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

Appropriate Authority: Norfolk



Most Similar Force (MSF) Group: North Yorkshire, West Mercia, Lincolnshire, Norfolk, Suffolk, Devon And Cornwall, Wiltshire, North Wales

About this bulletin

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

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

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

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

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Notes

Acronyms used in this bulletin

Sele	ct an authority
Sel	ect all
Avo	on And Somerset
Bed	dfordshire
Brit	tish Transport
Ca	mbridgeshire
Ch	eshire
City	y of London
Cle	eveland
Cui	mbria
De	rbyshire
De	von And Cornwall
Do	rset
Du	rham
Dyf	fed-Powys
Ess	sex
Glo	oucestershire
Gre	eater Manchester
Gw	vent
Ha	mpshire
He	rtfordshire
Hu	mberside
Keı	nt
Lar	ncashire
Lei	cestershire
Lin	colnshire
Me	rseyside
Me	tropolitan
Na	tional
No	rfolk
No	rth Wales
No	rth Yorkshire
No	rthamptonshire
No	rthumbria
No ¹	ttinghamshire

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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	8	8	2	2
MSF Average	6	7	5	6
National	7	7	6	6

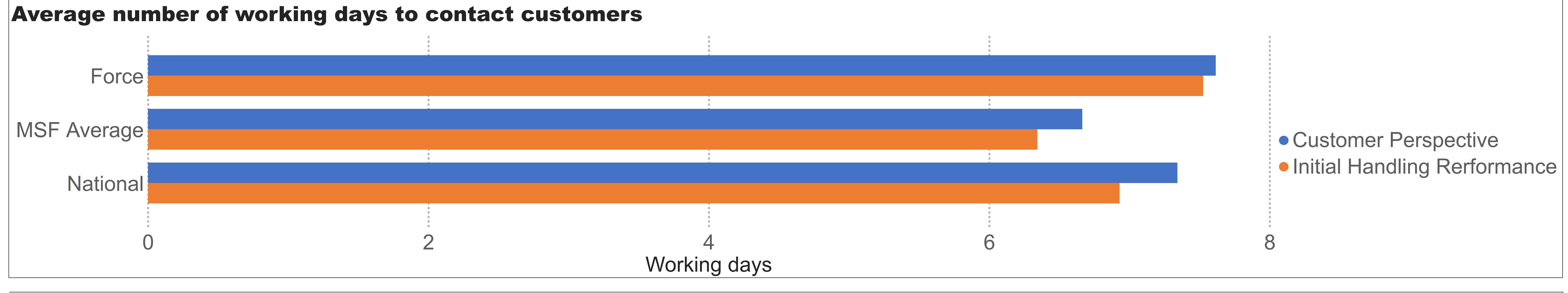
Please note: average times presented in the above table are rounded to the nearest whole number. In comparison, the charts below present the exact result.

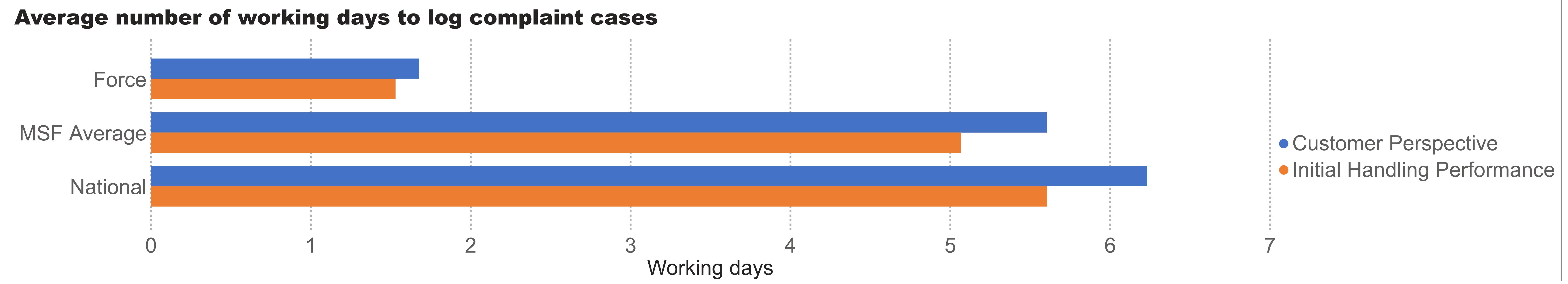
	Force	MSF Average	National
No. of allegations logged per 1,000 employees	387	460	467
No. of complaint cases logged per 1,000 employees	183	286	290

Notes

This section presents information relating to the force's contact with customers and their initial handling of the complaint cases. It shows how long, on average it takes from the customer's perspective from when they made the complaint, and the force's performance of the initial handling from when it received the complaint.

