### **Most Similar Force (MSF) Group:**

## **About this bulletin**

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

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

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

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

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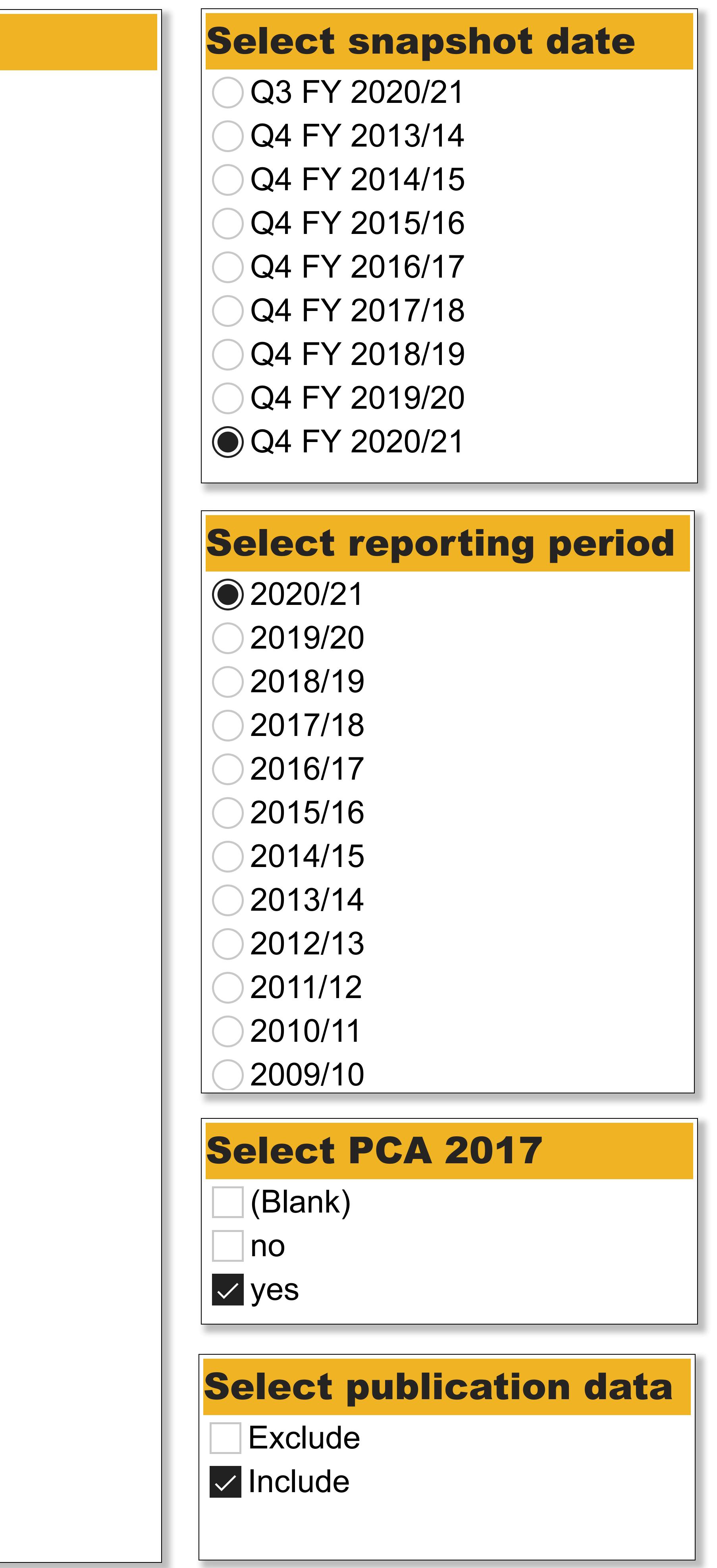
**Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)** 

**Appropriate Authority: Lincolnshire** 

### North Yorkshire, West Mercia, Cumbria, Lincolnshire, Norfolk, Suffolk, Devon And Cornwall, North Wales

	Select an authority
2), as	Select all
2), as January	Avon And Somerset
	Bedfordshire
orce	British Transport
	Cambridgeshire
e previous	Cheshire
ice,	City of London
s bulletin	Cleveland
ind	Cumbria
ossible in	Derbyshire
	Devon And Cornwall
	Dorset
	Durham
	Dyfed-Powys
	Essex
their	Gloucestershire
xt of	Greater Manchester
	Gwent
	Hampshire
	Hertfordshire
	Humberside
	Kent
	Lancashire
	Leicestershire
	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 complaint cases			
Average number of working days		Customer perspective	Initial handling performance	Customer perspective		
Force	2	2	4	4		
MSF Average	7	7	5	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.



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

**Appropriate Authority: Lincolnshire** 

No. of allegations logged per 1,000 employees No. of complaint cases logged per 1,000 employ

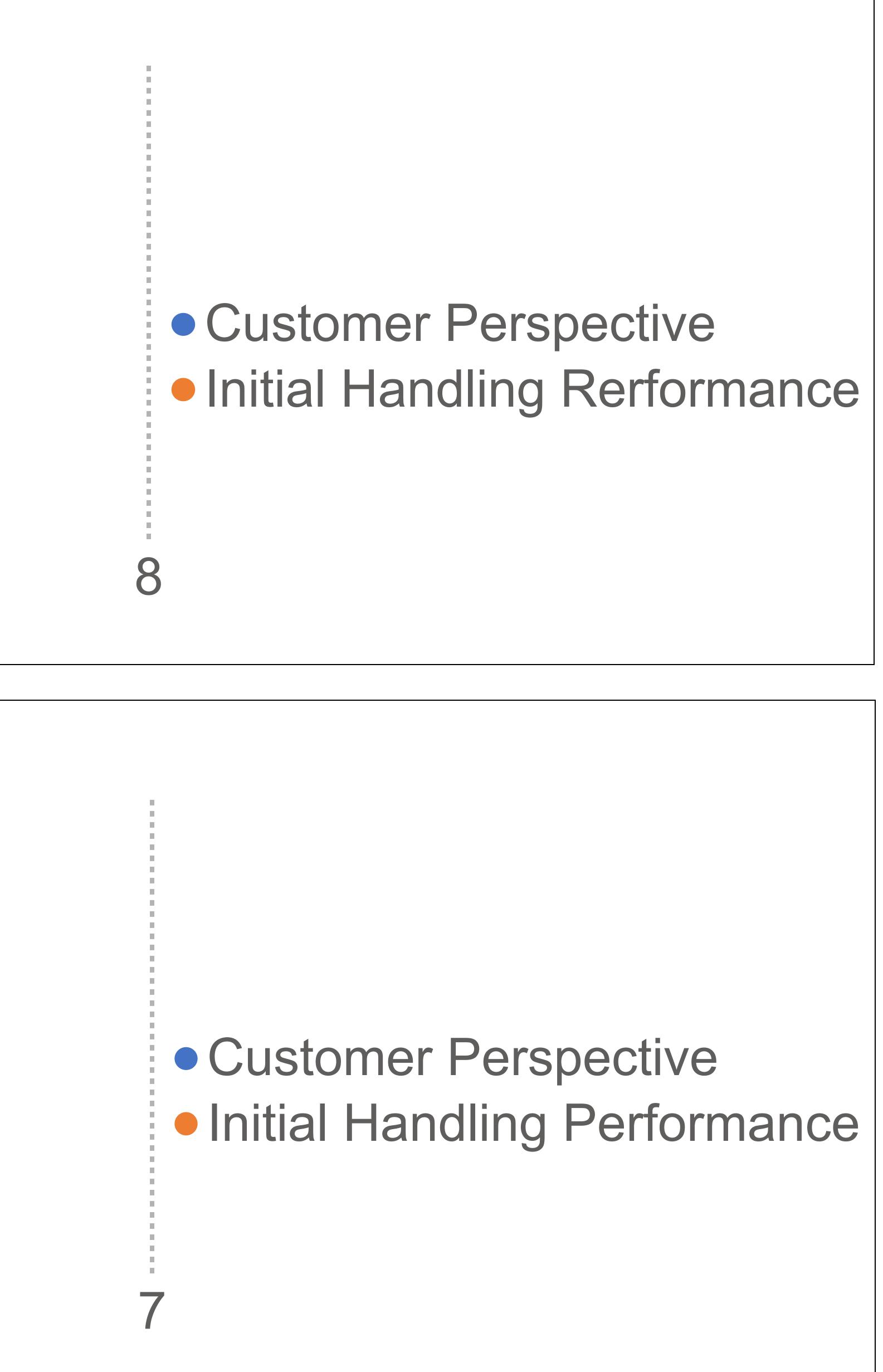
### **Notes**

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.

