### **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.

### Contents

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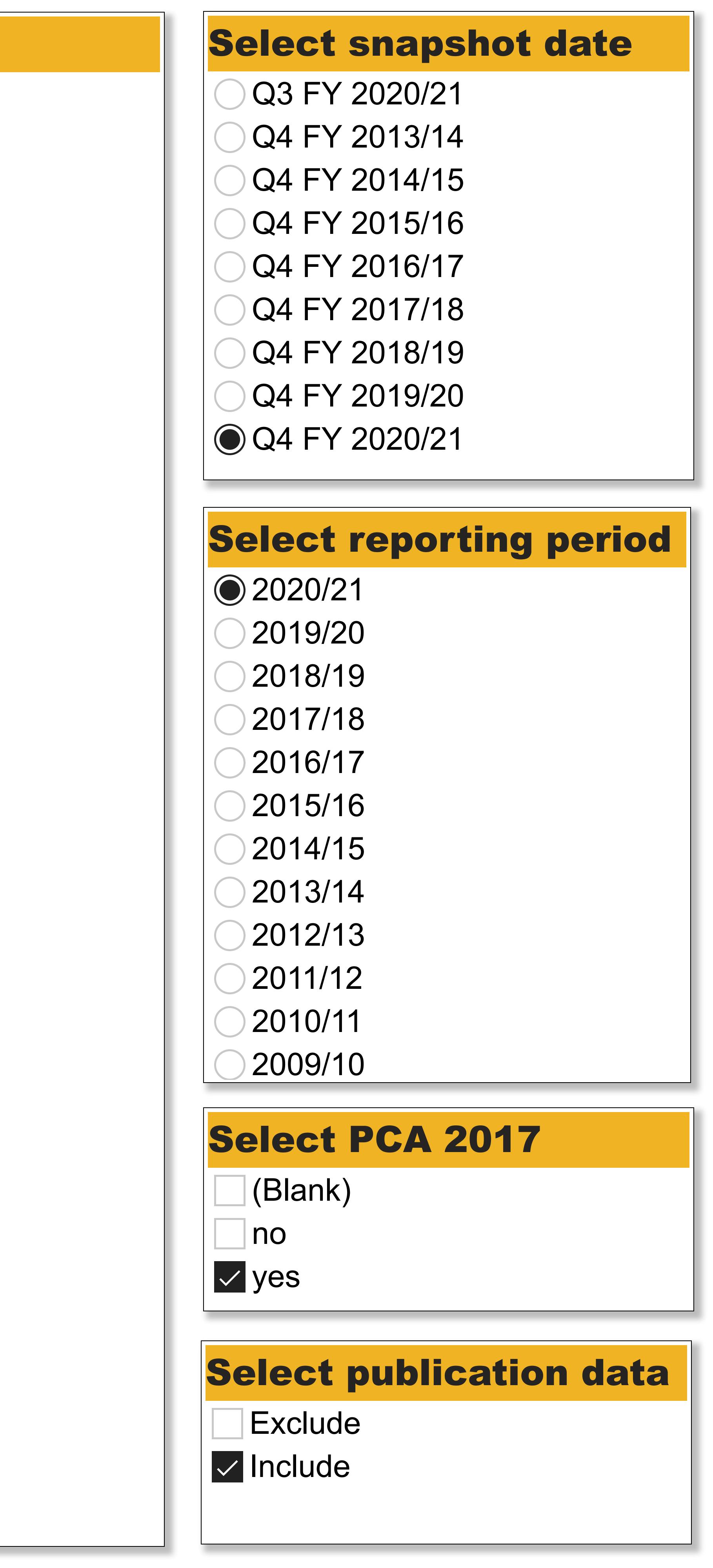
**Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)** 

**Appropriate Authority: Hampshire** 

### Staffordshire, Leicestershire, Hertfordshire, Essex, Thames Valley, Hampshire, Sussex, Avon And Somerset

	Select an authority
2), as	Select all
January	Avon And Somerset
orco	Bedfordshire
orce	British Transport
e previous	Cambridgeshire
	Cheshire
ice,	City of London
bulletin	Cleveland
nd	Cumbria
ossible in	Derbyshire
	Devon And Cornwall
	Dorset
	Durham
	Dyfed-Powys
	Essex
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xt of	Greater Manchester
λιΟΙ	Gwent
	Hampshire
	Hertfordshire
	Humberside
	Kent
	Lancashire
	Leicestershire
	Lincolnshire
	Merseyside
	Metropolitan
	National
r	Norfolk
	North Wales
	North Yorkshire
	Northamptonshire
	Northumbria
	Nottinghamshire





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

	To contact cu	ustomers	To log compla	int cases
Average number of working days		Customer perspective	Initial handling performance	Customer perspective
Force	10	10	6	6
MSF Average	7	8	6	7
National	7	7	6	6

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



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

**Appropriate Authority: Hampshire** 

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.

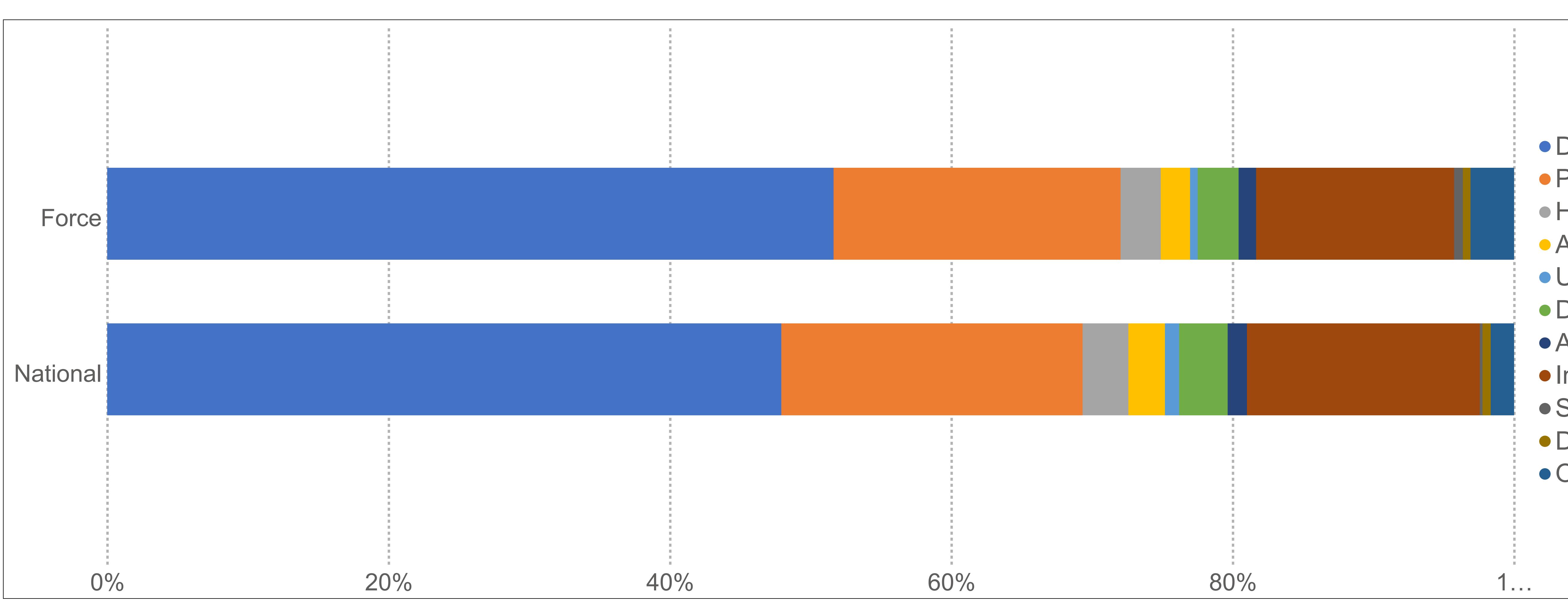
Complaint cases with 'invalid dates' have been removed from timeliness measures. Please refer to the performance framework counting rules and calculations on the **IOPC** website for explanations of customer perspective, initial handling and invalid dates.



	Force	MSF Average	National
	496	557	467
yees	294	325	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>	<b>Discriminatory</b> <b>behaviour</b>	<section-header><section-header></section-header></section-header>	Individual behaviours	<section-header></section-header>	<b>Discreditable</b> <b>conduct</b>	Other	Total
	Force	1,318	521	73	53	14	74	32	359	16	14	79	2,553
Number	MSF Average	1,429	602	97	75	32	114	53	544	7	21	42	3,015
	National	52,300	23,368	3,553	2,845	1,104	3,764	1,490	18,073	199	648	1,807	109,151
	Force	52%	20%	3%	2%	1%	3%	1%	14%	1%	1%	3%	
Percentage	MSF Average	46%	20%	3%	3%	1%	4%	2%	19%	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.