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





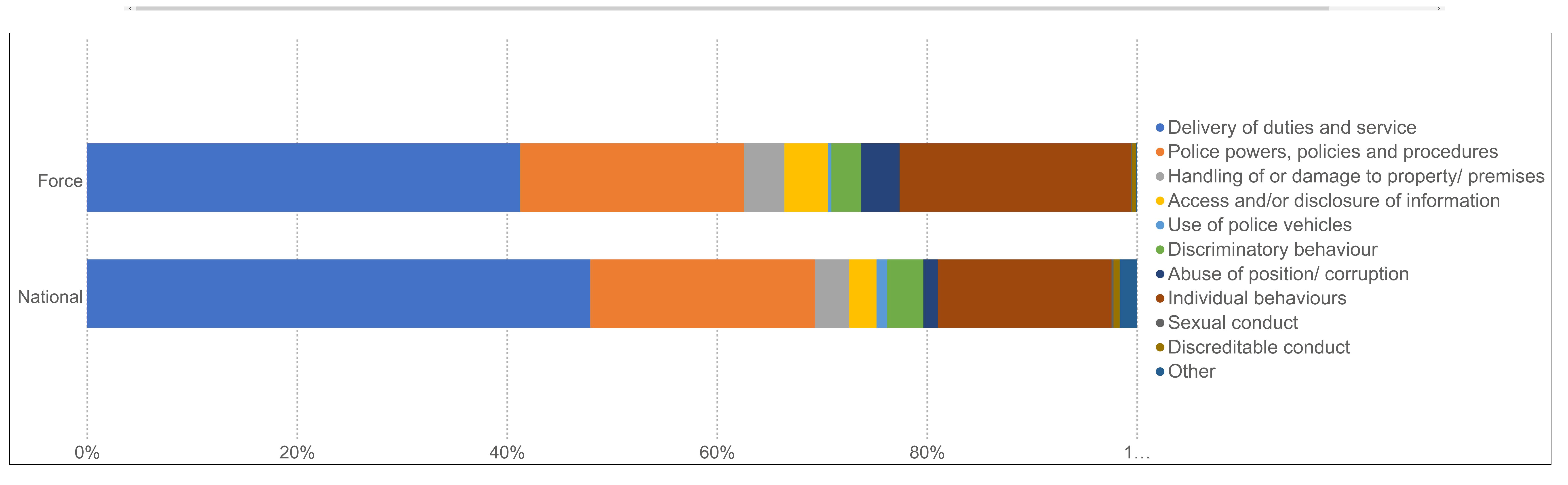
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Section A1.2: allegations logged - what has been complained about

		Delivery of duties and service	powers,		Access and/or disclosure of information	police	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
	Force	507	262	47	51	4	35	45	271	1	5	1	1,229
Number	MSF Average	724	282	44	46	15	37	28	296	2	10	13	1,496
	National	52,300	23,368	3,553	2,845	1,104	3,764	1,490	18,073	199	648	1,807	109,151
	Force	41%	21%	4%	4%	0%	3%	4%	22%	0%	0%	0%	
Percentage	MSF Average	46%	21%	3%	3%	1%	3%	2%	20%	0%	1%	1%	
	National	48%	21%	3%	3%	1%	3%	1%	17%	0%	1%	2%	



Notes

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

Please refer to our Guidance on capturing data about police complaints for guidance on logging allegations and complaint category definitions.

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

		Fore	ce	MSF A	verage	Nati	onal
Category	Subcategory	No.	%	No.	%	No.	%
 Delivery of duties and service 	Total	507	41 %	724	46 %	52,300	48 %
	Police action following contact	370	73 %	380	58 %	23,155	44 %
	Decisions	54	11 %	107	14 %	7,524	14 %
	General level of service	13	3 %	142	15 %	16,612	32 %
	Information	70	14 %	95	13 %	5,006	10 %
						3	0 %
□ Police powers, policies and procedures	Total	262	21 %	282	21 %	23,368	21 %
	Stops, and stop and search	26	10 %	20	7 %	2,275	10 %
	Searches of premises and seizure of property	25	10 %	35	12 %	3,168	14 %
	Power to arrest and detain	49	19 %	40	15 %	3,407	15 %
	Detention in police custody	49	19 %	42	16 %	3,176	14 %
	Bail, identification and interview procedures	8	3 %	13	4 %	702	3 %
	Use of force	87	33 %	77	28 %	6,752	29 %
	Evidential procedures	5	2 %	24	7 %	1,212	5 %
	Out of court disposals	1	0 %	4	1 %	311	1 %
	Other policies and procedures	12	5 %	28	9 %	2,362	10 %
						3	0 %
□ Handling of or damage to property/	Total	47	4 %	44	3 %	3,553	3 %
premises	Handling of or damage to property/ premises	47	100 %	43	99 %	3,541	100 %
				7	10 %	11	0 %
	Delivery of duties and service					1	0 %
□ Access and/or disclosure of information	Total	51	4 %	46	3 %	2,845	3 %
	Use of police systems	4	8 %	3	7 %	233	8 %
	Disclosure of information	33	65 %	32	70 %	1,898	67 %
	Handling of information	13	25 %	9	19 %	601	21 %
	Accessing and handling of information from other sources	1	2 %	2	5 %	113	4 %
Individual behaviours	Total	271	22 %	296	20 %	18,073	17 %
	Unprofessional attitude and disrespect	26	10 %	67	22 %	4,687	26 %
	Lack of fairness and impartiality	74	27 %	62	21 %	2,954	16 %
	Overbearing or harassing behaviours	83	31 %	64	20 %	3,419	19 %
	Impolite language / tone	80	30 %	71	27 %	4,645	26 %
	Impolite and intolerant actions	8	3 %	32	10 %	2,367	13 %
	Other neglect or failure in duty					1	0 %

Notes

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

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

Total % is of the total number of allegations logged.