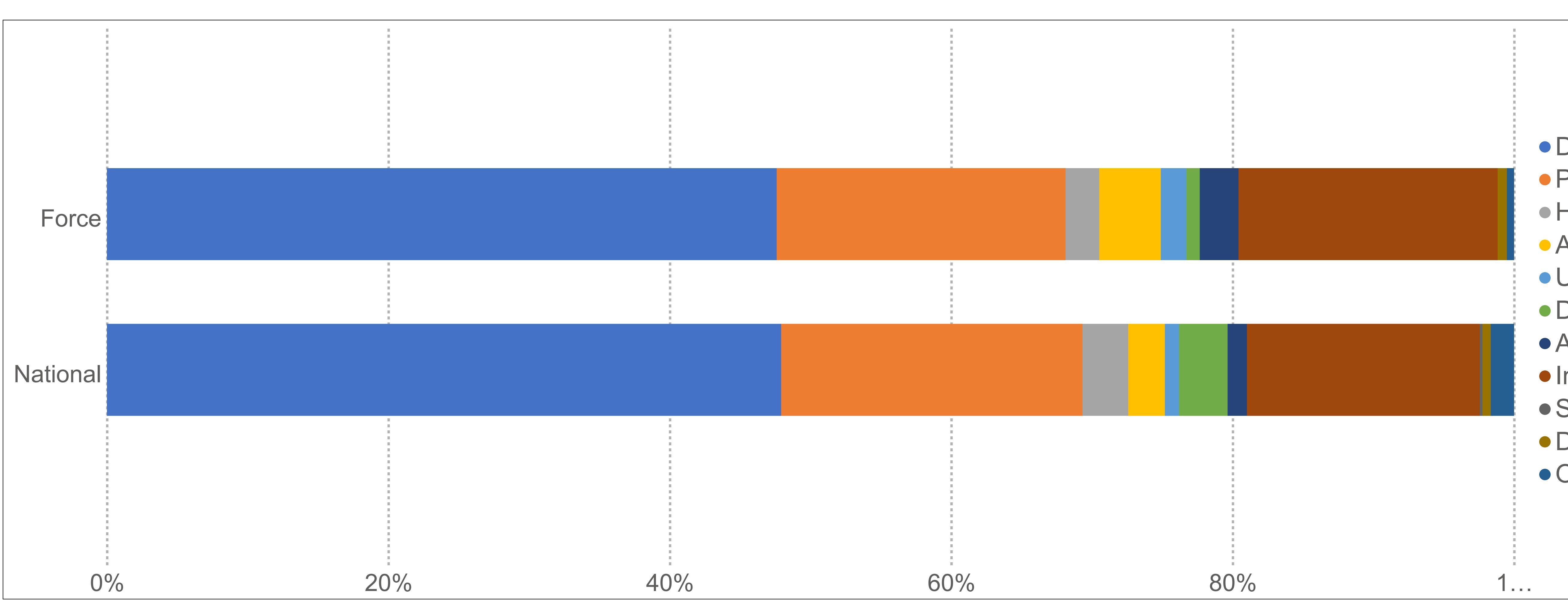


	Force	MSF Average	National	
	741	458	467	
yees	563	290	290	



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

		<section-header><section-header></section-header></section-header>	powers,		Access and/or disclosure of information	<section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header>	<b>Discriminatory</b> <b>behaviour</b>	<section-header><section-header></section-header></section-header>	Individual behaviours	<section-header></section-header>	<b>Discreditable</b> conduct	Other	<b>Total</b>
	Force	654	282	33	60	25	13	38	253		9	7	1,374
Number	MSF Average	720	269	40	42	15	34	27	284	2	9	23	1,464
	National	52,300	23,368	3,553	2,845	1,104	3,764	1,490	18,073	199	648	1,807	109,151
	Force	48%	21%	2%	4%	2%	1%	3%	18%		1%	1%	
Percentage	MSF Average	47%	20%	3%	3%	1%	2%	2%	19%	0%	1%	2%	
	National	48%	21%	3%	3%	1%	3%	1%	17%	0%	1%	2%	



### **Notes**

This section presents information that shows what people complain about. Allegation categories capture the root of the dissatisfaction expressed in a complaint. A complaint case will contain one or more allegations and one category is selected for each allegation logged. Please refer to our <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: Lincolnshire** 



 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 procedures	Tota Stop Sea Pow Dete Bail, Use Evid Out Out
Access and/or disclosure of information	Tota Use Disc Han Acce sour
Abuse of position/ corruption	Tota Abus Abus Abus Obs Obs
Individual behaviours	Tota Unp Lack Ove Impo Impo

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

**Appropriate Authority: Lincolnshire** 

### category

- ice action following contact
- cisions
- neral level of service
- rmation

- ps, and stop and search arches of premises and seizure of property ver to arrest and detain tention in police custody identification and interview procedures of force dential procedures of court disposals
- ner policies and procedures

of police systems closure of information ndling of information cessing and handling of information from other rces

use of position for financial purpose use of position for sexual purpose use of position for the purpose of pursuing an ppropriate emotional relationship use of position for other purpose struction of justice ganisational corruption

professional attitude and disrespect ck of fairness and impartiality erbearing or harassing behaviours bolite language / tone olite and intolerant actions

ner neglect or failure in duty

Ford	e	MSF Av	erage	Nat
No.	%	No.	%	No.
654	48 %	720	47 %	52,300
429	66 %	363	55 %	23,155
81	12 %	117	16 %	7,524
67	10 %	143	16 %	16,612
77	12 %	97	13 %	5,006
				3
282	21 %	269	20 %	23,368
15	5 %	19	7 %	2,275
36	13 %	39	14 %	3,168
39	14 %	40	15 %	3,407
42	15 %	42	16 %	3,176
14	5 %	12	4 %	702
86	30 %	75	28 %	6,752
6	2 %	14	5 %	1,212
7	2 %	4	1 %	311
37	13 %	26	9 %	2,362
				3
60	4 %	42	3 %	2,845
4	7 %	3	6 %	233
40	67 %	30	71 %	1,898
15	25 %	9	18 %	601
1	2 %	2	5 %	113
38	3 %	27	2 %	1,490
		1	3 %	53
1	3 %	1	7 %	52
1	3 %	1	3 %	35
20	53 %	10	33 %	494
8	21 %	14	50 %	666
8	21 %	4	21 %	190
253	18 %	284	19 %	18,073
67	26 %	60	21 %	4,687
46	18 %	62	21 %	2,954
43	17 %	61	20 %	3,419
85	34 %	72	29 %	4,645
12	5 %	29	9 %	2,367
				1



	ner	34
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	/0	
	48 %	)
	44 %	
	14 %	
	32 %	
	10 %	
	0 %	
	21 %	
	10 %	
	14 %	
	15 %	
	14 %	
	3%	
	29 %	
	5 %	
	1 %	
	10 %	
	0 %	
	3 %	
	8 %	
	67 %	
	21 %	
	4 %	
	1 %	
	4 %	
	3 %	
	2 %	
	33 %	
	45 %	
	13 %	
	17 %	
	/ •	
	26 %	
	16 %	
	19 %	
	26 %	
	13 %	
	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>	Police powers, policies and procedures	or damage	<section-header><section-header></section-header></section-header>	<section-header><section-header></section-header></section-header>	behaviour		behaviours		Other	
Arrest	7	99	4	1			1	13			125
Call Handling	69	3						19			91
Child protection / CSA / CSE	35	6		7			2	7			57
Coronavirus – other	16	9		1				15	1	1	43
Coronavirus – police powers on restricti	9	7	1	1				6			24
Custody	2	58	2	1		1		6			70
Death	5										5
Domestic / gender abuse	50	10		2			4	22			88
Drugs / alcohol	18	14	4	3			1	6			46
Firearms	9	4									13
Fraud	3	1									4
Hate Crime	5					1		2			8
Investigation	311	35	5	12		6	14	63		1	447
Mental health	26	34	2	3		3		15			83
Missing persons	1	1						2			4
Neighbourhood policing	53	2		1	1			10			67
None	105	19	11	32	12	4	15	60	6	5	269
Police dogs or horses		3						1			4
Premises search	1	24	3	1				3			32
Public order incident	2	3									5
Restraint equipment		25									25
Roads/traffic	43	26	5	2	11		2	25			114
Serious injury		3			1		1	1			6
Social media	3			2				1	2		8
Stop and/or search	1	15	4					8			28
Taser		7									7

### **Notes**

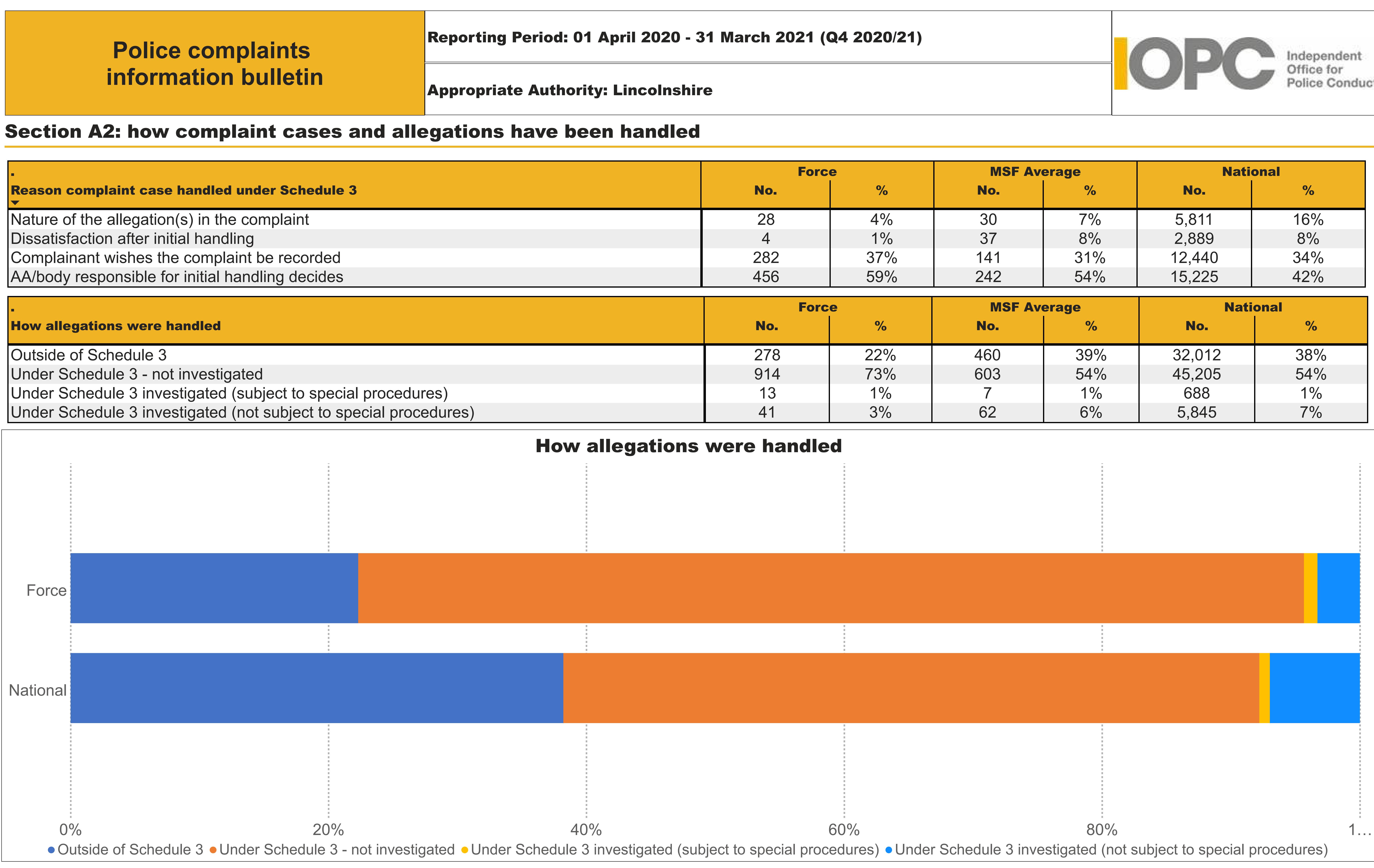
This section presents information that shows what people are complaining about using a combination of allegation categories and factors. Categories capture the root of the dissatisfaction expressed in a complaint. The combination of categories and factors provides a richer picture of what people are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