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

**Appropriate Authority: Hampshire** 



 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 ▲	- Subc
Delivery of duties and service	Tota Polic Deci Gen Infor
Police powers, policies and pro	cedures <b>Tota</b> Stop Sea Pow Dete Bail, Use Evid
Discriminatory behaviour	Out Othe <b>Tota</b>
	Age Disa Gen Marr Preg Race
	Relig Sex Sex Othe
Individual behaviours	Tota Unp Lack Ove Impo
Other	Othe Tota Othe

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

**Appropriate Authority: Hampshire** 

category	
al ac action fallouring contact	
ce action following contact isions	
neral level of service rmation	
al os, and stop and search	
rches of premises and seizure of property /er to arrest and detain	
ention in police custody	
, identification and interview procedures of force	
lential procedures	
of court disposals	
er policies and procedures	
ability	
ider reassignment	
riage and civil partnership gnancy and maternity	
e	
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	
er neglect or failure in duty	
er	

- top nve anegation categories and then st									
Ford	e	MSF Av	erage	Nati	onal				
No.	%	No.	%	No.	%				
1,318	<b>52 %</b>	1,429	46 %	52,300	48 %				
479	36 %	712	49 %	23,155	44 %				
140	11 %	157	12 %	7,524	14 %				
624	47 %	391	25 %	16,612	32 %				
75	6 %	169	14 %	5,006	10 %				
				3	0%				
<b>521</b>	20 %	602	20 %	23,368	21 %				
29	6 %	40	7 %	2,275	10 %				
55	11 %	75	13 %	3,168	14 %				
108	21 %	88	15 %	3,407	15 %				
29	6 %	85	14 %	3,176	14 %				
14	3 %	22	4 %	702	3 %				
115	22 %	167	27 %	6,752	29 %				
61	12 %	33	5 %	1,212	5 %				
2	0 %	15	3 %	311	1 %				
108	21 %	80	14 %	2,362	10 %				
				3	0 %				
74	3 %	114	4 %	3,764	3 %				
1	1 %	2	1 %	58	2 %				
8	11 %	14	11 %	487	13 %				
1	1 %	3	3 %	35	1 %				
				4	0 %				
1	1 %	1	1 %	5	0 %				
41	55 %	74	64 %	2,375	63 %				
		3	4 %	91	2 %				
11	15 %	13	11 %	340	9 %				
1	1 %	2	2 %	92	2 %				
10	14 %	8	8 %	277	7 %				
359	14 %	544	19 %	18,073	17 %				
95	26 %	129	23 %	4,687	26 %				
79	22 %	96	18 %	2,954	16 %				
84	23 %	130	25 %	3,419	19 %				
46	13 %	133	23 %	4,645	26 %				
55	15 %	57	11 %	2,367	13 %				
		1	0 %	1	0 %				
<b>79</b>	3 %	42	1 %	1,807	2 %				
78	99 %	41	100 %	1,804	100 %				
1	1 %	1	1 %	3	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)

					Alle	gation categ	Jory					
	<section-header></section-header>		or damage to property/	Access and/or disclosure of information		behaviour		behaviours			Other	<b>Total</b>
Arrest	39	161	4			6	1	28		2	2	243
Call Handling	227	9	1	3		2	3	41			2	288
Child protection / CSA / CSE	8			2								10
Coronavirus – other	7	12				1		7		1	10	38
Coronavirus – police powers on infectiou	1										1	2
Coronavirus – police powers on restricti	17	12						4			9	42
Covert policing		2						3				5
Custody	30	54	4			2		7		1	7	105
Death	12	1					1	4				18
Domestic / gender abuse	24	9		5		2		4				44
Drugs / alcohol	5	8				1		5				19
Firearms	4	1	2					1				8
Fraud	1	1										2
Hate Crime	7					10		1		1		19
Investigation	409	82	6	9		10	3	37		1	4	561
Mental health	20	10		1		1		5				37
Missing persons	5					1						6
Neighbourhood policing	108	18	3	3		7	1	17	1		1	159
None	365	79	33	24	3	22	8	146	4	4	34	722
Police dogs or horses	2											2
Premises search	11	36	11	1			1	9				69
Public order incident	3	7				1		6				17
Restraint equipment		8										8
Roads/traffic	39	14	4		11	2	2	14	1	1	3	91
Serious injury	2	1						1		1		5
Social media	8			4		1	1	2		1	1	18
Stop and/or search	4	30	2			6		11			1	54
Taser		1										1

### **Notes**

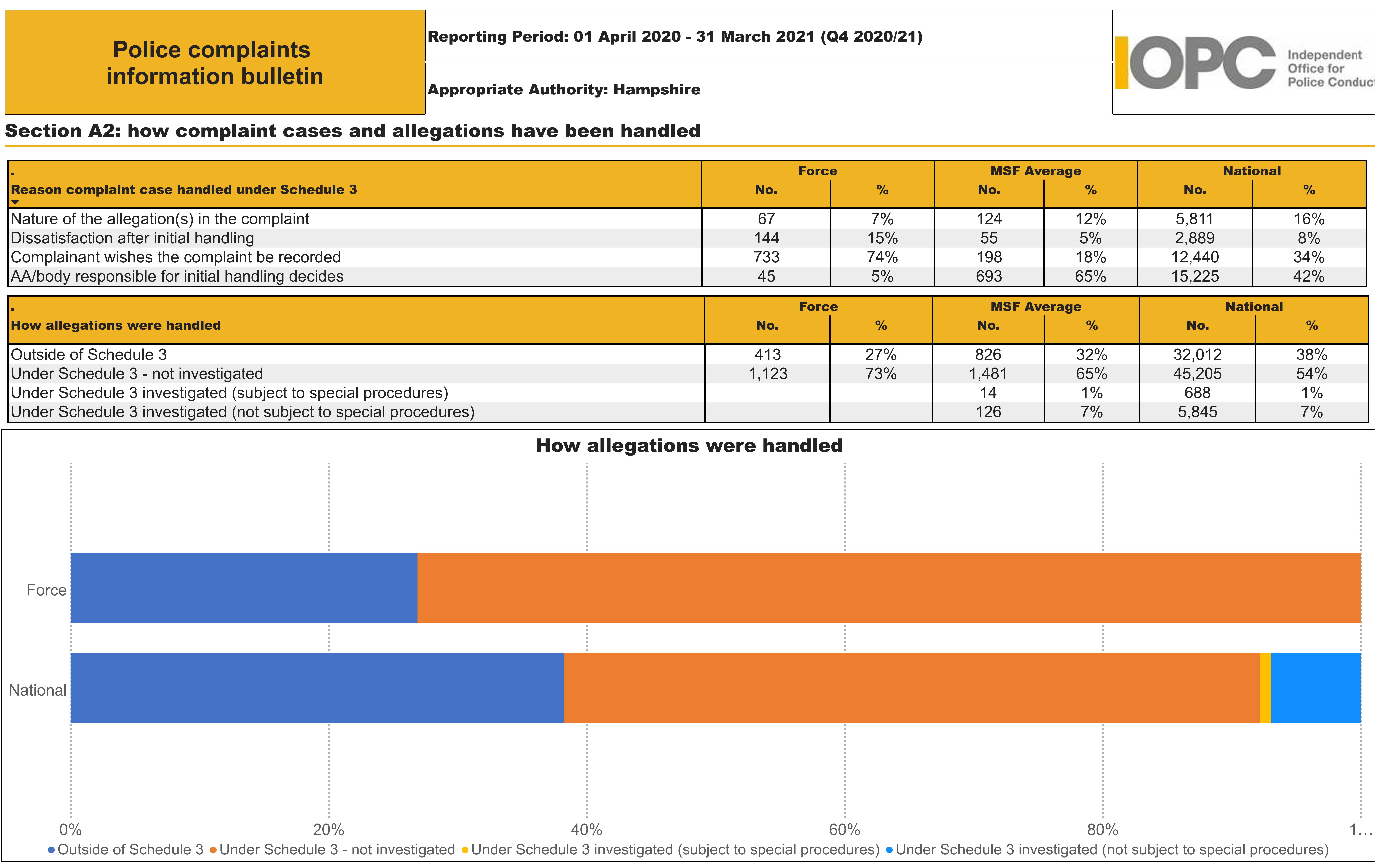
This section presents information that shows what people are complaining about using a combination of allegation categories and factors. Categories capture the root of the dissatisfaction expressed in a complaint. The combination of categories and factors provides a richer picture of what people are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

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

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

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





### **Notes**

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

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

Force		MSF Ave	erage	National		
No.	%	No.	%	No.	%	
67	7%	124	12%	5,811	16%	
144	15%	55	5%	2,889	8%	
733	74%	198	18%	12,440	34%	
45	5%	693	65%	15,225	42%	