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

					Alle	gation cates	jory					
Factors	Delivery of duties and service		or damage	Access and/or disclosure of information		behaviour		behaviours			Other	Total
Arrest	34	112	17	5	1	10	4	36	1			220
Call Handling	19		1	2		1		8				31
Child protection / CSA / CSE	51	8	2	7		2	8	20				98
Coronavirus – other	22	13	2	2			1	10		3	1	54
Coronavirus – police powers on restricti	14	3						4				21
Custody	7	55	3	2		3		5				75
Death	12			2				2				16
Domestic / gender abuse	83	10		3		7	5	30				138
Drugs / alcohol	2	3	2				1	3				11
Firearms	1		1	1			1					4
Fraud	3		1	2								6
Hate Crime	6			1				4				11
Investigation	131	10	7	12		2	9	52				223
Mental health	12	3	2	2		1		13				33
Neighbourhood policing	77	4	1	4		5	2	38				131
None	38	4	4	8		2	9	35		2		102
Premises search	6	21	5			1	2	3				38
Public order incident	4	3	1					2				10
Restraint equipment		10										10
Roads/traffic	49	19	3	2	3	4	6	20				106
Social media	4			1								5
Stop and/or search	3	27	1			3		4				38
Taser		2										2

Notes

This section presents information that shows what people are complaining about using a combination of allegation categories and factors.

Categories capture the root of the dissatisfaction expressed in a complaint. Factors capture the situational context of the dissatisfaction expressed in a complaint. The combination of categories and factors provides a richer picture of what people are complaining about compared to the categories alone.

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

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

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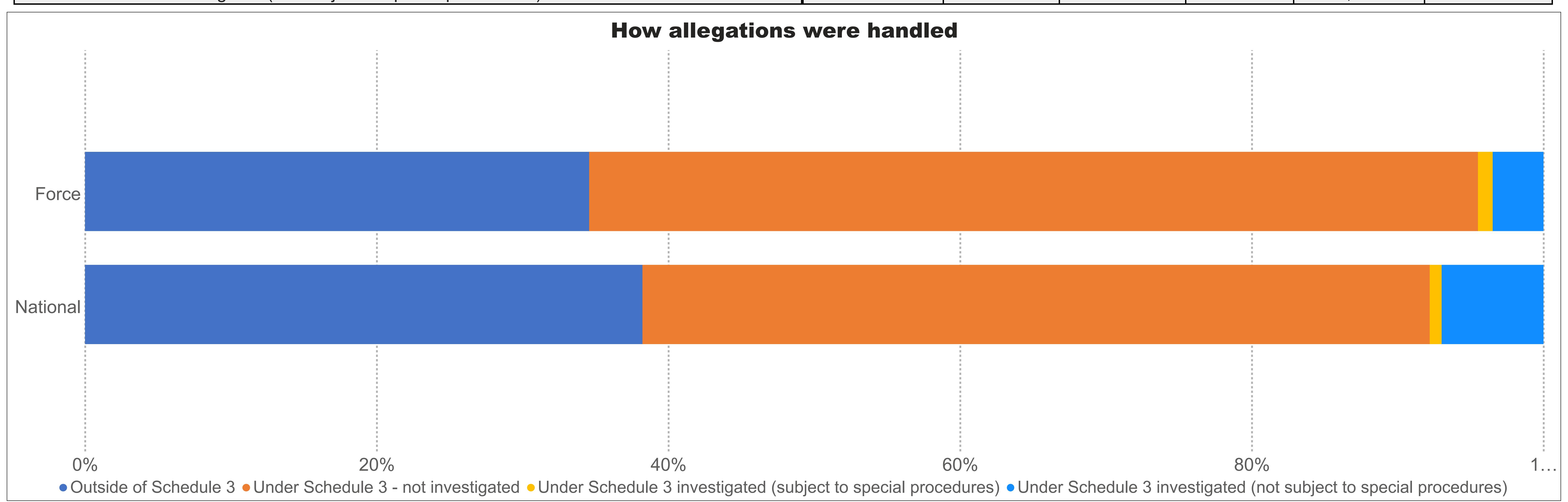
Appropriate Authority: Norfolk



Section A2: how complaint cases and allegations have been handled

	Force		MSF Average		National	
Reason complaint case handled under Schedule 3	No.	%	No.	%	No.	%
Nature of the allegation(s) in the complaint	19	5%	41	8%	5,811	16%
Dissatisfaction after initial handling	27	7%	39	8%	2,889	8%
Complainant wishes the complaint be recorded	230	62%	141	29%	12,440	34%
AA/body responsible for initial handling decides	93	25%	266	55%	15,225	42%