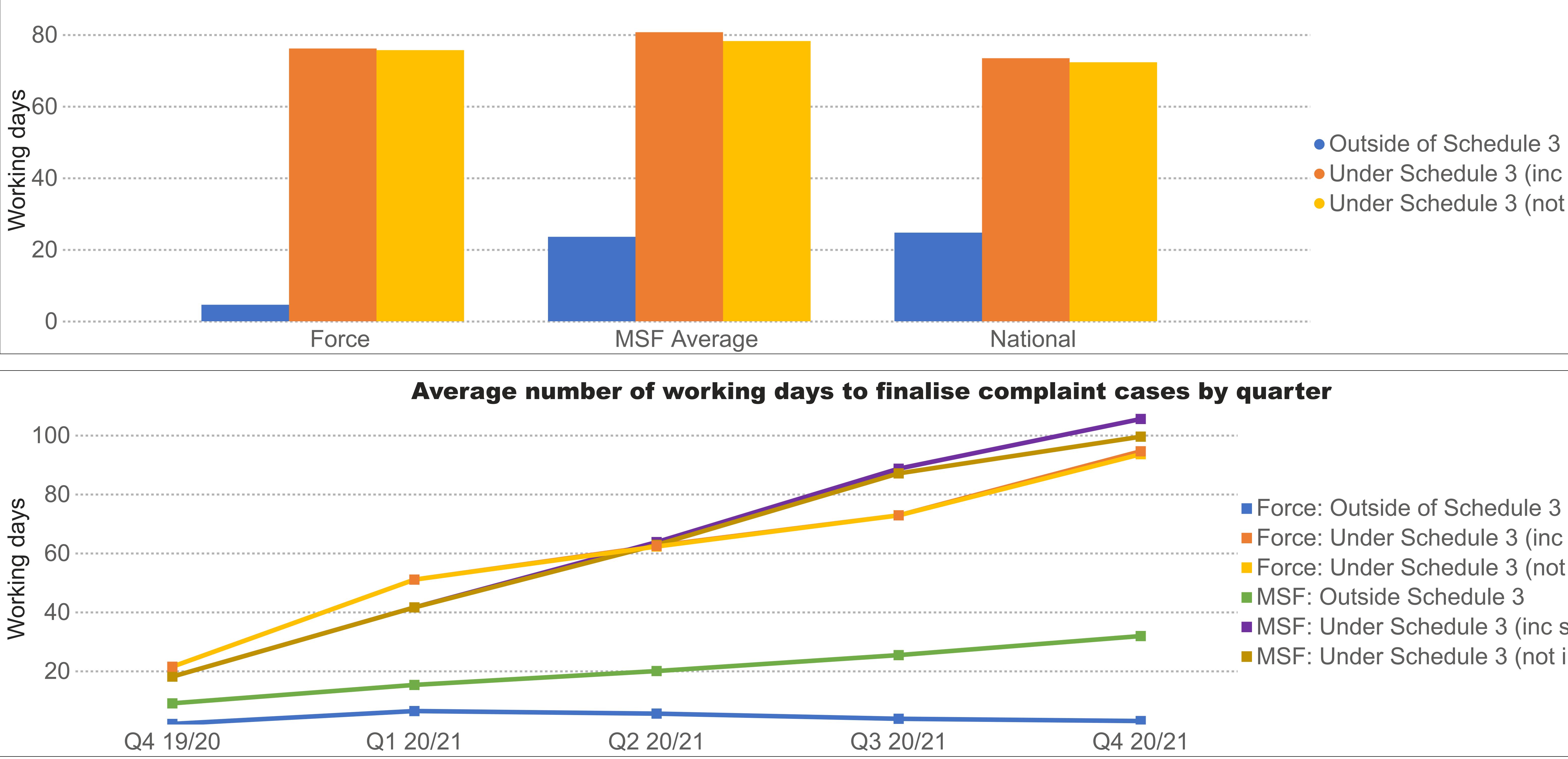
Force		MSF Av	erage	National		
No.	%	No.	%	No.	%	
28	4%	30	7%	5,811	16%	
4	1%	37	8%	2,889	8%	
282	37%	141	31%	12,440	34%	
456	59%	242	54%	15,225	42%	
Forc	e	MSF Av	erage	Nati	onal	
Forc No.	<b>e</b> %	MSF Av No.	erage %	Nati No.	onal %	
No.	%	No.	%	No.	%	
<b>No.</b> 278	<b>%</b> 22%	<b>No.</b> 460	<mark>%</mark> 39%	<b>No.</b> 32,012	<mark>%</mark> 38%	



## **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: Lincolnshire** 

Ο	Force	MSF Average	National
	5	24	25
	76	81	73
	76	78	72

### Average number of working days to finalise complaint cases

	N/S	SF Avera	aue	

### **Notes**

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled outside of Schedule 3 and those that are being handled under Schedule 3 from the date the complaint was made.

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

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

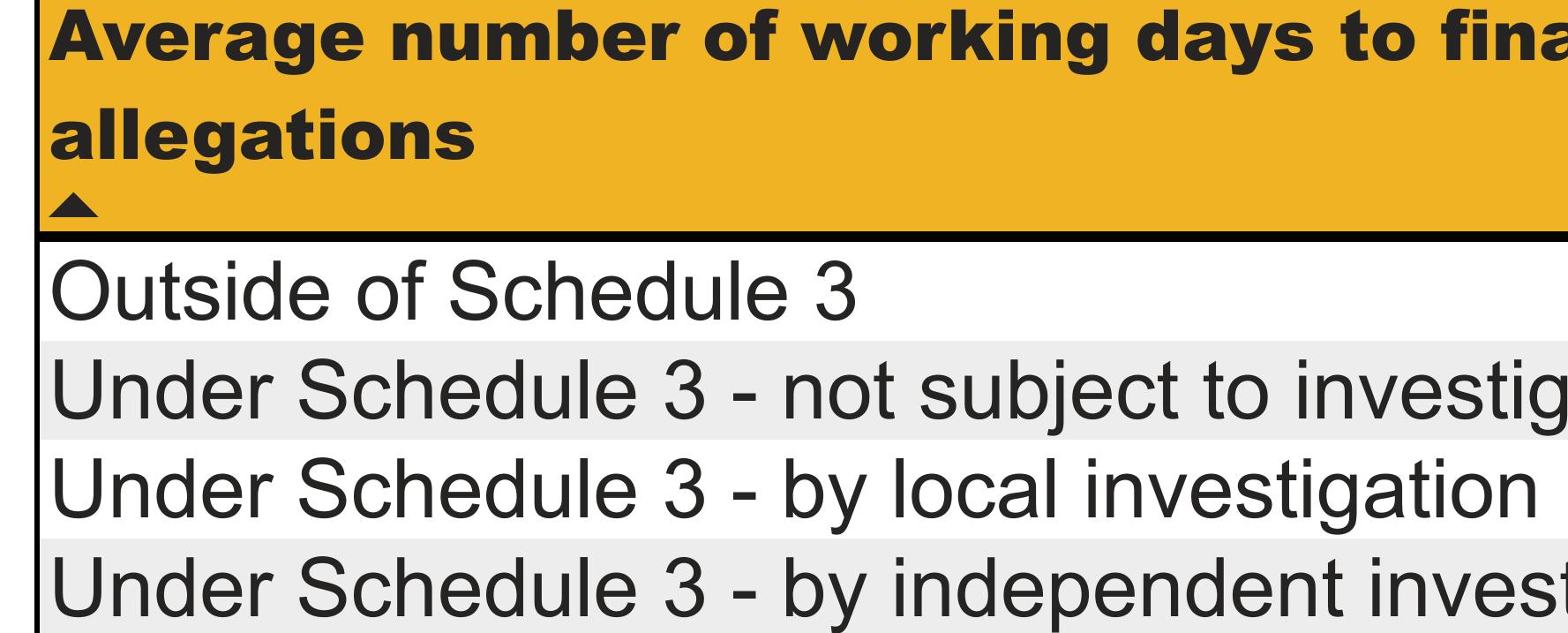
Under Schedule 3 (inc suspension) Under Schedule 3 (not inc suspension)