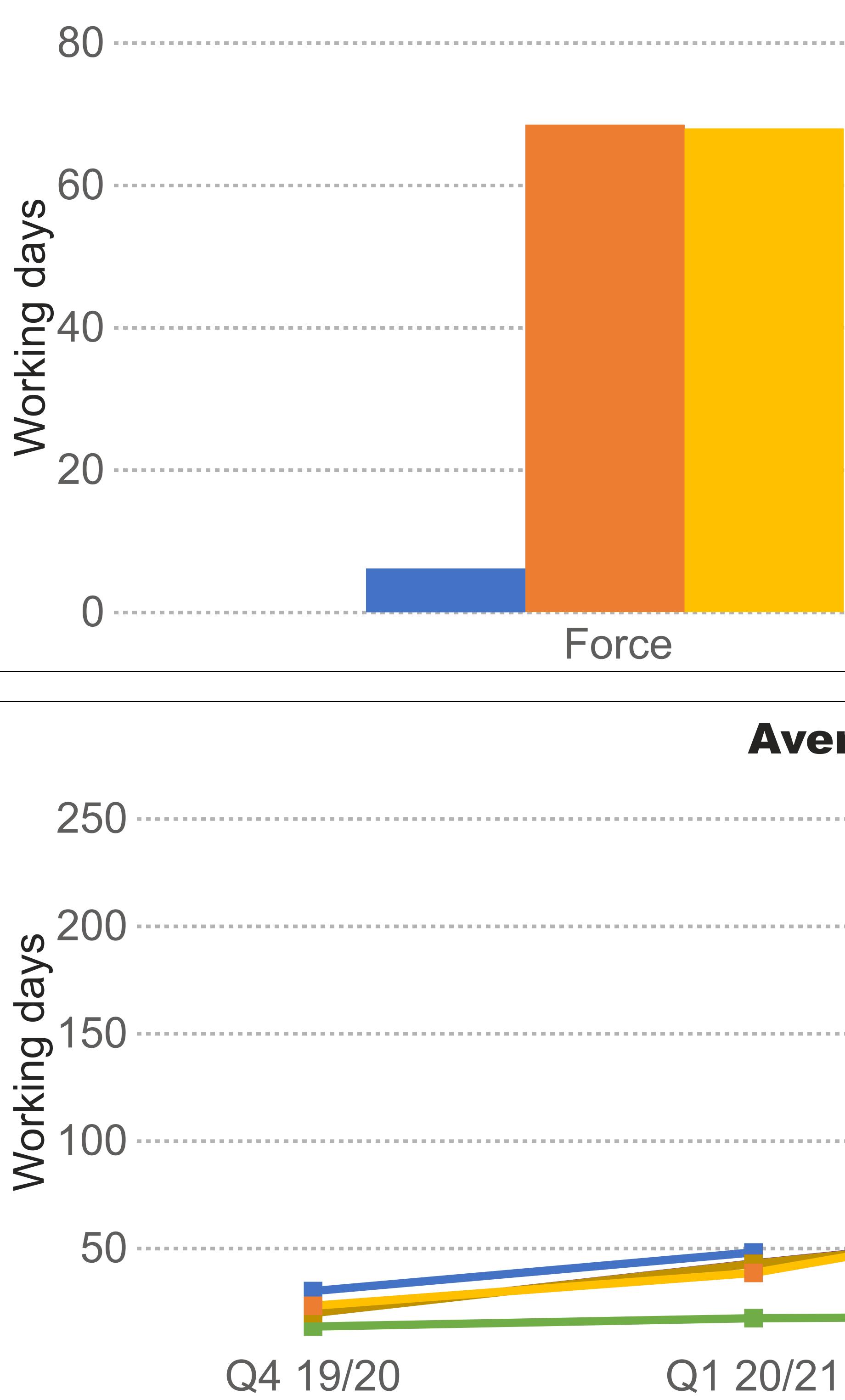
Forc	e	MSF Ave	erage	National		
No.	%	No.	%	No.	%	
413	27%	826	32%	32,012	38%	
1,123	73%	1,481	65%	45,205	54%	
		14	1%	688	1%	
		126	7%	5,845	7%	



## **Section A3.1: complaint cases finalised - timeliness**

## Average number of working days to finalise complaint cases

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



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

**Appropriate Authority: Hampshire** 

Ο	Force	MSF Average	National
	6	15	25
	68	71	73
	68	70	72

## Average number of working days to finalise complaint cases

MSF Average								

INST Average

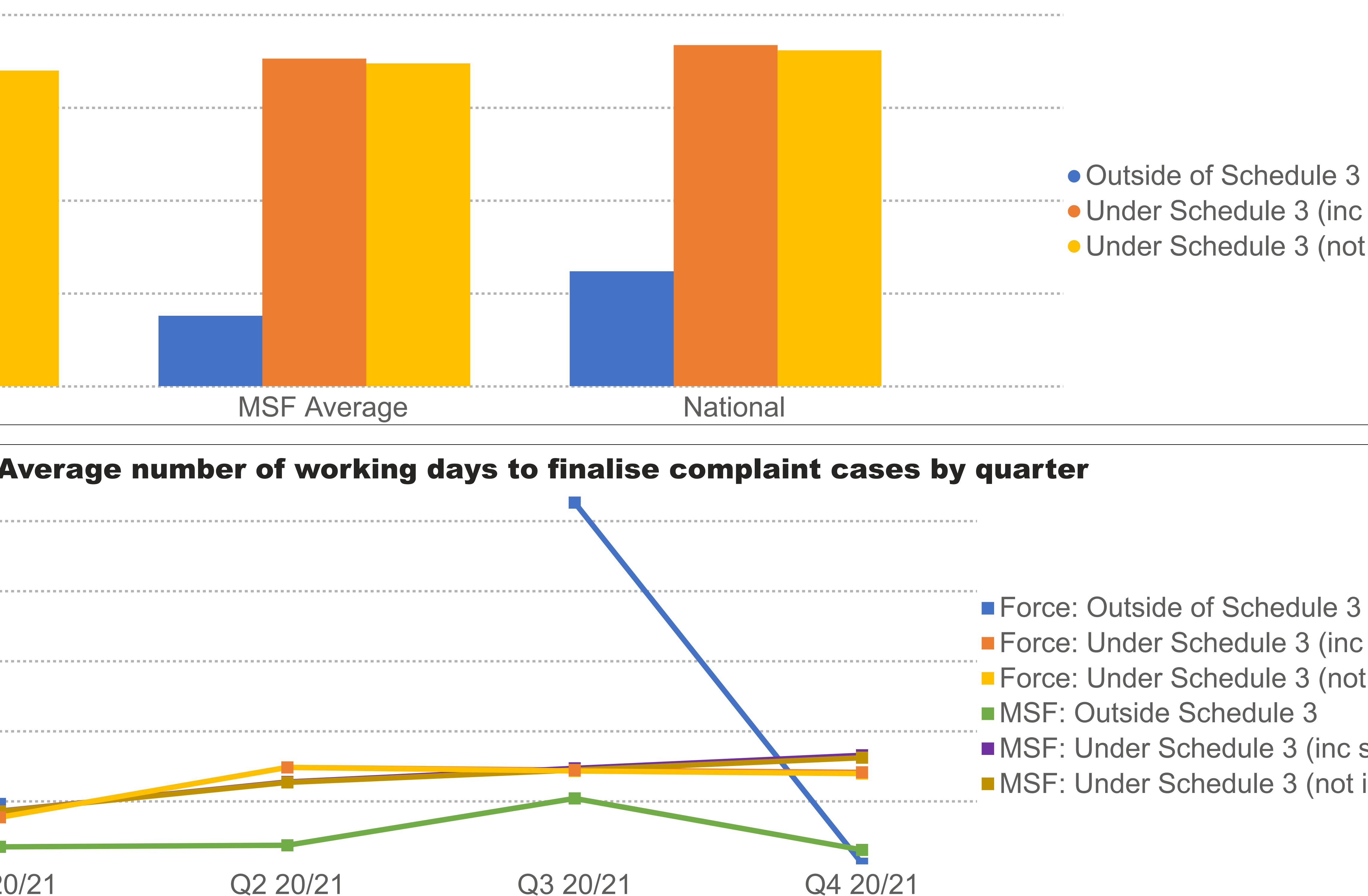
<b>e</b>	r	<b>a</b>	C	9	n		h	n	0	e	r		f	V	V	C		r	k	h			8	y	S		t	0	
 				 	 	 			 		 		 •••	 			•••	•••		 •••	 	 		 					
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 				 	 	 			 	1	 		 	 						 	 	 		 					
 				 	 	 			 	1	 		 	 						 	 	 		 		. = =			

Q2 20/21

### **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 suspension) MSF: Under Schedule 3 (not inc suspension)
- Force: Outside of Schedule 3
- Force: Under Schedule 3 (inc suspension) Force: Under Schedule 3 (not inc suspens