	Fore	ce	MSF A	verage	National	
How allegations were handled	No.	%	No.	%	No.	%
Outside of Schedule 3	308	35%	433	37%	32,012	38%
Under Schedule 3 - not investigated	543	61%	633	57%	45,205	54%
Under Schedule 3 investigated (subject to special procedures)	9	1%	7	1%	688	1%
Under Schedule 3 investigated (not subject to special procedures)	31	3%	68	6%	5,845	7%



Notes

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

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

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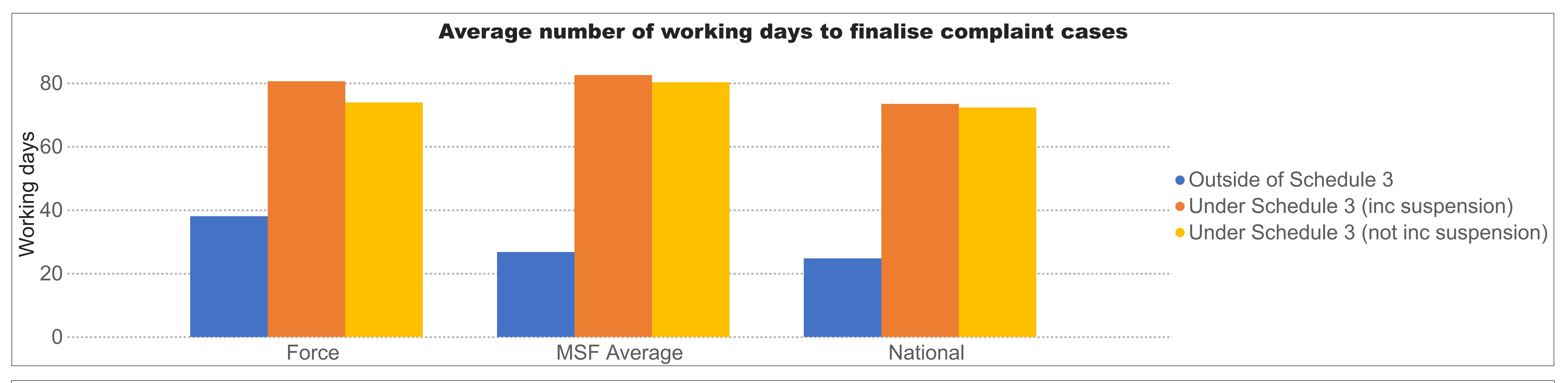
Section A3.1: complaint cases finalised - timeliness

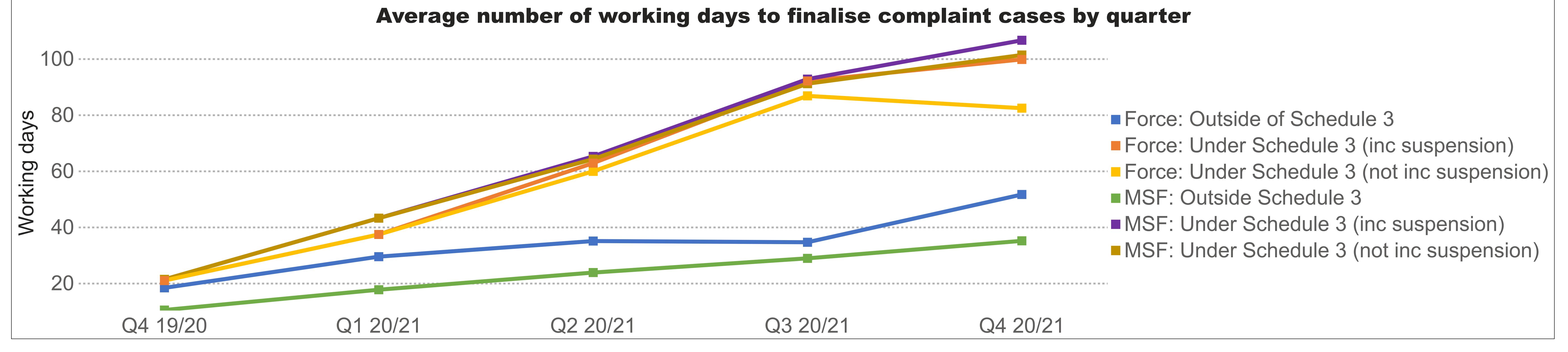
Average number of working days to finalise complaint cases	Force	MSF Average	National
Outside of Schedule 3	38	27	25
Under Schedule 3 (inc suspension)	81	83	73
Under Schedule 3 (not inc suspension)	74	80	72

Notes

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

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





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

	Fo	Force		verage	National		
How allegations were handled	No.	%	No.	%	No.	%	
Outside of Schedule 3	308	35%	433	37%	32,012	38%	
Under Schedule 3 - not subject to investigation	543	61%	633	57%	45,205	54%	
Under Schedule 3 - by local investigation	40	4%	75	7%	6,496	8%	
Under Schedule 3 - by independent investigation			3	0%	37	0%	