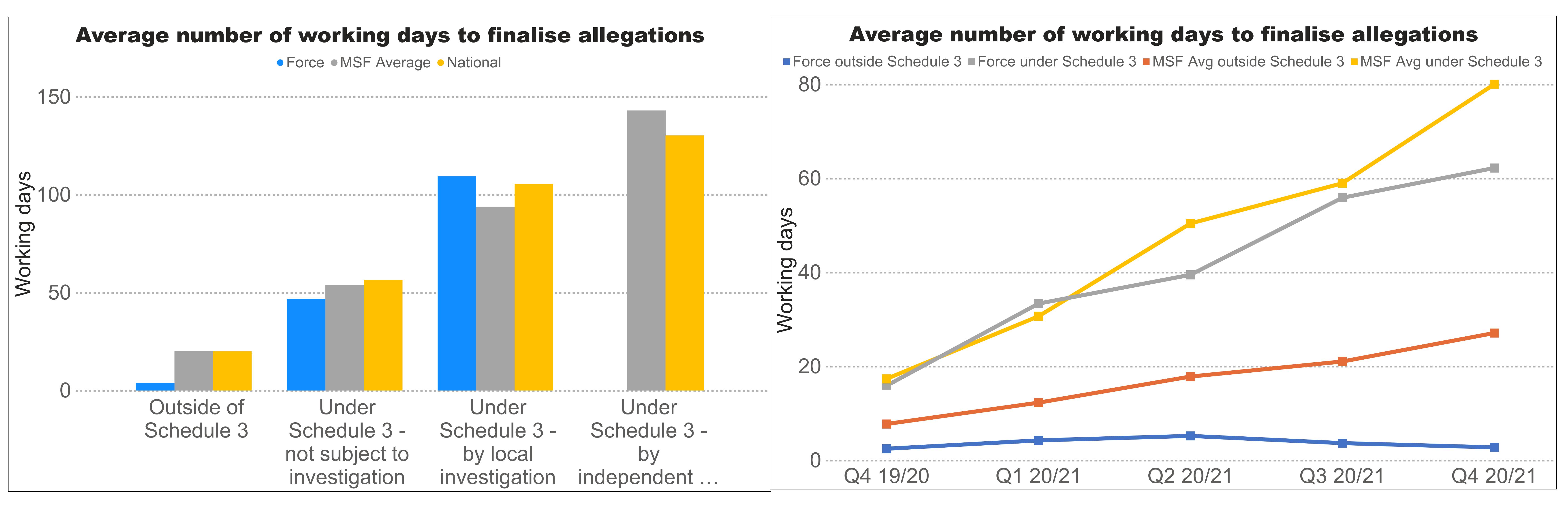


## **Section A3.2:** allegations finalised - how they have been handled and timeliness

### How allegations were handled

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





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

**Appropriate Authority: Lincolnshire** 

	For	Force		/erage	National		
	No.	%	No.	%	No.	%	
	278	22%	460	39%	32,012	38%	
tigation	914	73%	603	54%	45,205	54%	
n	54	4%	68	6%	6,496	8%	
estigation			3	0%	37	0%	

nalise	Force	<b>MSF</b> <b>Average</b>	National
	4	20	20
igation	47	54	57
	109	94	106
stigation		143	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 Under Schedule 3 investigated   investigated (subject to special procedure)				d Under Schedule 3 5) investigated (not subject to special procedures)											
Allegation decision	Force			Nat. No.				Nat. No.				Nat. No.				Nat. No.
	%	No.	%		%	No.	%		%	No.	%		%	No.	%	
No further action					12 %	109	14 %	6,252	23 %	3	1 %	10			10 %	572
Regulation 41 applies							0 %	55			0 %	2			0 %	27
Service provided - unable to determine					1 %	5	4 %	1,906			1 %	4			3 %	147
Service provided - not acceptable					13 %	119	11 %	5,153			1 %	10	20 %	8	10 %	561
Service provided - acceptable			0 %	8	70 %	644	66 %	29,644	38 %	5	14 %	99	80 %	33	73 %	4,279
Not Resolved	2 %	6	6 %	1,955												
Resolved	98 %	272	94 %	30,048												
No Case to Answer									15 %	2	<b>59</b> %	403				
Case to Answer									23 %	3	20 %	136				
Withdrawal					4 %	37	5 %	2,191			3 %	24			4 %	259
Total	22 %	278	38 %	32,011	73 %	914	54 %	45,201	1 %	13	1 %	688	3 %	41	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.	<b>National %</b>	National No.
22 %	278	38 %	32,011
73 %	914	54 %	45,201
1 %	13	1 %	688
3 %	41	7 %	5,845
100 %	1,246	100 %	83,745



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

	Allegation category										
Allegation decisions	<section-header></section-header>		or damage	disclosure of		behaviour		Individual Sexual conduct		Other	Total
No further action	50	14	1	5	4	4	18	12	3	1	112
Service provided - unable to determine	1		1			1		2			5
Service provided - not acceptable	77	10	2	7	2	1		27	1		127
Service provided - acceptable	268	176	17	32	7	8	16	157	1		682
Not Resolved	4			1					1		6
Resolved	201	27	3	4	8			22	1	6	272
No Case to Answer		1		1							2
Case to Answer				3							3
Withdrawal	15	14	1	1				6			37

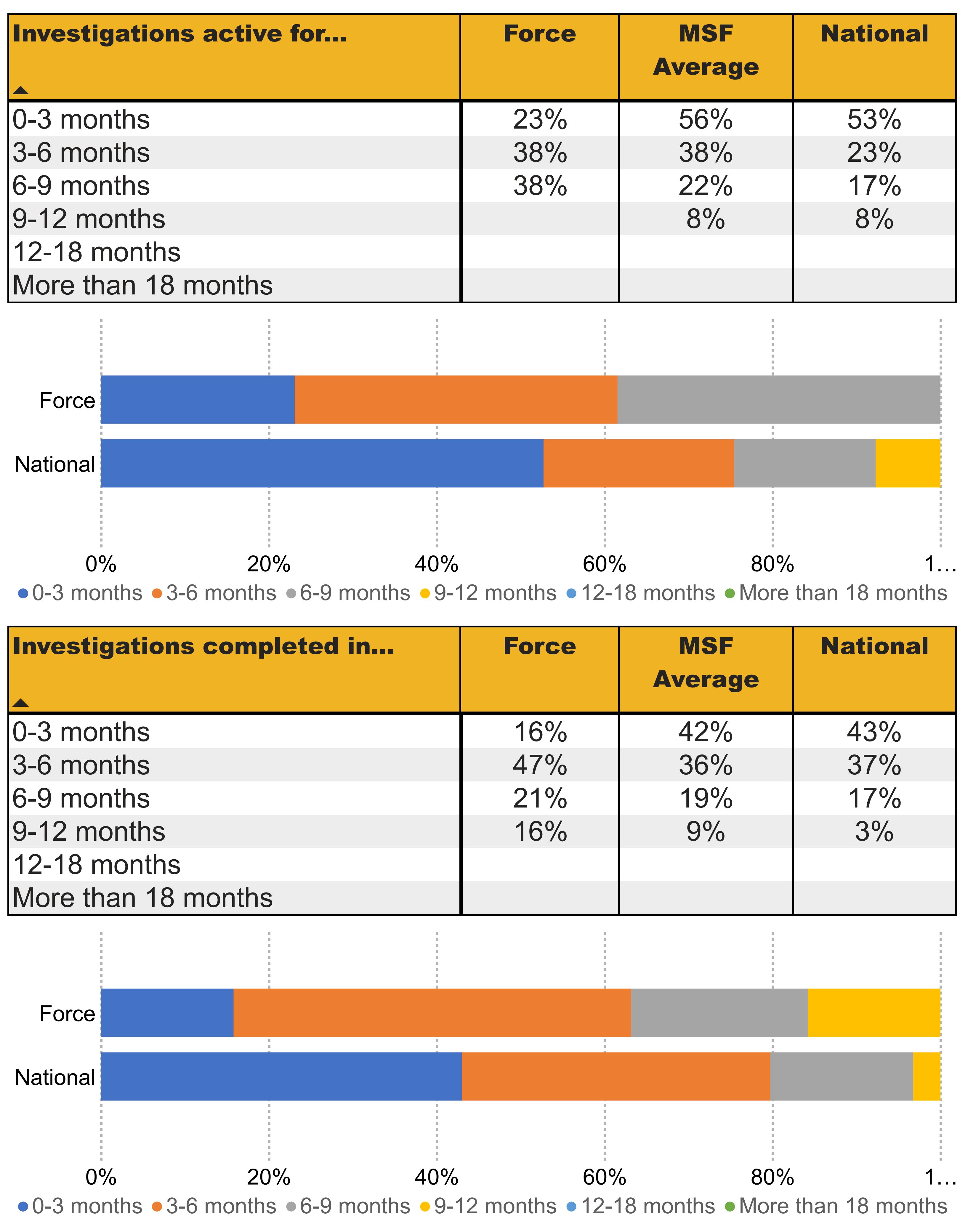
### **Notes**

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.