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



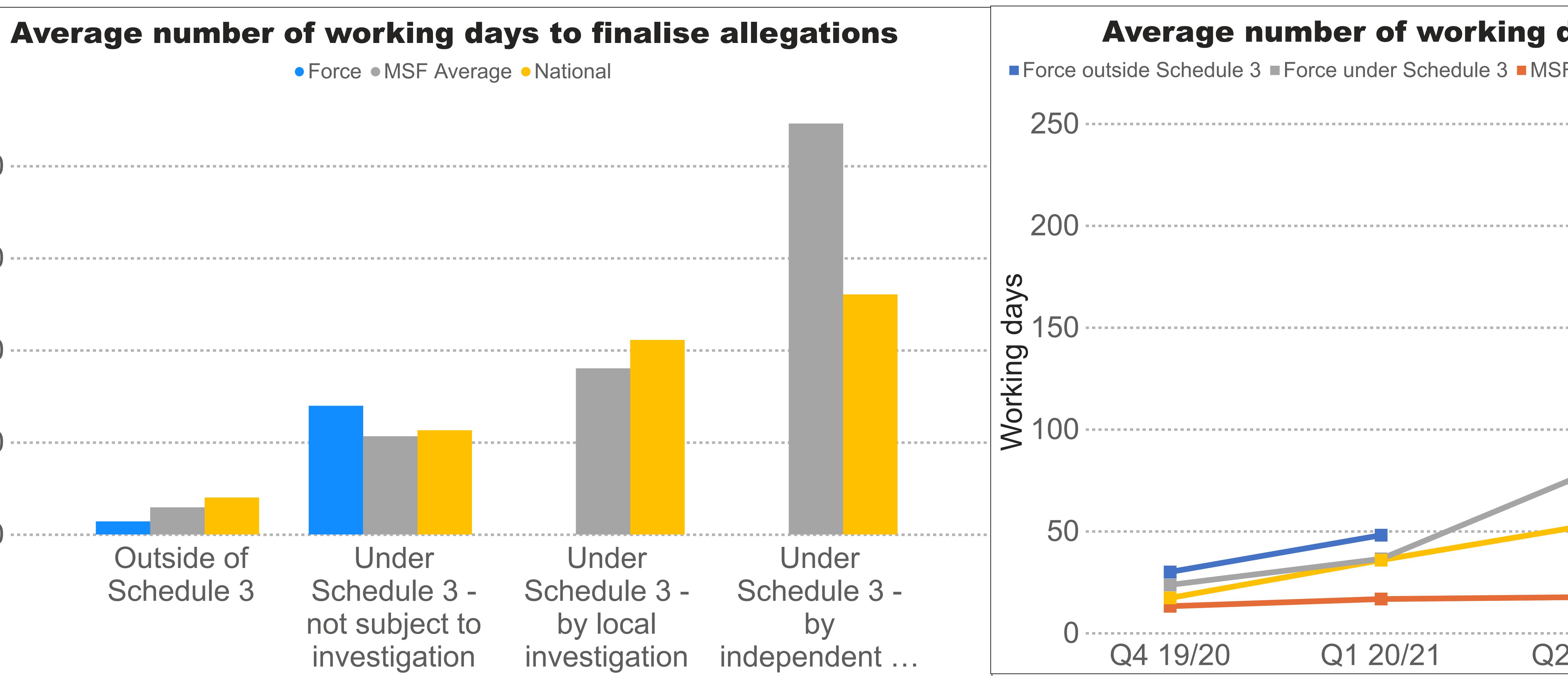
## **Section A3.2:** allegations finalised - how they have been handled and timeliness

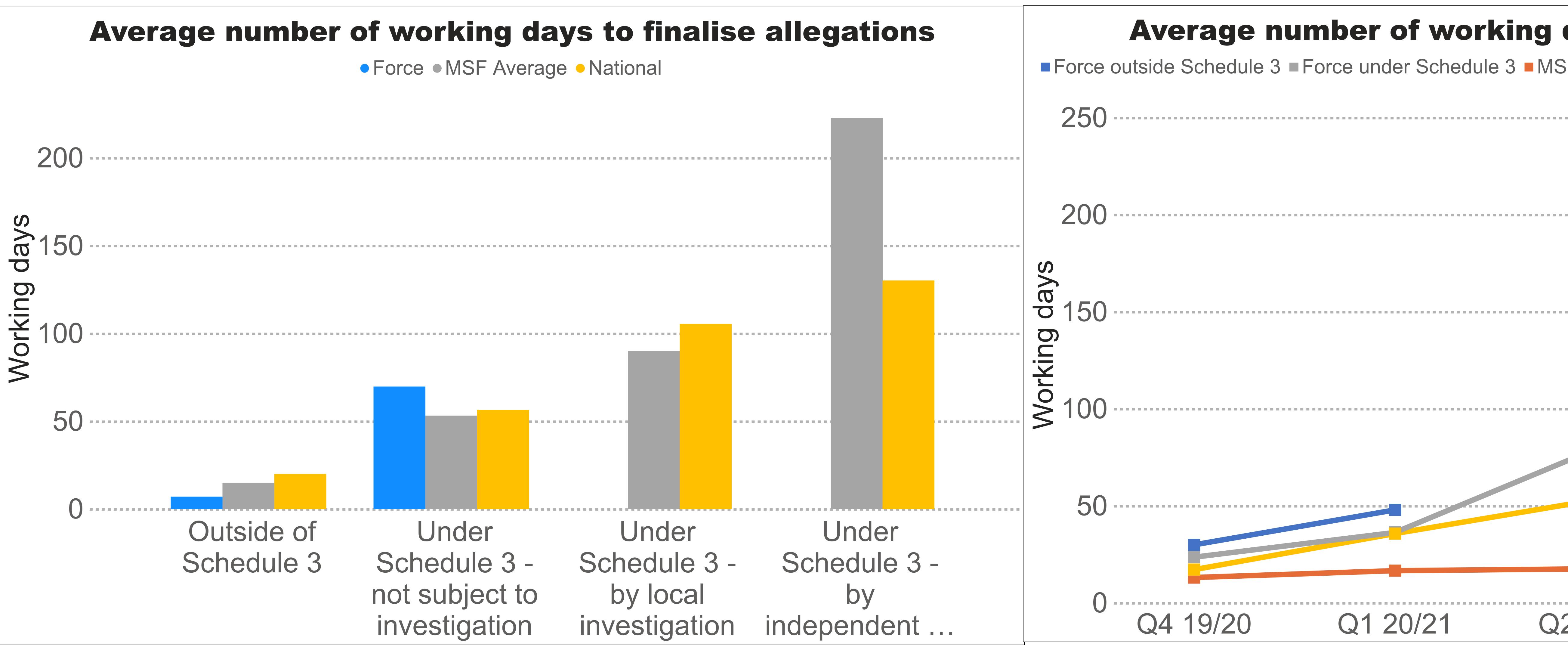
### **How allegations were handled**

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 investig Under Schedule 3 - by local investigation Under Schedule 3 - by independent investion





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

**Appropriate Authority: Hampshire** 

	For	Ce	MSF A	/erage	National			
	No.	%	No.	%	No.	%		
	413	27%	826	32%	32,012	38%		
tigation	1,123	73%	1,481	65%	45,205	54%		
n			140	8%	6,496	8%		
estigation			1	0%	37	0%		

nalise	Force	<b>MSF</b> <b>Average</b>	National
	7	15	20
igation	70	53	57
ן		90	106
stigation		223	130

### **Notes**

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

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

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



days to f	finalise allega	tions
F Avg outside	Schedule 3 MSF Avg	under Schedule 3
2 20/21	Q3 20/21	Q4 20/21

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

## How allegations were handled Outside of Schedule 3 Under Schedule 3 - not investigated

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

Total

How allegations were handled	Out	tside of a	Schedu	le 3	Un	der Sche investi			Under Schedule 3 investigated (subject to special procedures)				special procedures)			
Allegation decision	Force %	Force No.	<b>Nat.</b> %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	<b>Nat.</b> %	Nat. No. Force %	Force No.	<b>Nat.</b> %	Nat. No.	
No further action					17 %	192	14 %	6,252			1 %	10		10 %	572	
Regulation 41 applies							0 %	55			0 %	2		0 %	27	
Service provided - unable to determine					6 %	71	4 %	1,906			1 %	4		3 %	147	
Service provided - not acceptable					12 %	140	11 %	5,153			1 %	10		10 %	561	
Service provided - acceptable			0 %	8	60 %	679	66 %	29,644			14 %	99		73 %	4,279	
Not Resolved	10 %	41	6 %	1,955												
Resolved	90 %	372	94 %	30,048												
No Case to Answer	-										59 %	403				
Case to Answer											20 %	136				
Withdrawal					4 %	41	5 %	2,191			3 %	24		4 %	259	
Total	27 %	413	38 %	32,011	73 %	1,123	54 %	45,201			1 %	688		7 %	5,845	