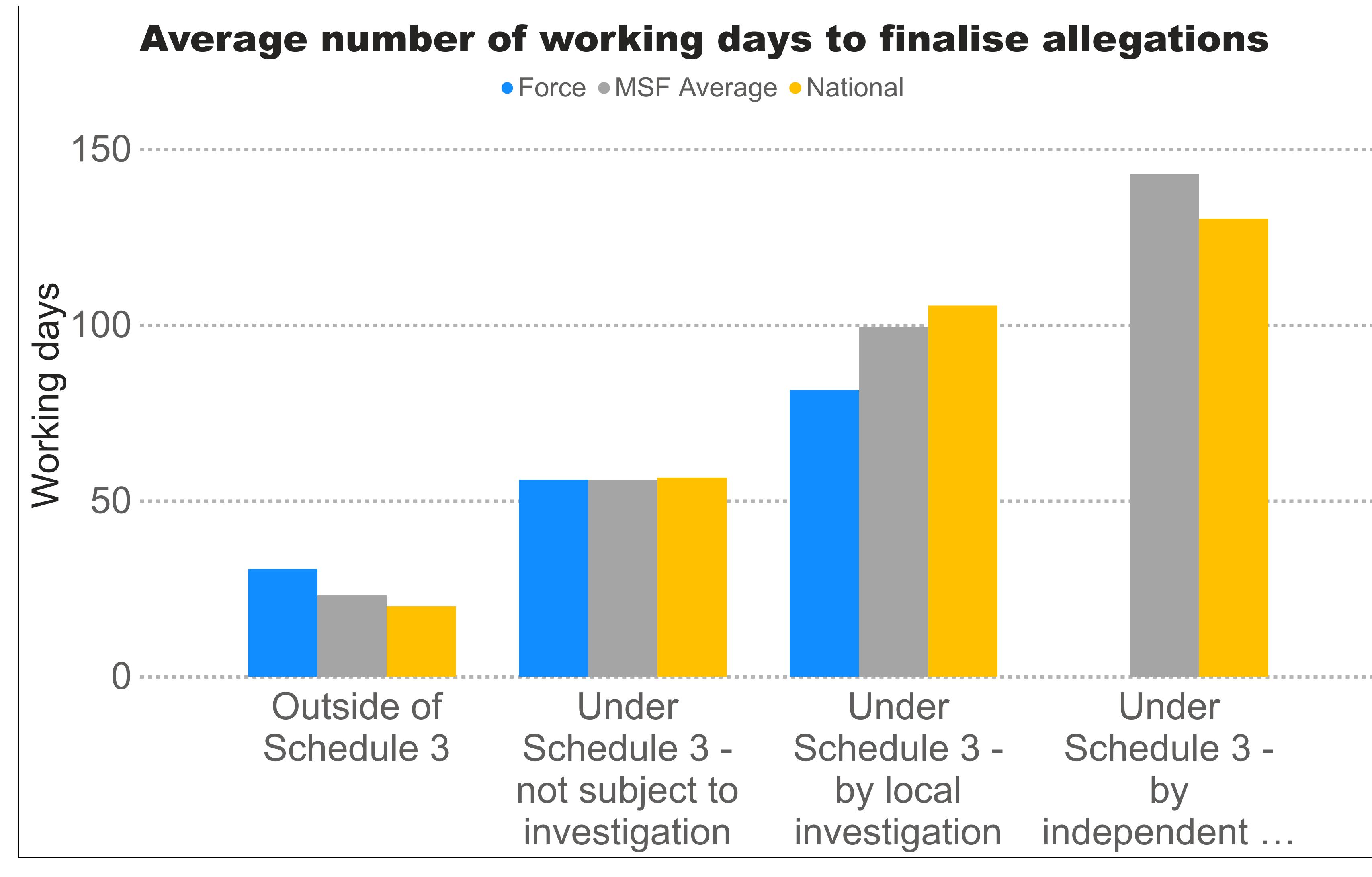
Average number of working days to finalise allegations	Force	MSF Average	National
Outside of Schedule 3	31	23	20
Under Schedule 3 - not subject to investigation	56	56	57
Under Schedule 3 - by local investigation	81	99	106
Under Schedule 3 - by independent investigation		143	130