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



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



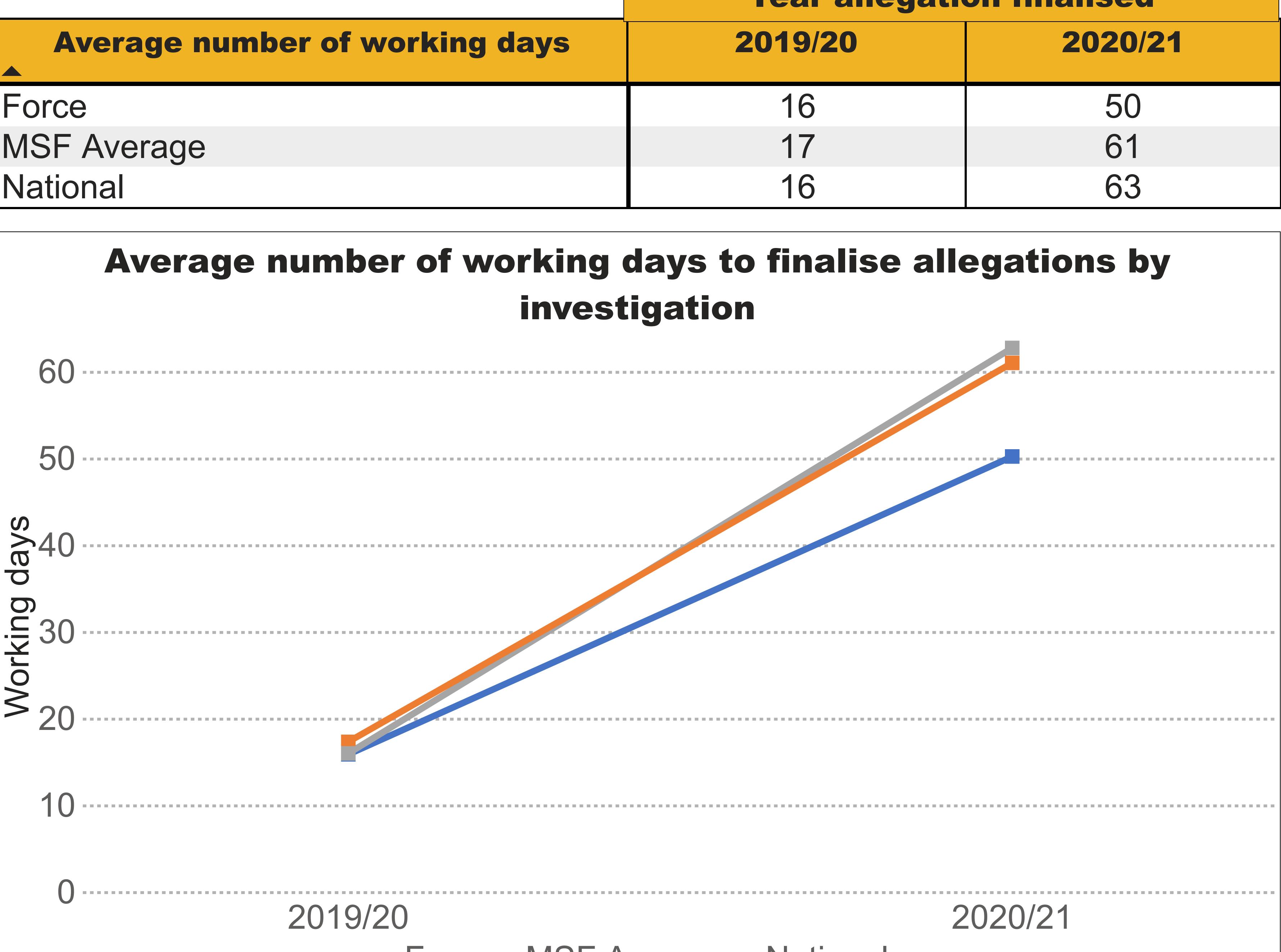
**Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)** 

**Appropriate Authority: Lincolnshire** 

orce	MSF Average	National
23%	56%	53%
38%	38%	23%
38%	22%	17%
	8%	8%
60%	80%	, 

Force	MSF Average	National
16%	42%	43%
47%	36%	37%
21%	19%	17%
16%	9%	3%

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



Force MSF Average National

### Notes

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

finalised.

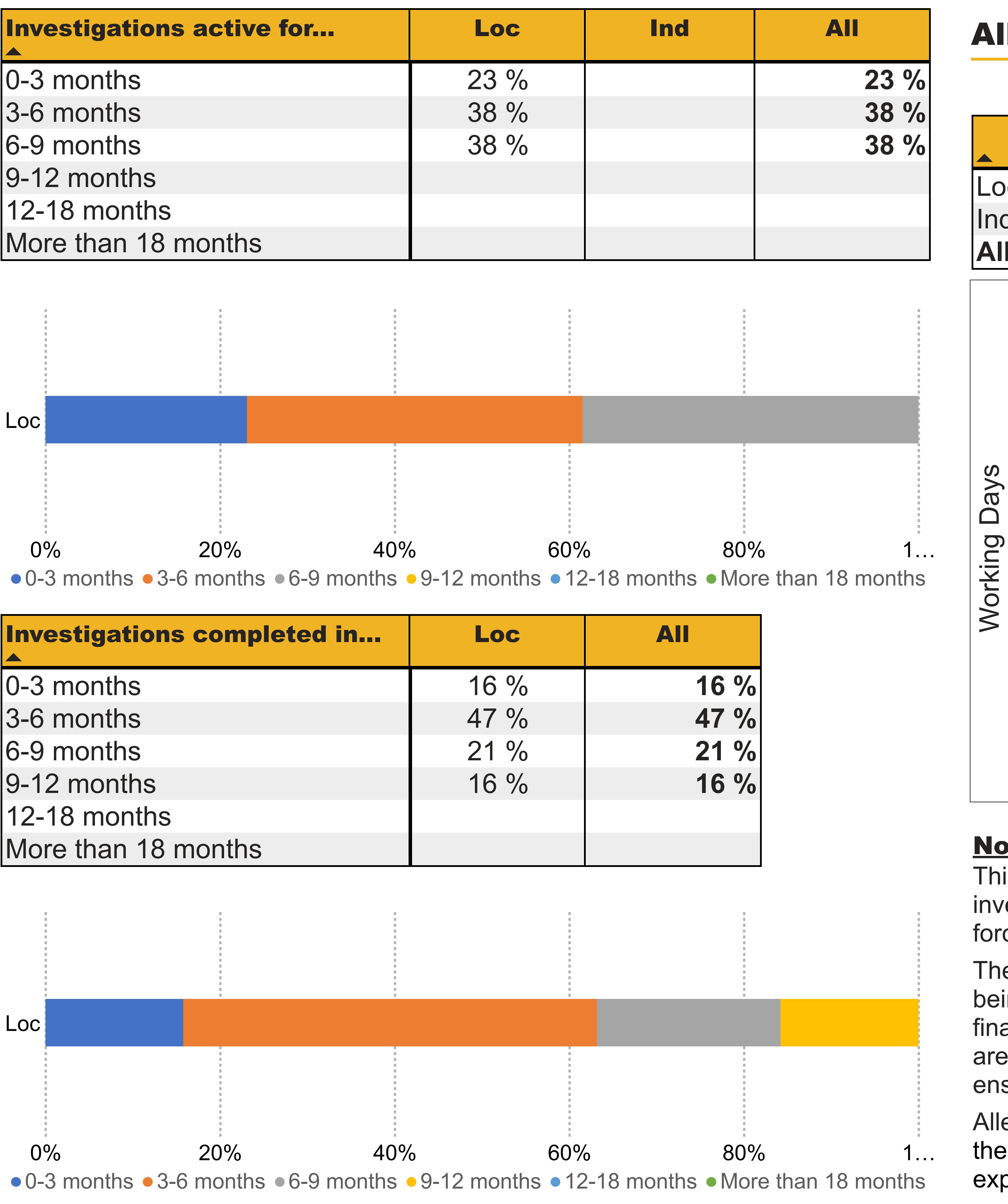
Allegations with 'invalid dates' have been removed from finalised timeliness. Please refer to the performance framework counting rules and calculations on the **IOPC** website for an explanation of invalid dates.



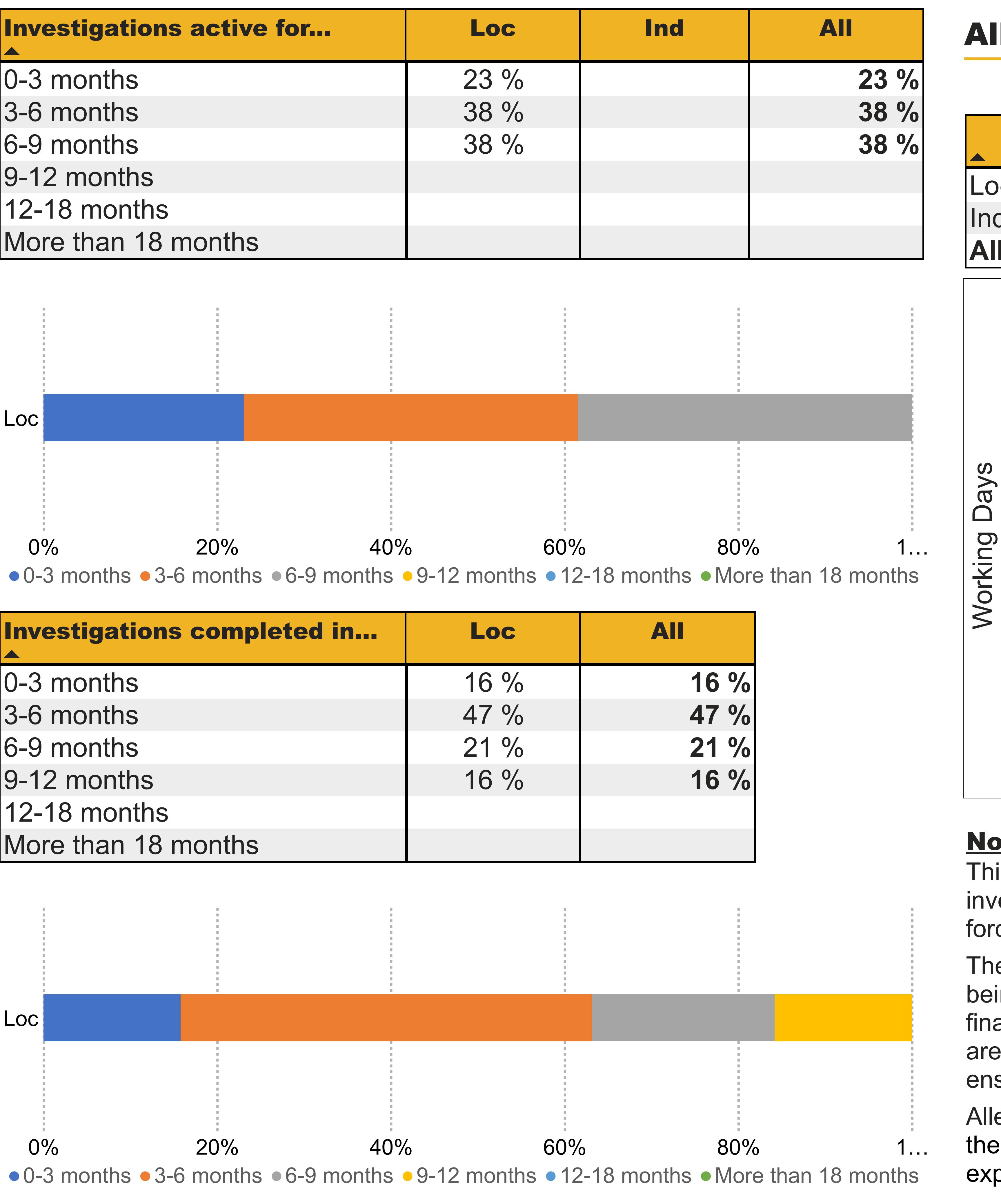
Year allegation finalised					
<b>2019/20</b>	<b>2020/21</b>				
16	50				
17	61				
16	63				