### Notes

This section presents information about the decisions being given on allegations. An allegation decision is logged for each allegation finalised. The allegation decision reflects how the complaint case has been handled, with different 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.
27 %	413	38 %	32,011
73 %	1,123	54 %	45,201
		1 %	688
		7 %	5,845
100 %	1,536	100 %	83,745



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

					Alle	gation categ	Jory					
Allegation decisions	<section-header></section-header>		or damage	<section-header></section-header>		behaviour		behaviours			Other	
No further action	84	41	2	11	1	9	4	30		1	9	192
Service provided - unable to determine	33	4	2	1	3	3	3	19			3	71
Service provided - not acceptable	87	16	2	3	3	6		18		1	4	140
Service provided - acceptable	302	200	16	14		33	6	88	2	2	16	679
Not Resolved	29	3	1	1				6			1	41
Resolved	276	31	15	2	6			38		1	3	372
Withdrawal	12	19	1	3		1	1	2	1		1	41

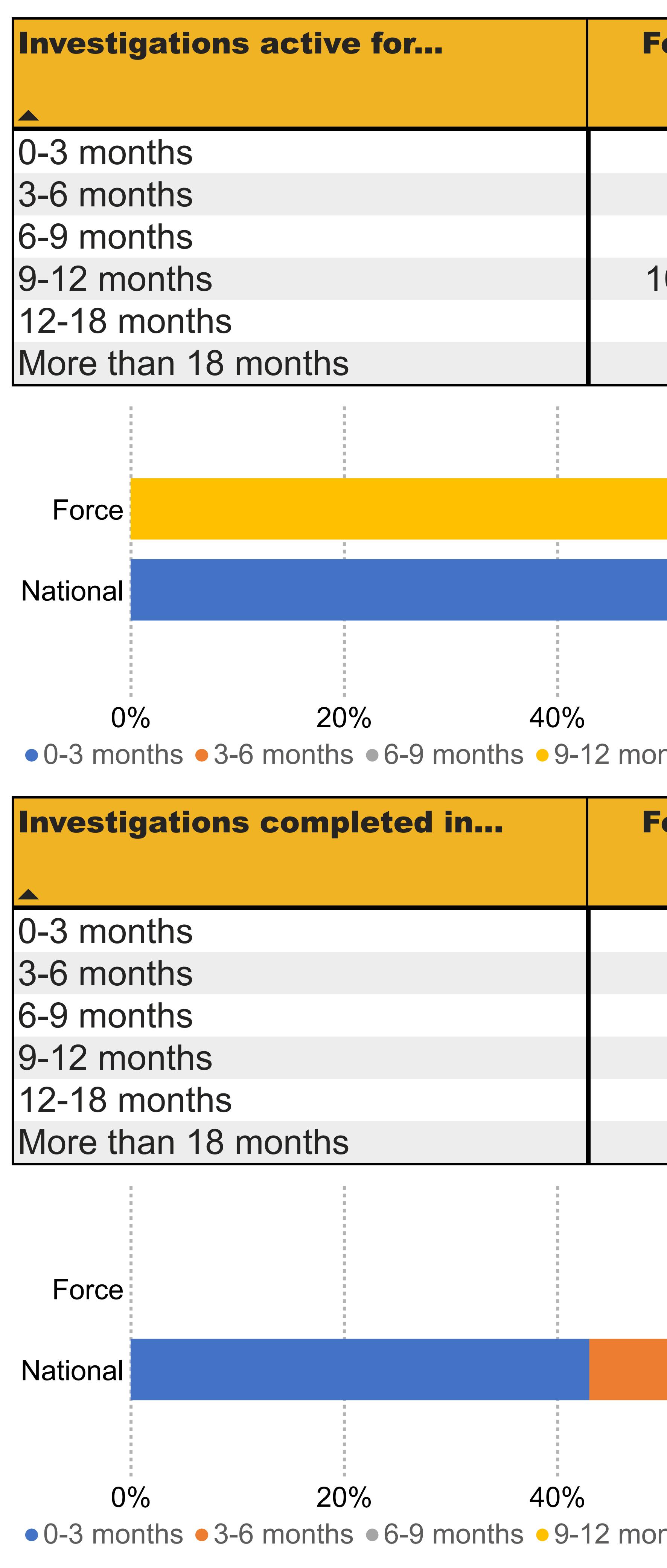
### **Notes**

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**

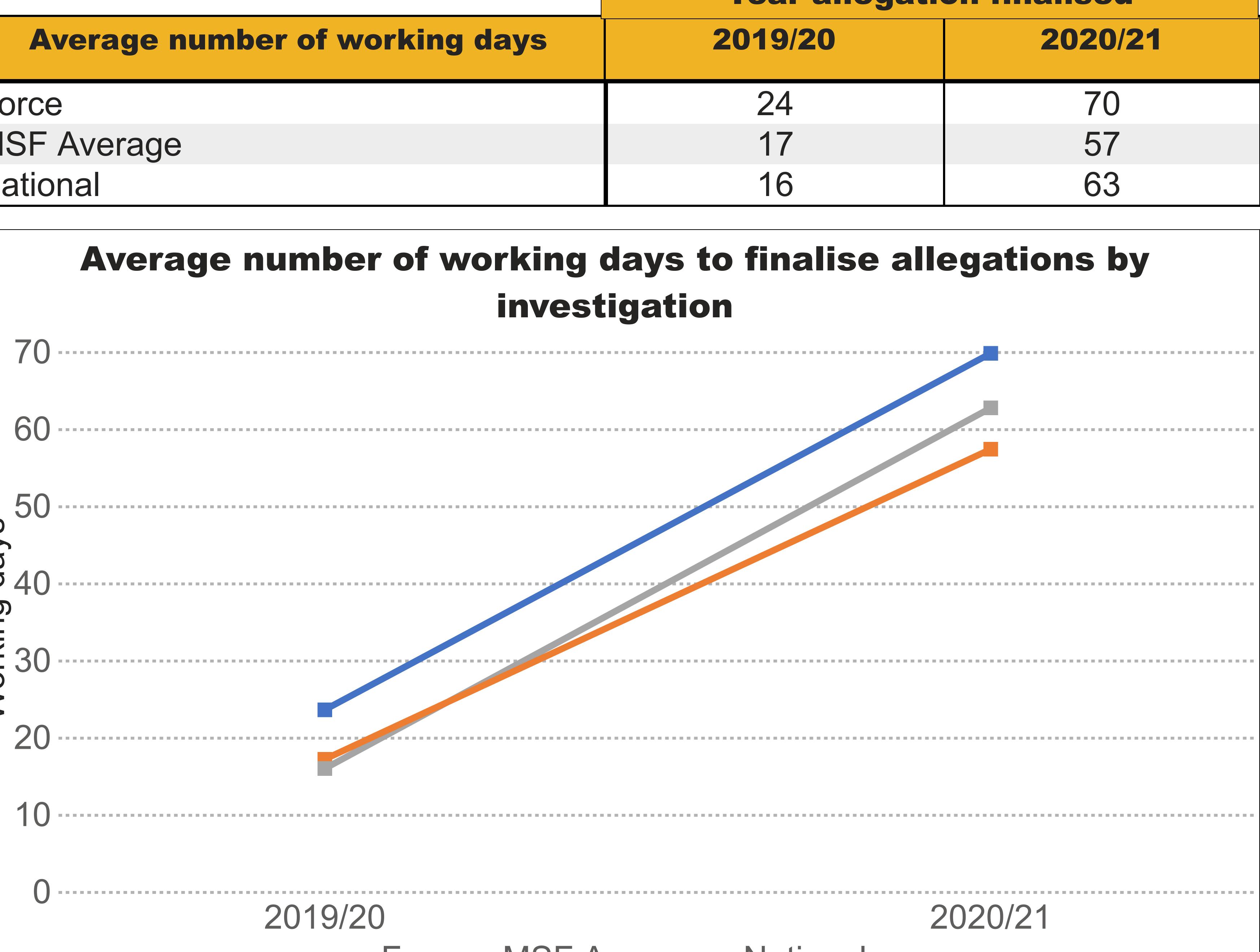


Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

**Appropriate Authority: Hampshire** 

Force	<b>MSF</b> <b>Average</b>	National	
	56%	53%	
	27%	23%	
	14%	17%	For
100%	53%	8%	For MS
			Na
			6
			Ę
			SS
60%			
$nnnc = 1/_{-1}$	$I \times MONTRC = IV/IOrO$	than 18 monthe	
Shthe 12-	I 8 months • More	than 18 months	b
Force	I & months • Wore MSF	than 18 months National	orking
			Working
	<b>MSF</b>		Working
	MSF Average	National	Norking
	MSF Average 47%	National 43%	Working
	<b>MSF</b> <b>Average</b> 47% 43%	National 43% 37%	Working
	<b>MSF</b> <b>Average</b> 47% 43% 16%	National 43% 37% 17%	Norking
	<b>MSF</b> <b>Average</b> 47% 43% 16%	National 43% 37% 17%	Working
	<b>MSF</b> <b>Average</b> 47% 43% 16%	National 43% 37% 17%	Norking
	<b>MSF</b> <b>Average</b> 47% 43% 16%	National 43% 37% 17%	
	<b>MSF</b> <b>Average</b> 47% 43% 16%	National 43% 37% 17%	Νο
	<b>MSF</b> <b>Average</b> 47% 43% 16%	National 43% 37% 17%	Not
	<b>MSF</b> <b>Average</b> 47% 43% 16%	National 43% 37% 17%	Not This inve The beir
	<b>MSF</b> <b>Average</b> 47% 43% 16%	National 43% 37% 17%	Not This inve The
	<b>MSF</b> <b>Average</b> 47% 43% 16%	National 43% 37% 17%	Not This inve The beir
	MSF   47%   43%   16%   5%	A3%   37%   17%   3%	<b>Not</b> This inve The beir fina
Force	MSF   47%   43%   16%   5%	National 43% 37% 17% 3%	<b>Not</b> <b>Not</b> This inve The bein fina Alle