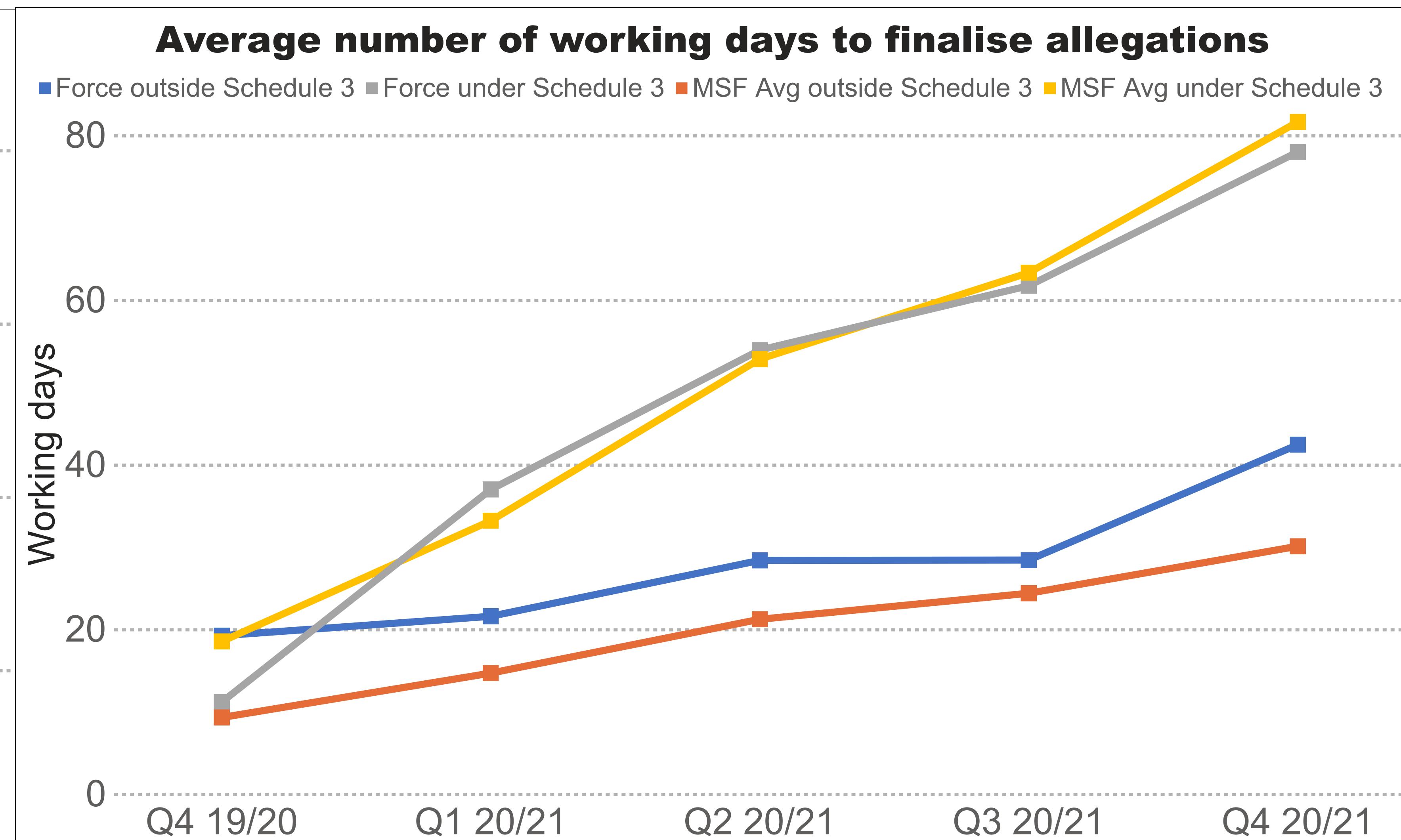
Notes

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





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

How allegations were handled ▲	Force %	Force No.	National %	National No.
Outside of Schedule 3	35 %	308	38 %	32,011
Under Schedule 3 - not investigated	61 %	543	54 %	45,201
Under Schedule 3 investigated (subject to special procedures)	1 %	9	1 %	688
Under Schedule 3 investigated (not subject to special procedures)	3 %	31	7 %	5,845
Total	100 %	891	100 %	83,745

How allegations were handled	Out	side of S	Schedu	ile 3	Un	der Sche investi			not Under Schedule 3 investigated (subject to special procedures)							
Allegation decision	Force			Nat. No.				Nat. No.		Force		Nat. No.				Nat. No.
	%	No.	%		%	No.	%		%	No.	%		%	No.	%	
No further action					27 %	144	14 %	6,252			1 %	10			10 %	572
Regulation 41 applies					2 %	12	0 %	55			0 %	2	3 %	1	0 %	27
Service provided - unable to determine					5 %	28	4 %	1,906			1 %	4	6 %	2	3 %	147
Service provided - not acceptable					9 %	47	11 %	5,153			1 %	10	10 %	3	10 %	561
Service provided - acceptable			0 %	8	53 %	287	66 %	29,644	67 %	6	14 %	99	81 %	25	73 %	4,279
Not Resolved	11 %	35	6 %	1,955												
Resolved	89 %	273	94 %	30,048												
No Case to Answer									33 %	3	59 %	403				
Case to Answer											20 %	136				
Withdrawal					5 %	25	5 %	2,191			3 %	24			4 %	259
Total	35 %	308	38 %	32,011	61 %	543	54 %	45,201	1 %	9	1 %	688	3 %	31	7 %	5,845

Notes

This section presents information about the decisions being given on allegations. An allegation decision is logged for each allegation finalised.

The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside or under Schedule 3; and secondly, the means of handling where it has been dealt with under Schedule 3.

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

Please refer to our <u>Guidance on capturing data about police complaints</u> for details of allegation decisions.

