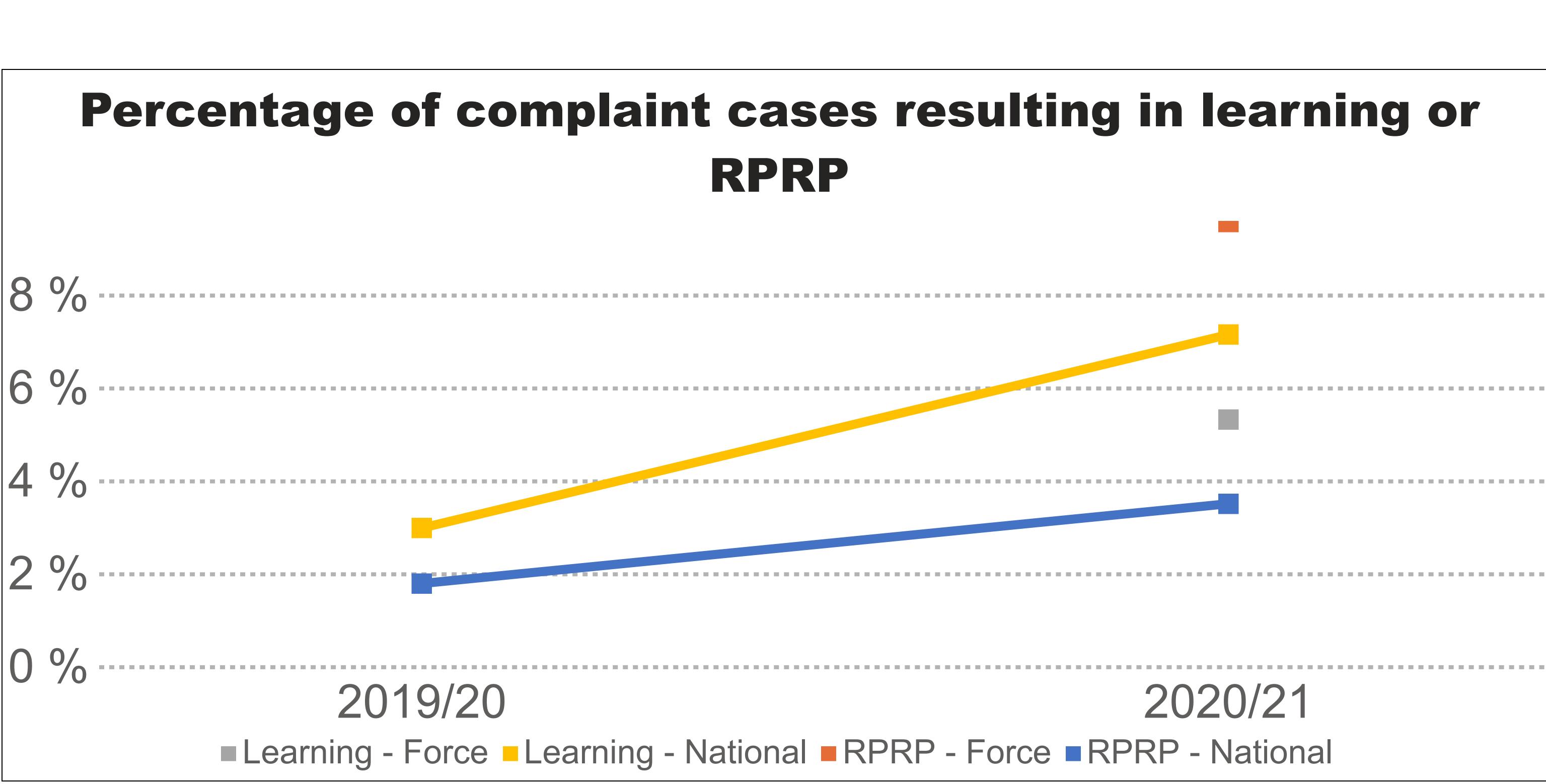


Section E2: focus on RPRP, UPP, misconduct and criminal outcomes (for complaint cases handled under Schedule 3)

RPRP and learning

Number of com below actions	nplaint cases resulting i
— Learning	
Force	
National	
Force	
National	

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



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

Appropriate Authority: Gwent

n	2019/20	2020/21
		5
	10	1661
		9
	6	815

ng in	2019/20	2020/21
		5%
	3%	7%
		10%
	2%	4%



Т		
re	el	
A	С	
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tł		
e	q	l

RPRP, UPP, misconduct and criminal

	Force		MSF A	ISF Average		onal
ercentage of complaint cases esulting in below actions	No.	%	No.	%	No.	%
PP					6	0%
isconduct hearing					3	0%
isconduct meeting	1	1%	1	1%	15	0%
PRP	9	10%	27	4%	815	4%

Notes

is section focusses on what happened as a result of the complaint case (action) in lation to RPRP, UPP, and a case to answer for misconduct. ctions are captured at allegation level and multiple actions can be selected, where propriate, on a single allegation. The figures shown in this section are based on egations on finalised complaint cases that resulted in the corresponding action. As more an one action can be selected for a single allegation, the sum of all percentages will not jual 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.



Notes

Data sources

- Complaint cases data is taken from XML data submissions made by forces to the IOPC every quarter. - IOPC performance data is taken from the IOPC case management system. - Police force employee numbers are taken from the latest police workforce England and Wales statistics published by the Home Office. - The most similar force (MSF) groups used for the calculation of the MSF averages in this bulletin are those determined by the Home Office. Please note that the British Transport Police and City of London Police do not have an MSF group. A list of the MSF groups is available on the IOPC website.

Performance Framework counting rules and calculation

- The counting rules and calculations used to produce the data shown in this bulletin can be found on the <u>IOPC website</u>. - Average times are presented in working days and do not include weekends or bank holidays. - Some percentages may add up to more or less than 100% due to rounding.

- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

Data constraints

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

Further Information

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

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

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

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



Acronyms used in this bulletin

Force – year to date force numbers

- **IOPC** Independent Office for Police Conduct
- **Inc.** including
- Ind independent investigation
- Loc local investigation
- LPB local policing body
- **MSF** most similar force
- Nat. National
- No. number
- **PRA** the Police Reform Act 2002
- **RPRP** reflective practice review process
- **UPP** unsatisfactory performance procedure