## **Ilegations finalised by investigation (all types) - timeliness**



### Force MSF Average National

### 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. e 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.

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

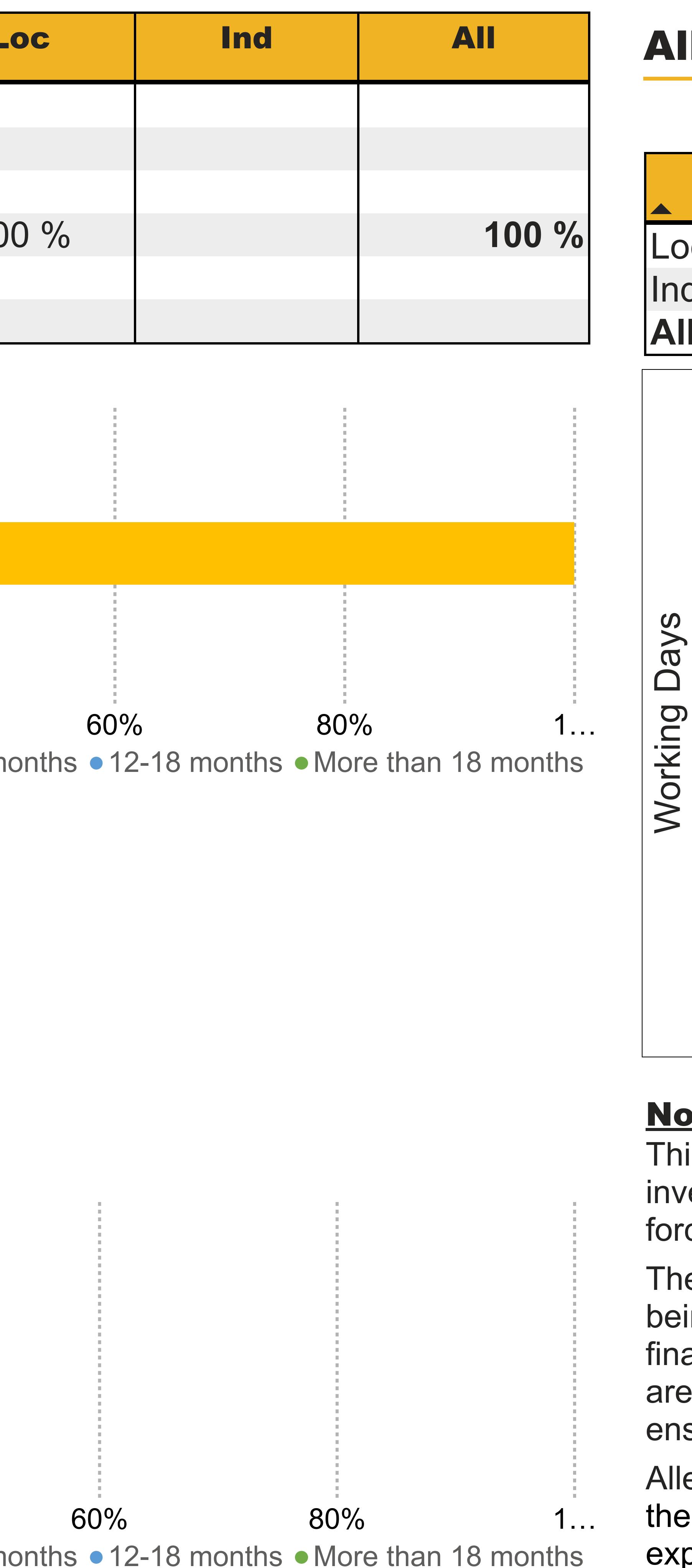


Year allegation finalised										
<b>2019/20</b>	<b>2020/21</b>									
24	70									
17	57									
16	63									

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

Investigations active for	Lc
0-3 months	
3-6 months	
6-9 months	
9-12 months	100
12-18 months	
More than 18 months	
Loc	
0% 20% 40% • 0-3 months • 3-6 months • 6-9 months •	•
Investigations completed in	
0-3 months	
3-6 months	
6-9 months	
9-12 months	
12-18 months More than 18 months	
0% 20% 40% • 0-3 months • 3-6 months • 6-9 months	• 9-12 mo

**Appropriate Authority: Hampshire** 



## **Allegations finalised by investigation - timeliness**

Average number of working days	
cal	
dependent	

# Year allegation finalised 2019/202020/21Average number of working days to finalise allegations by type of investigation

140	 	 	 						 	 	 	 			1 -
120	 	 	 						 	 	 	 			1 💷 1
100	 	 	 						 	 	 	 			1 -
80	 	 	 						 	 	 	 			1 📰 1
60	 	 	 						 	 	 	 			1 🔳 1
40	 	 	 						 		 				
20	 	 	 						 	 	 	 			] 📖
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### Notes

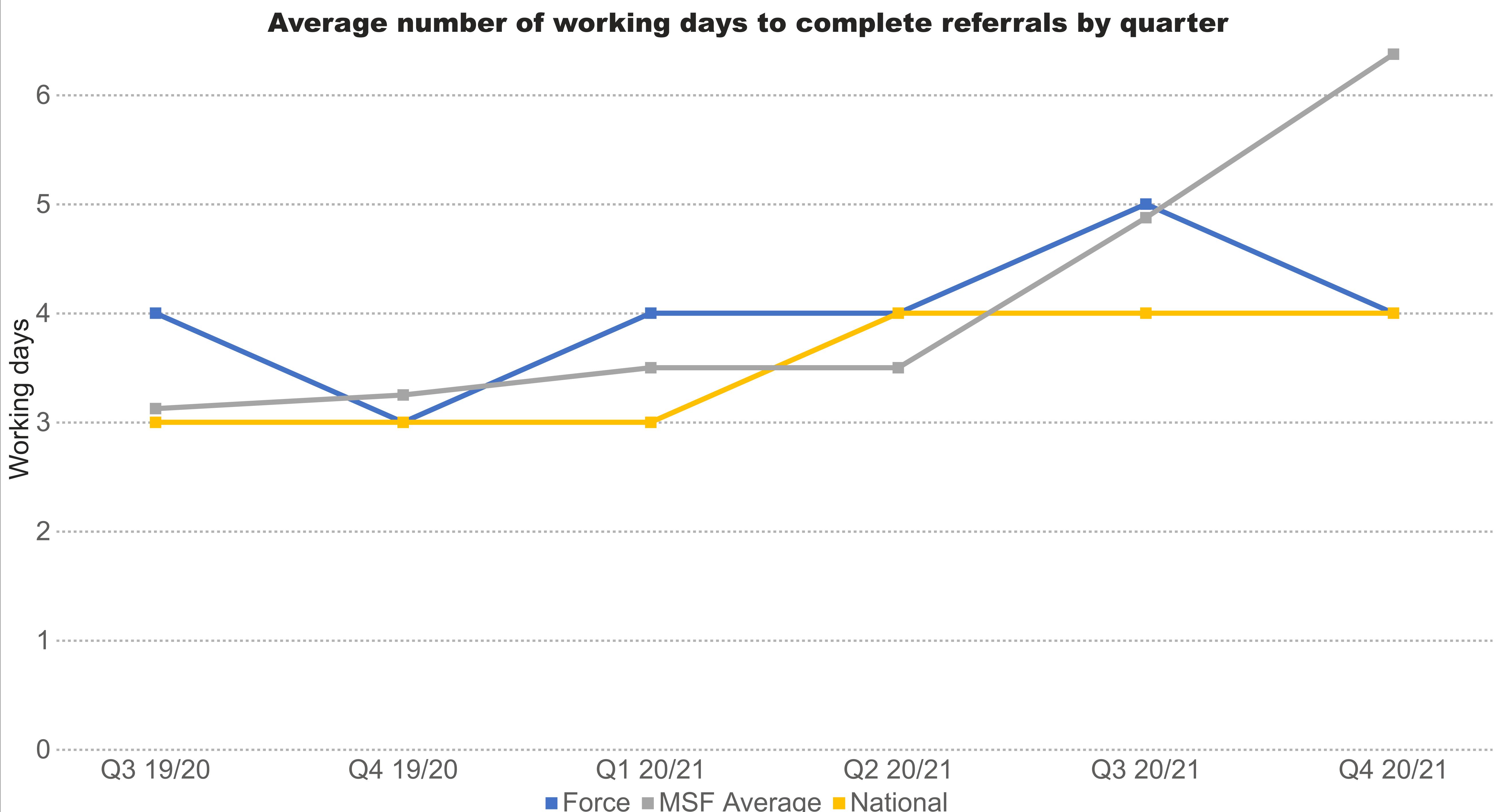
This section presents information about complaint cases handled under Schedule 3 that are investigated, by the type of investigation. It covers complaint cases investigated by both the force and the IOPC.