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

Investigations active for	Lc
0-3 months	23
3-6 months	38
6-9 months	38
9-12 months	
12-18 months	
More than 18 months	



Investigations completed in	Lc
0-3 months	16
3-6 months	47
6-9 months	21
9-12 months	16
12-18 months	
More than 18 months	



**Appropriate Authority: Lincolnshire** 

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

Average number of working days	
cal	
lependent	
Average number of working day inves	
	19

120	
100	
80	
60	
40	
20	
0 2019/20 Lo	

### Notes

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

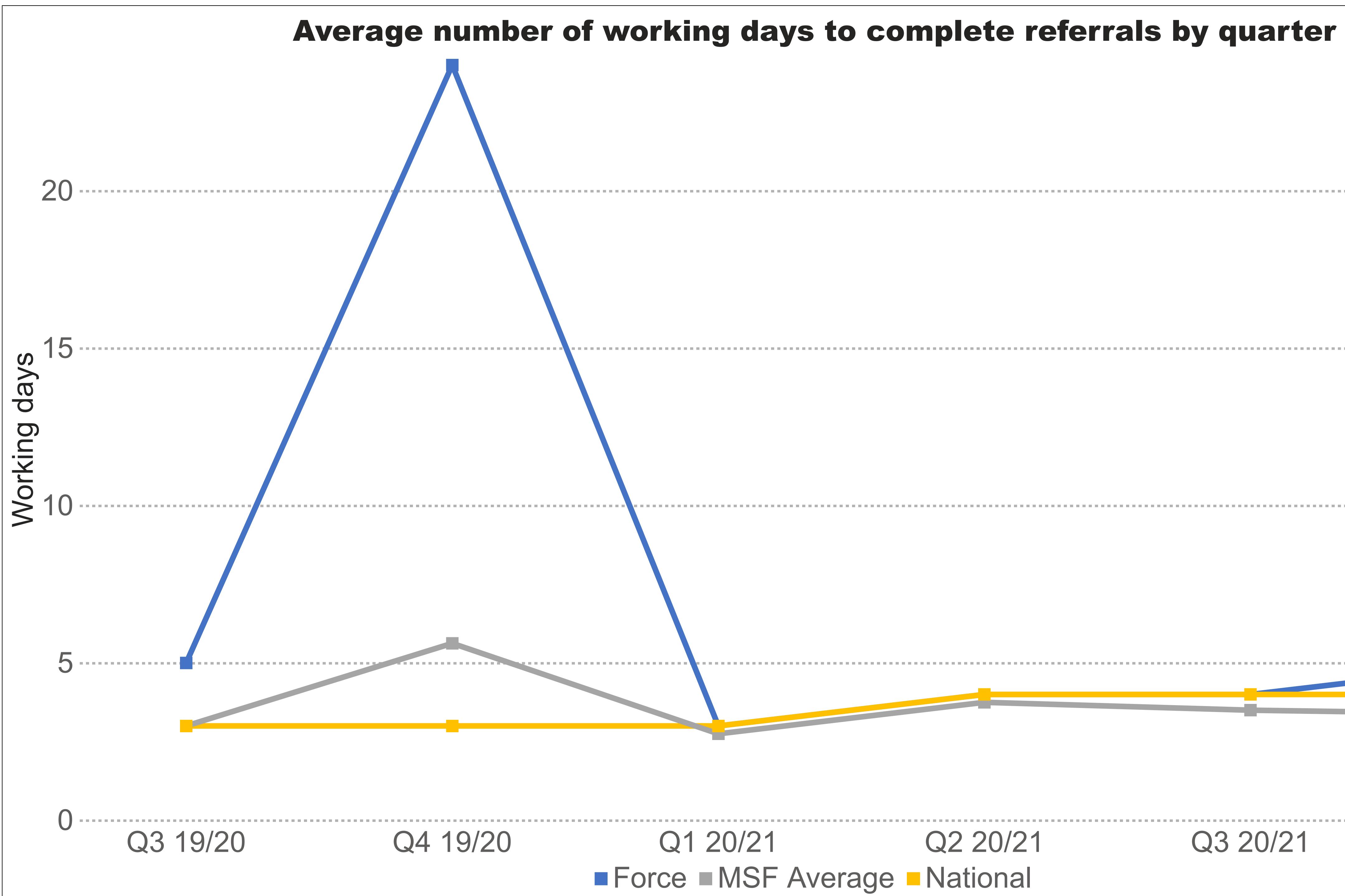
The data shows how long investigations have been open (active) at the end of the period being reported. Also, the time it takes for allegations that have been investigated to be finalised by the type of investigation. At present, allegations finalised by directed invetigations are being included under 'local investigation'. The IOPC is working with force IT suppliers to ensure that reporting on this is possible in the future. Allegations with 'invalid dates' have been removed from finalised timeliness. Please refer to the performance framework counting rules and calculations on the **IOPC** website for an explanation of invalid dates.



# Year allegation finalised 2020/212019/20 to finalise allegations by type of ation . . . . . . . . . . . . . . . . . . \_\_\_\_\_

## **Section C: referrals**

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



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

**Appropriate Authority: Lincolnshire** 

Force	Force %	<b>MSF Average</b>	<b>MSF Average %</b>	National	National %
59		55		4,542	
59		55		4,546	
3	5%	7	12%	577	13%
0	0%	0	1%	47	1%
42	71%	33	61%	2,712	60%
13	22%	14	25%	1,153	25%
	2%	0	1%	28	1%



Q4 20/21



## Notes

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

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

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

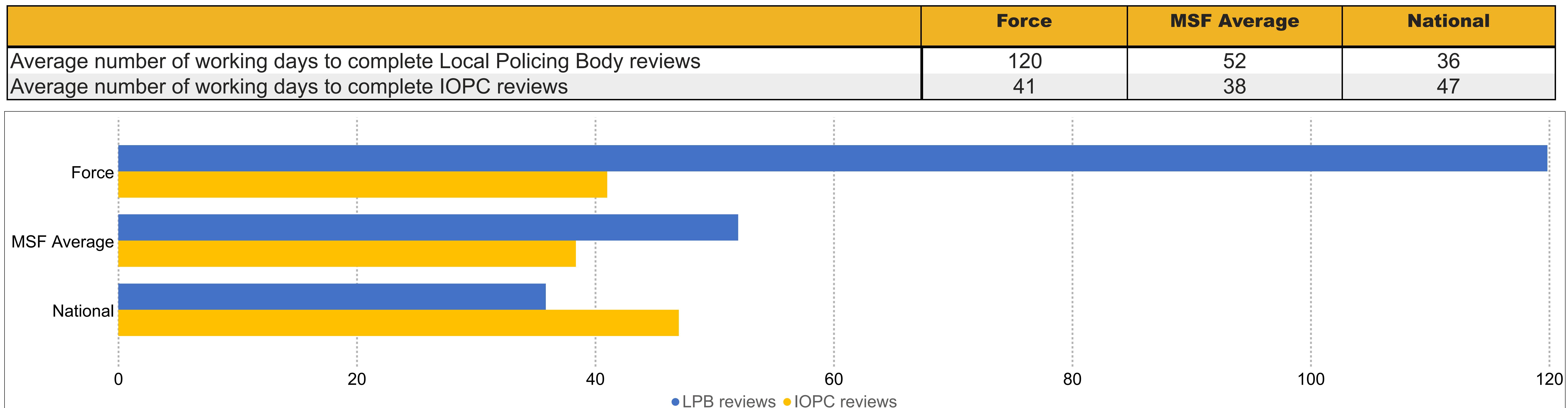
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC's remit to assess and will be determined invalid.

The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

## Section D1: reviews received

	Complaint cases finalised under Schedule 3	<section-header></section-header>	Reviews received as proportion of complaint cases finalised under Schedule 3		Number LPB reviews received - non-investigation		Number IOPC reviews received - non-investigation
Force	545	71	13%	0	54	4	13
MSF Average	257	78	33%	22	46	3	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.