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

		Allegation category										
Allegation decisions	Delivery of duties and service	powers,	or damage to property/	Access and/or disclosure of information		behaviour		behaviours			Other	Total
No further action	75	14	6	4		5	6	29		4	1	144
Regulation 41 applies	6	5	1					1				13
Service provided - unable to determine	7	8		2	1	2	3	7				30
Service provided - not acceptable	31	5	3	3	1		1	6				50
Service provided - acceptable	102	87	9	15		15	12	78				318
Not Resolved	19	7			1	1		7				35
Resolved	171	16	14	11	1	2	2	56				273
No Case to Answer		3										3
Withdrawal	4	16				3	1	1				25

Notes

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

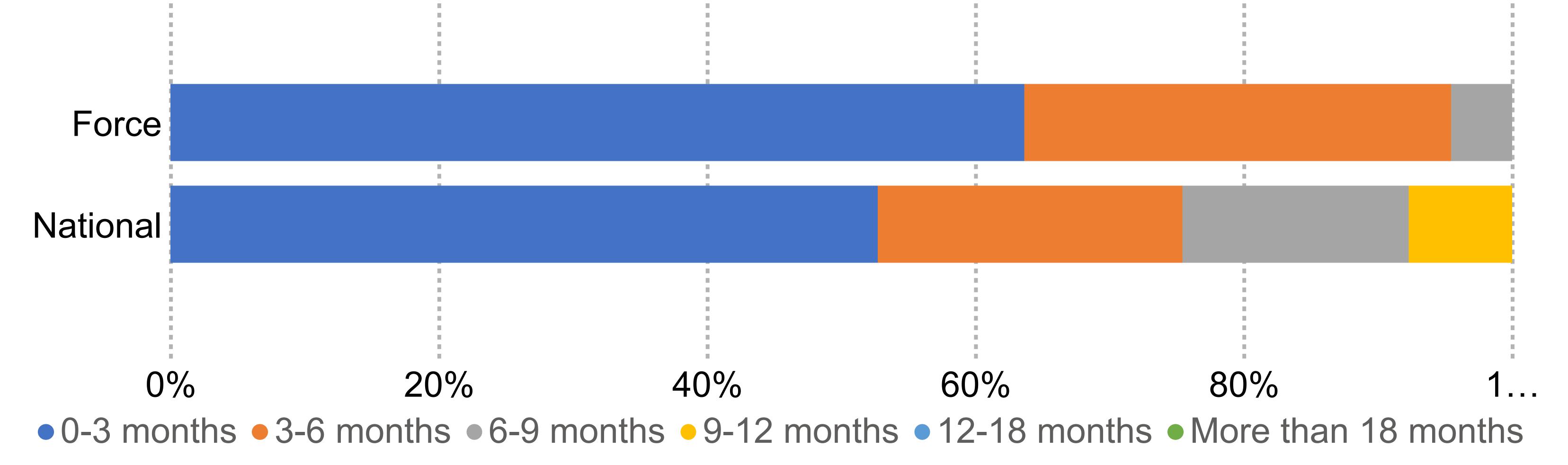
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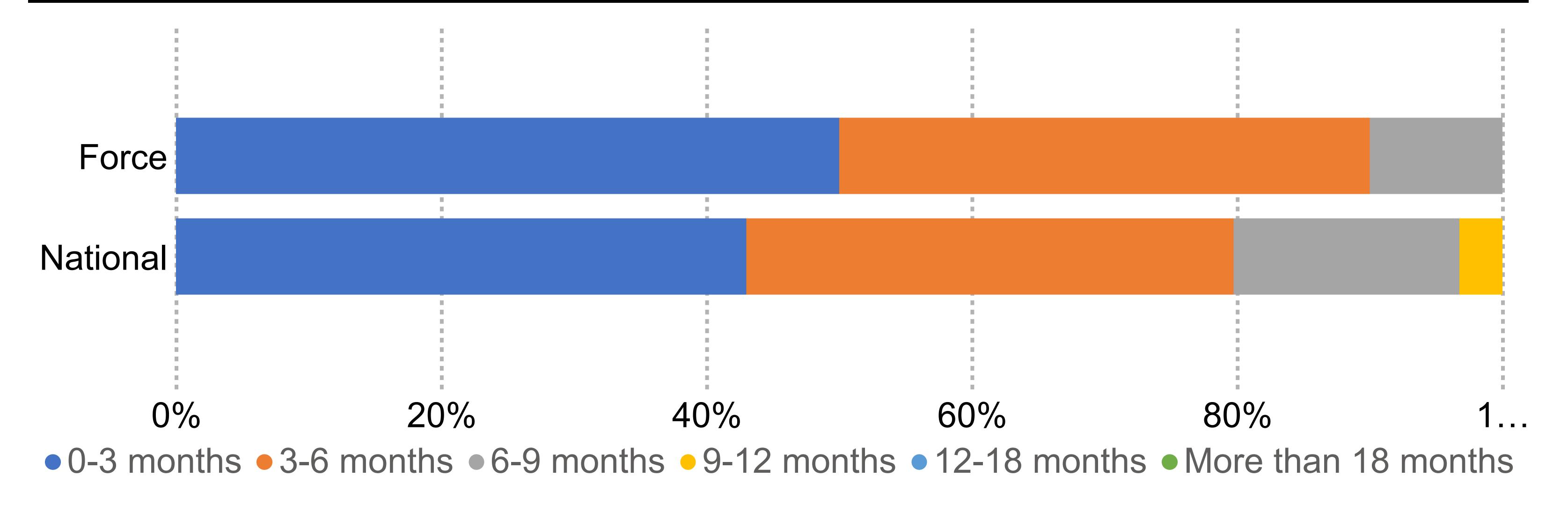