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.



### **Section C: referrals**

Number referrals received Number referrals completed Decision: Independent Investigation **Decision: Directed Investigation** Decision: Local Investigation Decision: Return to Force Decision: Invalid



**Appropriate Authority: Hampshire** 

Force	Force %	<b>MSF Average</b>	<b>MSF Average %</b>	National	National %
66		99		4,542	
66		99		4,546	
6	9%	12	12%	577	13%
0	0%	2	2%	47	1%
44	67%	60	61%	2,712	60%
16	24%	24	25%	1,153	25%
0	0%	0	0%	28	1%

# Force MSF Average National



### Notes

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

When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation.

Referrals may have been completed in a different period to when they were received.

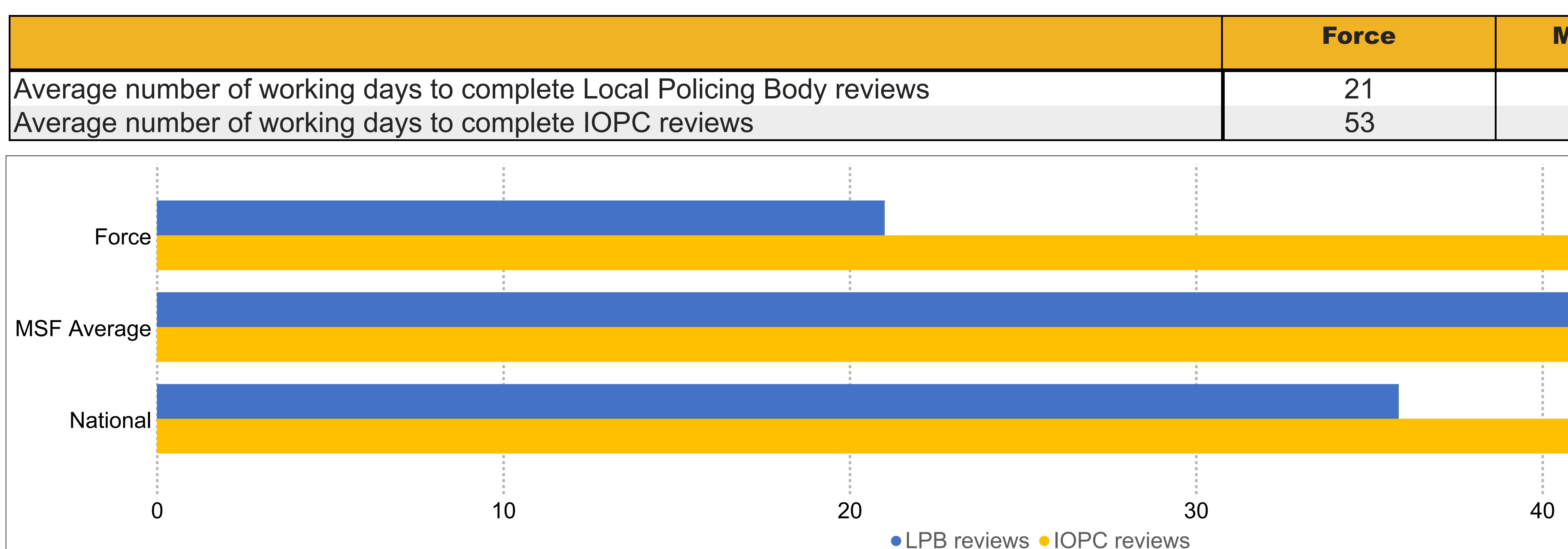
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC's remit to assess and will be determined invalid.

The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have nvestigation 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	549	179	33%	0	147	5	27
MSF Average	715	162	23%	30	114	10	8
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.

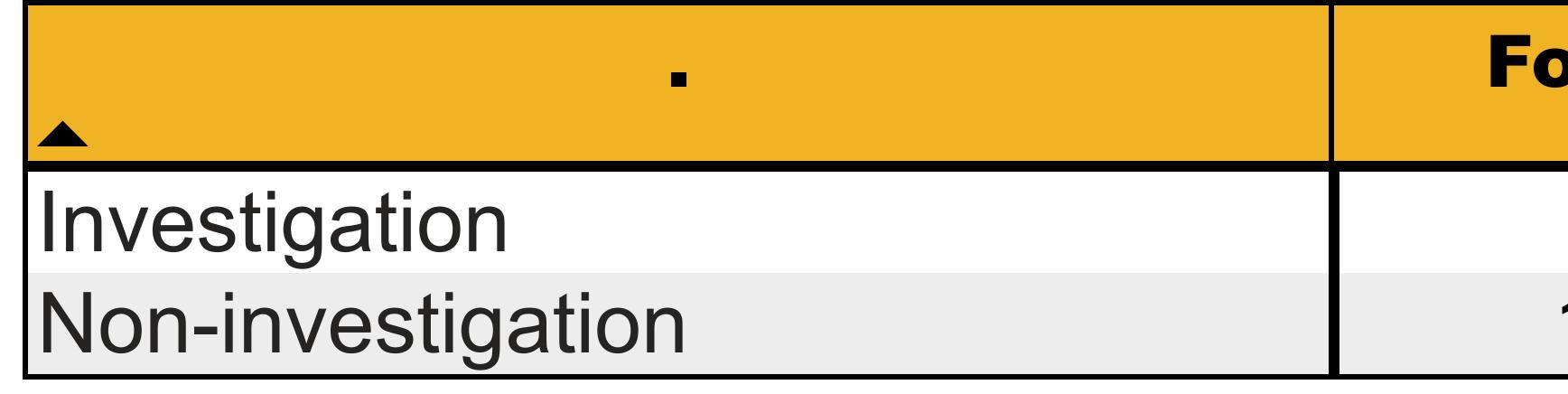
**Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)** 

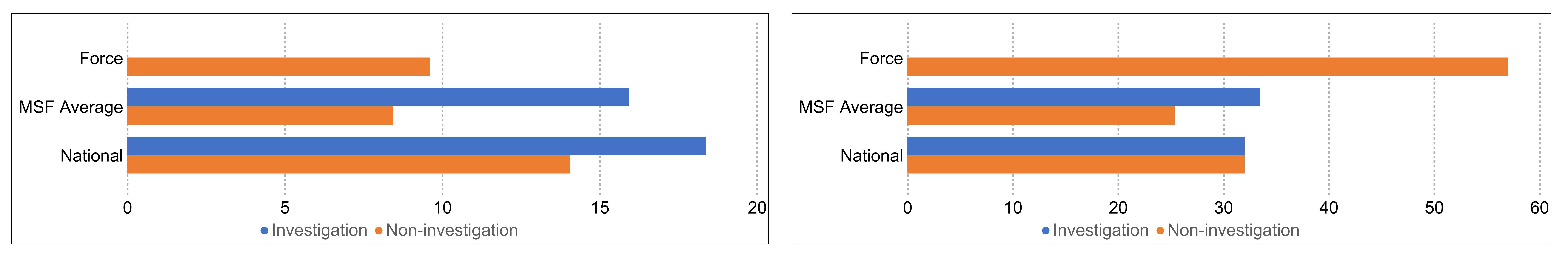


<b>ISF Average</b>	National
42	36
45	47
	50

## **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	<b>MSF Average</b>	National		Force	<b>MSF Average</b>	National
Recommendation made				Recommendation made	0	0	0
				Direction	33	27	23
				Extra work commissioned	0		

### **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: Hampshire** 

orce	<b>MSF Average</b>	National		Force	<b>MSF Average</b>	National
	16	18	Investigation	0	34	32
10	8	14	Non-investigation	57	25	32