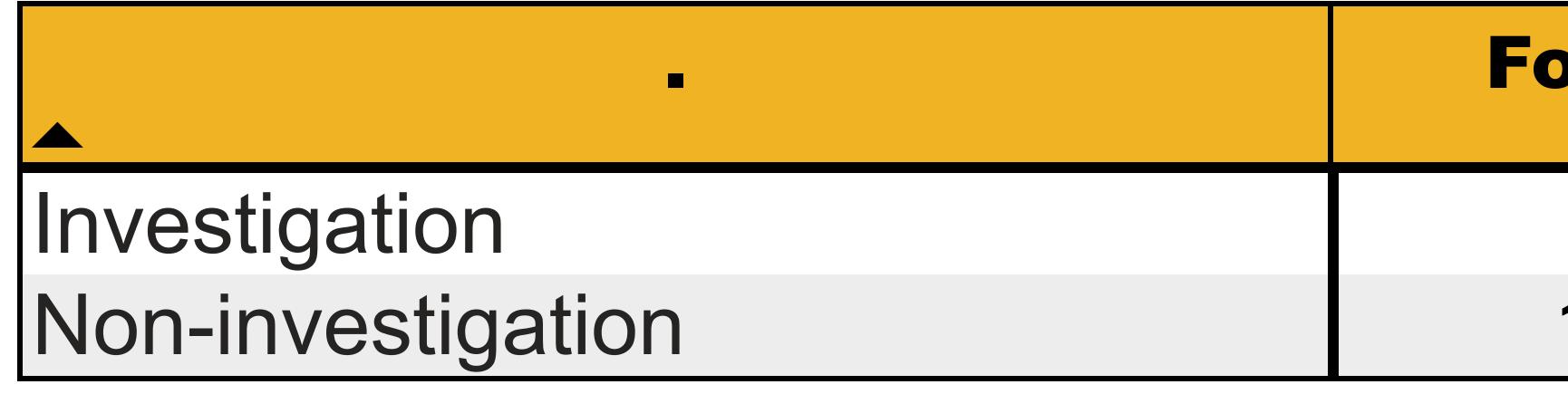
**Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)** 

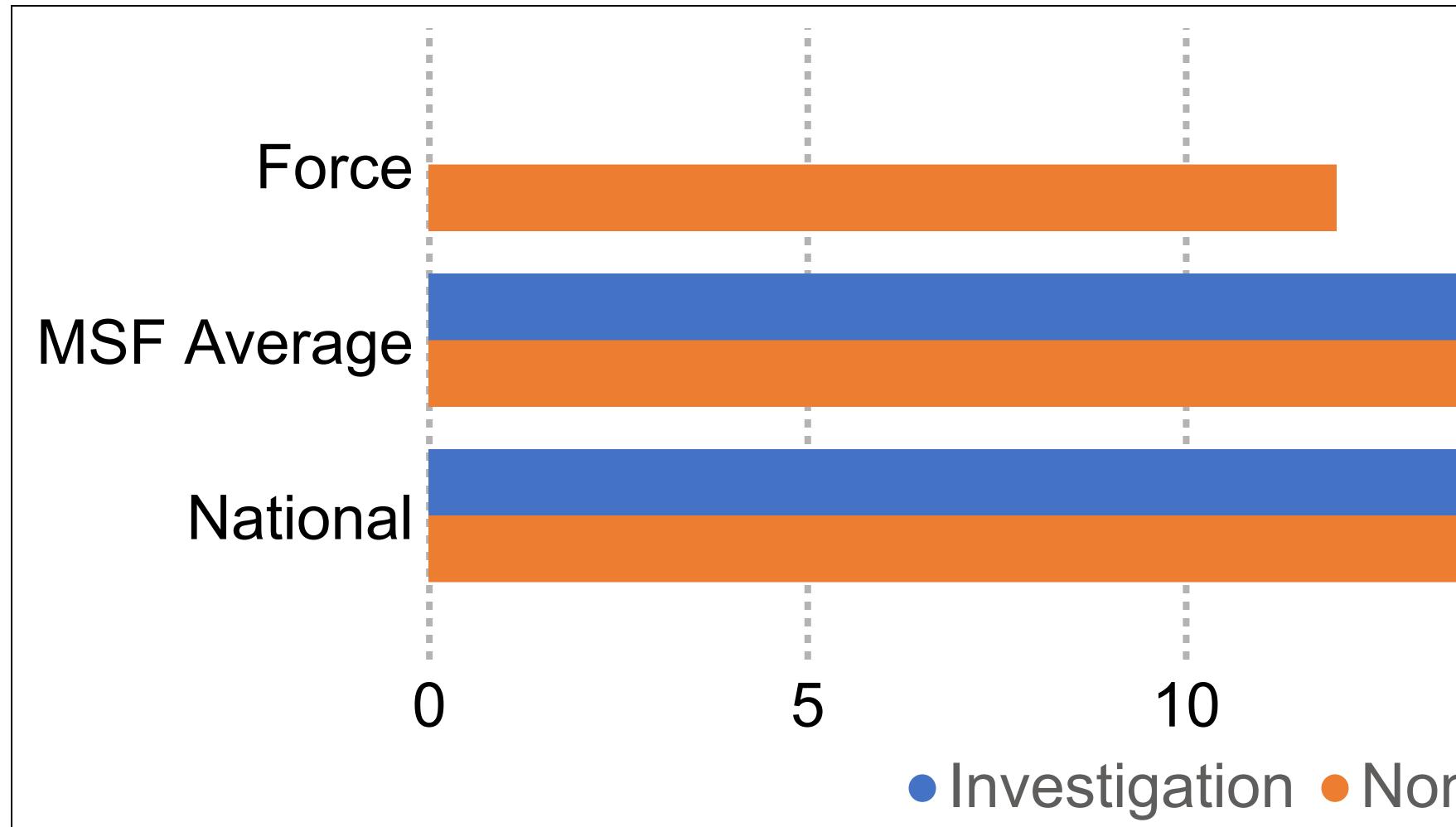
Force	<b>MSF Average</b>	National
120	52	36
41	38	47



## **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	0	10	23
				Extra work commissioned	0	0	1

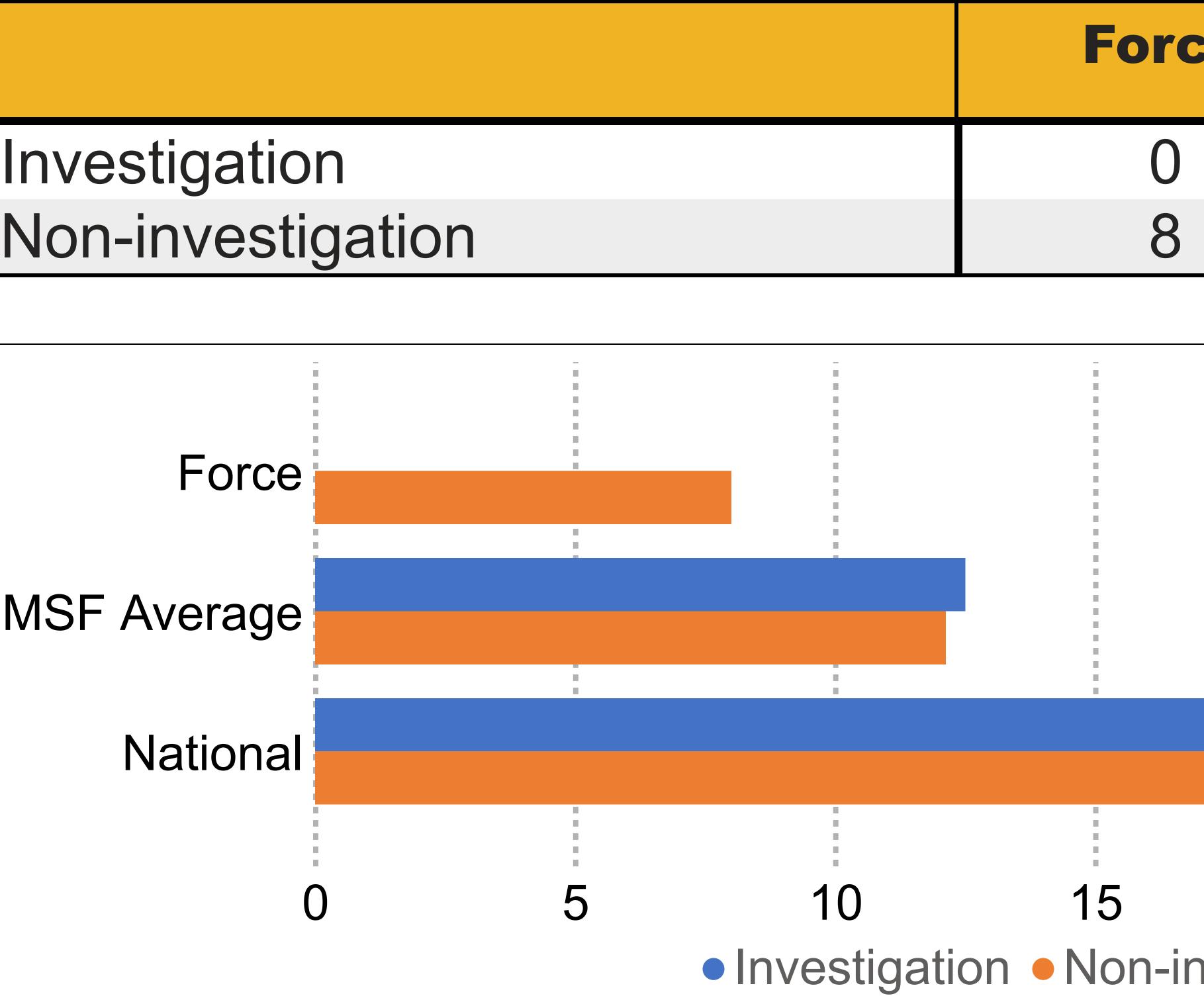
### **Notes**

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.

**Appropriate Authority: Lincolnshire** 

orce	<b>MSF Average</b>	National	
	27	18	
12	17	14	
15	20	25 30	)
on-investiga	ation		



## % IOPC reviews resulting in...



Ce	<b>MSF Average</b>	National	
	13	32	
	12	32	
20	25	30	35
investigati	on		

## **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.	%
		6	1%	205	1%
128	46%	123	32%	8793	31%
86	31%	154	45%	11617	41%
		3	1%	470	2%
4	1%	28	8%	2000	7%
		2	0%	144	1%
1	0%	2	1%	54	0%
1	0%	8	3%	722	3%
2	1%	4	2%	235	1%



# **Actions following Schedule 3 complaint cases**

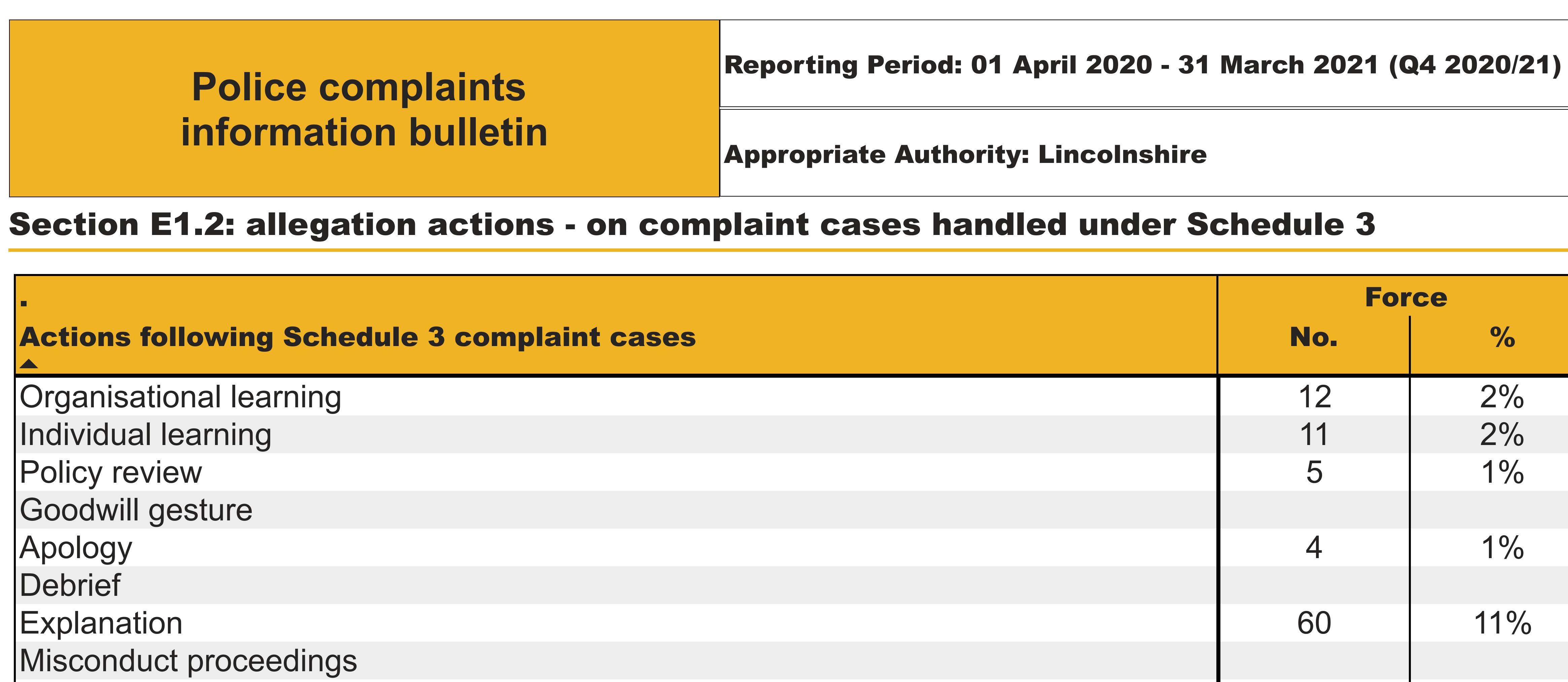
Organisational learning Individual learning Policy review Goodwill gesture Apology Debrief Explanation Misconduct proceedings Unsatisfactory Performance Procedure (UPP) No further action Other action Other actions following a case to answer decision Referral to RPRP

### Notes

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

details of actions available.

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



For	Ce	MSF Av	erage	National	
No.	%	No.	%	No.	%
12	2%	7	3%	456	2%
11	2%	9	4%	1218	5%
5	1%	2	1%	48	0%
				21	0%
4	1%	11	5%	890	4%
		2	1%	183	1%
60	11%	58	26%	5602	24%
		1	0%	18	0%
1	0%	1	0%	6	0%
382	70%	154	56%	13279	57%
11	2%	6	3%	341	1%
1	0%	1	0%	7	0%
1	0%	8	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 co	mplaint cases resulting i
below actions	
<b>Learning</b>	
Force	
National	
Force	
National	

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

	Perce	entage	of con	nplaint	case
					RPRP
7	%				
6	%				
3	%				
1	%				
0	%				
		20	19/20		
		Learning -	- Force L	earning - Na	ational F

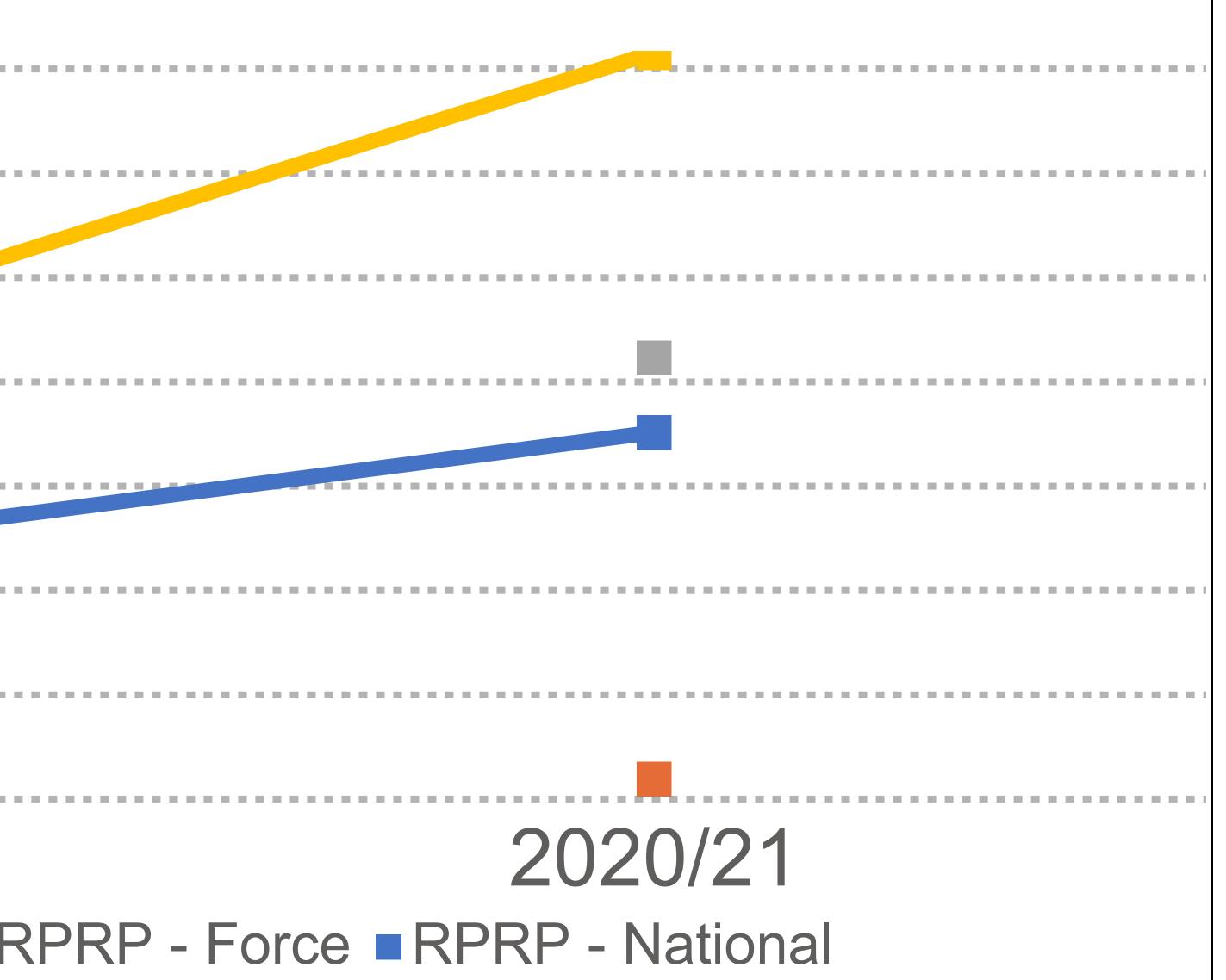
**Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)** 

**Appropriate Authority: Lincolnshire** 

n	2019/20	<b>2020/21</b>
		23
	10	23 1661
	IU	
		1
	6	815

ng in	2019/20	2020/21
		4%
	3%	7%
		0%
	2%	4%

## es resulting in learning or





This section focusses on what happened as a result of the complaint case (action) in relation to RPRP, UPP, and a case to answer for misconduct. Actions are captured at allegation level and multiple actions can be selected, where appropriate, on a single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%. More than one UPP, RPRP, misconduct meeting and misconduct hearing can result from a single allegation, therefore the numbers shown do not represent the number of these processes which occurred in the period.

## **RPRP, UPP, misconduct and criminal**

	Force		<b>MSF</b> Average		National	
ercentage of complaint cases esulting in below actions	No.	%	No.	%	No.	%
PP	1	0%	1	0%	6	0%
isconduct hearing					3	0%
isconduct meeting			1	0%	15	0%
PRP	1	0%	8	4%	815	4%

### **Notes**



## Notes

### **Data sources**

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

## **Performance Framework counting rules and calculation**

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

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

### **Data constraints**

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

### **Further Information**

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

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

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

### **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