## % IOPC reviews resulting in...



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

# **Actions following outside of Schedule 3 complaint cases**

Learning from Reflection No further action Explanation Debrief Apology Goodwill gesture Policy review Individual learning Organisational learning

### Notes

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

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

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

Force	8	MSF Av	erage	National		
No.	%	No.	%	No.	%	
		5	1%	205	1%	
89	23%	166	24%	8793	31%	
195	50%	279	40%	11617	41%	
18	5%	11	2%	470	2%	
33	8%	52	8%	2000	7%	
1	0%	1	0%	144	1%	
		3	0%	54	0%	
7	2%	7	2%	722	3%	
	0%	2	0%	235	1%	



# **Actions following Schedule 3 complaint cases**

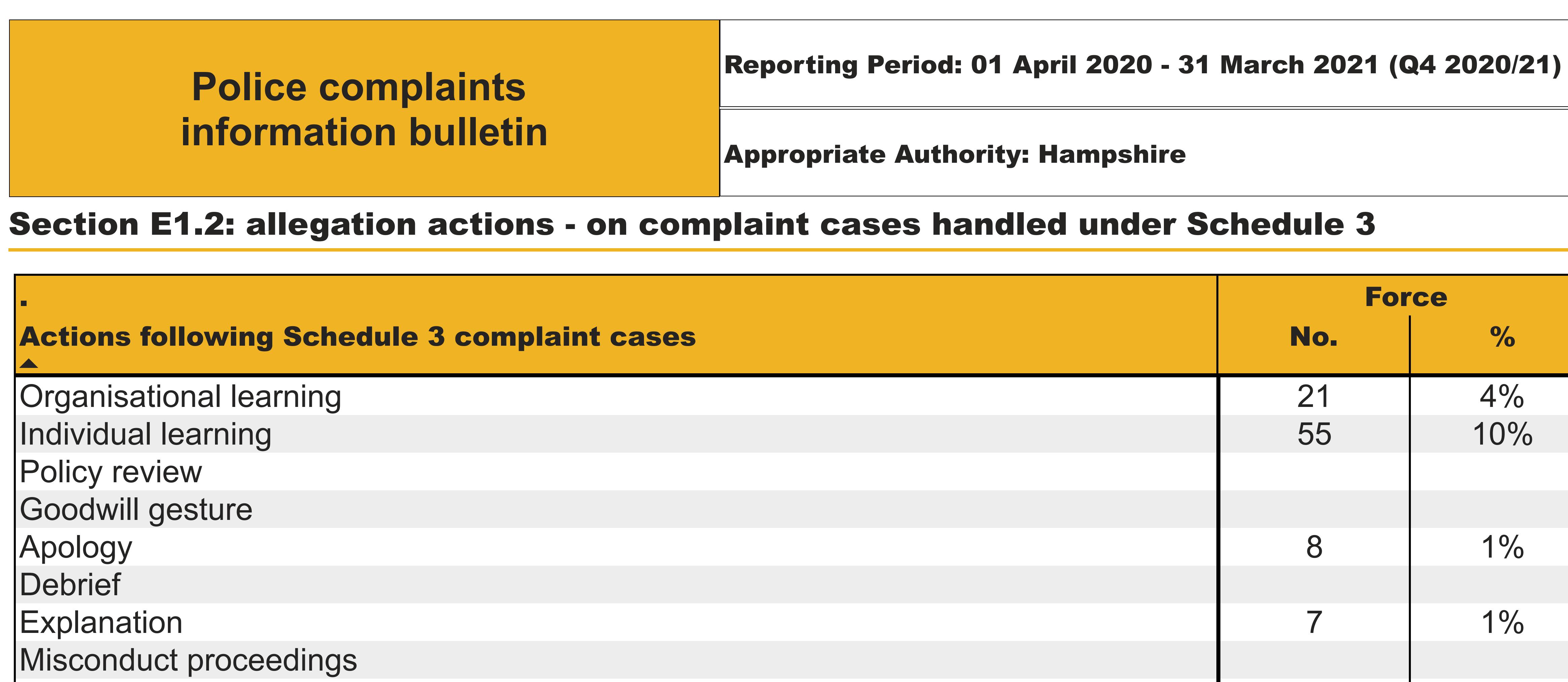
Organisational learning Individual learning Policy review Goodwill gesture Apology Debrief Explanation Misconduct proceedings Unsatisfactory Performance Procedure (UPP) No further action Other action Other actions following a case to answer decision Referral to RPRP

### 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.	%
21	4%	13	2%	456	2%
55	10%	41	6%	1218	5%
		2	0%	48	0%
		1	0%	21	0%
8	1%	23	3%	890	4%
		3	0%	183	1%
7	1%	44	8%	5602	24%
		2	0%	18	0%
		3	0%	6	0%
472	86%	478	69%	13279	57%
1	0%	11	2%	341	1%
				7	0%
17	3%	23	3%	815	4%



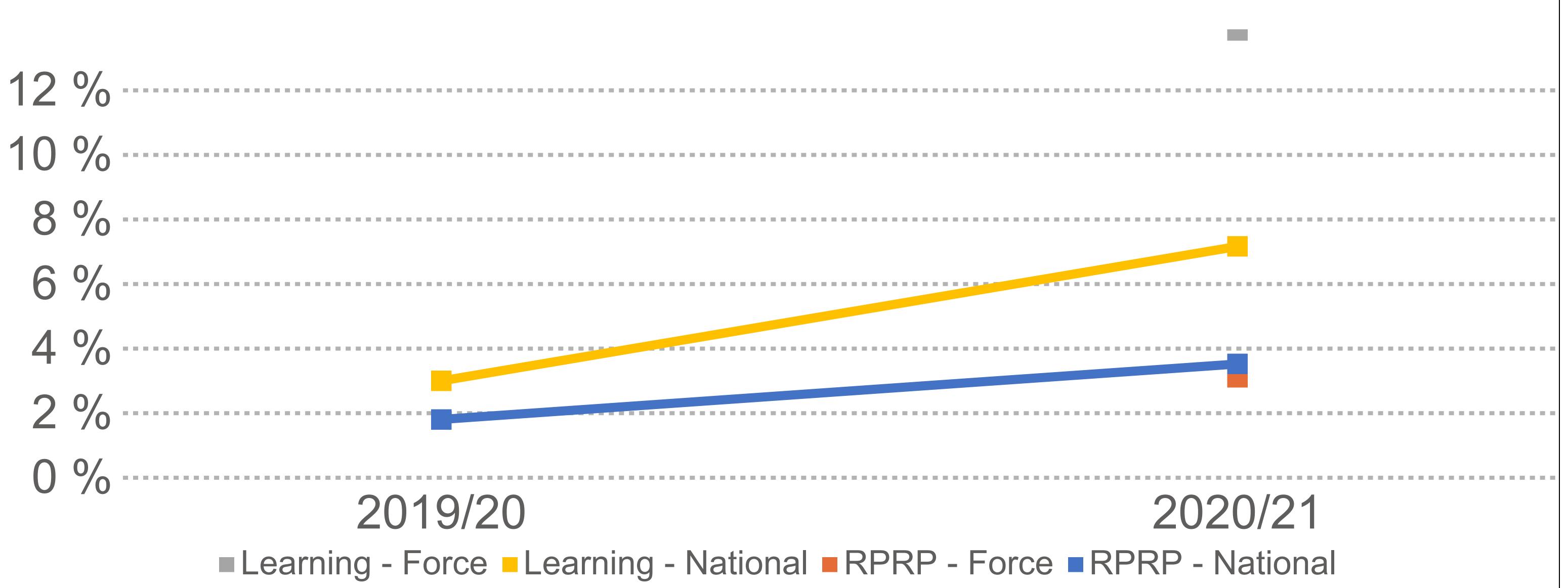
## Section E2: focus on RPRP, UPP, misconduct and criminal outcomes (for complaint cases handled under Schedule 3)

## **RPRP and learning**

Number of con	nplaint cases resulting i
below actions	
Learning	
Force	
National	
Force	
National	

Percentage of below actions	complaint cases resultir
Learning	
Force	
National	
<b>E RPRP</b>	
Force	
National	

## Percentage of complaint cases resulting in learning or RPRP



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

**Appropriate Authority: Hampshire** 

n	2019/20	2020/21
		76
	10	1661
		17
	6	815

ng in	2019/20	<b>2020/21</b>
		14%
	3%	7%
		3%
	2%	4%

	Force		<b>MSF</b> Average		National	
Percentage of complaint cases	No.	%	No.	%	No.	%
resulting in below actions						
UPP			3	0%	6	0%
Misconduct hearing			1	0%	3	0%
Misconduct meeting			1	0%	15	0%
RPRP	17	3%	23	3%	815	4%

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is section focusses on what happened as a result of the complaint case (action) in ation 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

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**

### 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>.



## 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