Section B1: investigations (all investigation types) - timeliness

Investigations active for	Force	MSF Average	National
0-3 months	64%	54%	53%
3-6 months	32%	38%	23%
6-9 months	5%	20%	17%
9-12 months		8%	8%
12-18 months			
More than 18 months			



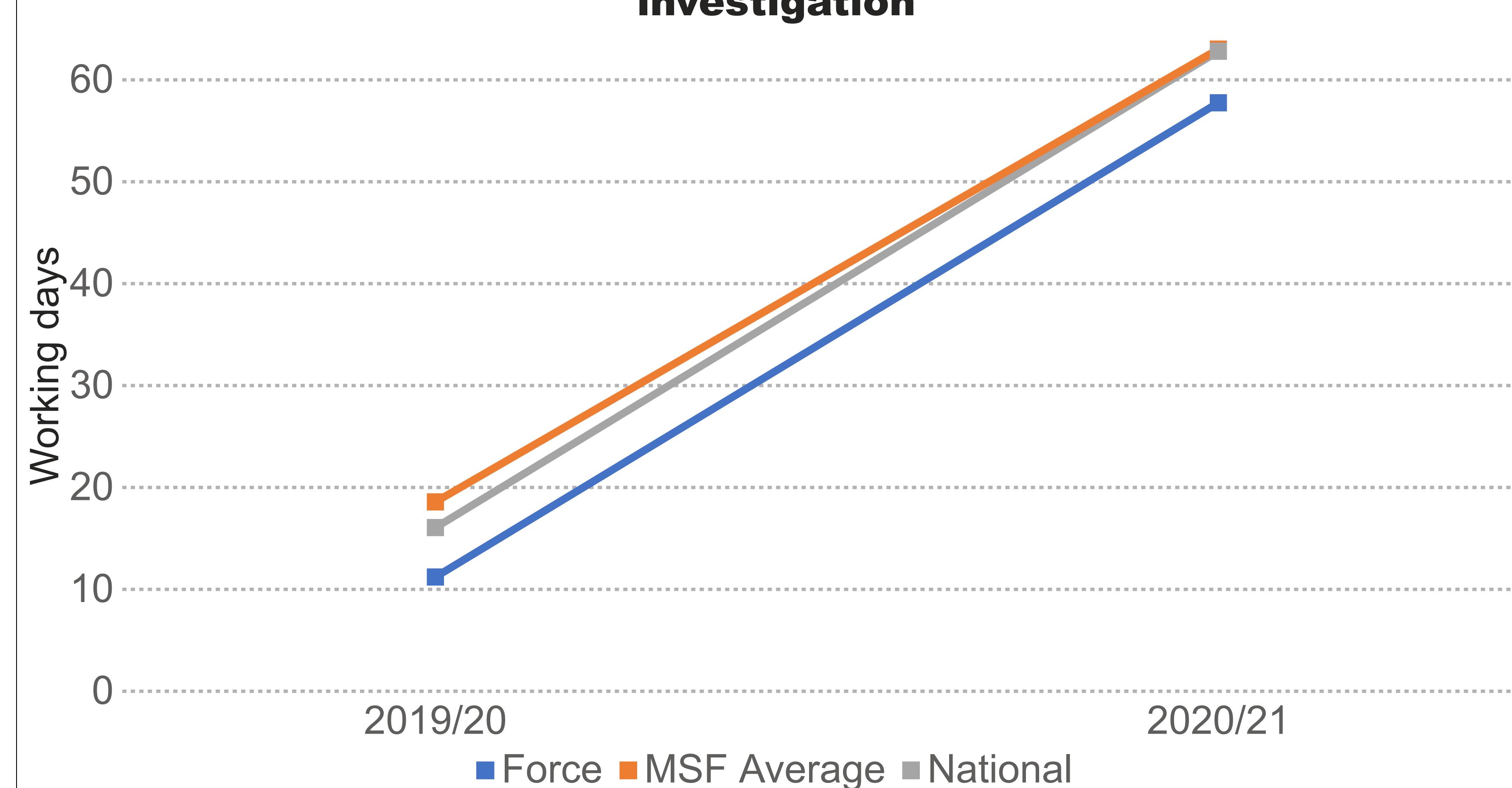
Investigations completed in	Force	MSF Average	National
0-3 months	50%	38%	43%
3-6 months	40%	38%	37%
6-9 months	10%	21%	17%
9-12 months		9%	3%
12-18 months			
More than 18 months			



Allegations finalised by investigation (all types) - timeliness

	Year allegation finalised				
Average number of working days	2019/20	2020/21			
Force	11	58			
MSF Average	19	63			
National	16	63			





Notes

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

The data shows how long investigations have been open (active) at the end of the period being reported. Also, the time it takes for allegations that have been investigated to be finalised.

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

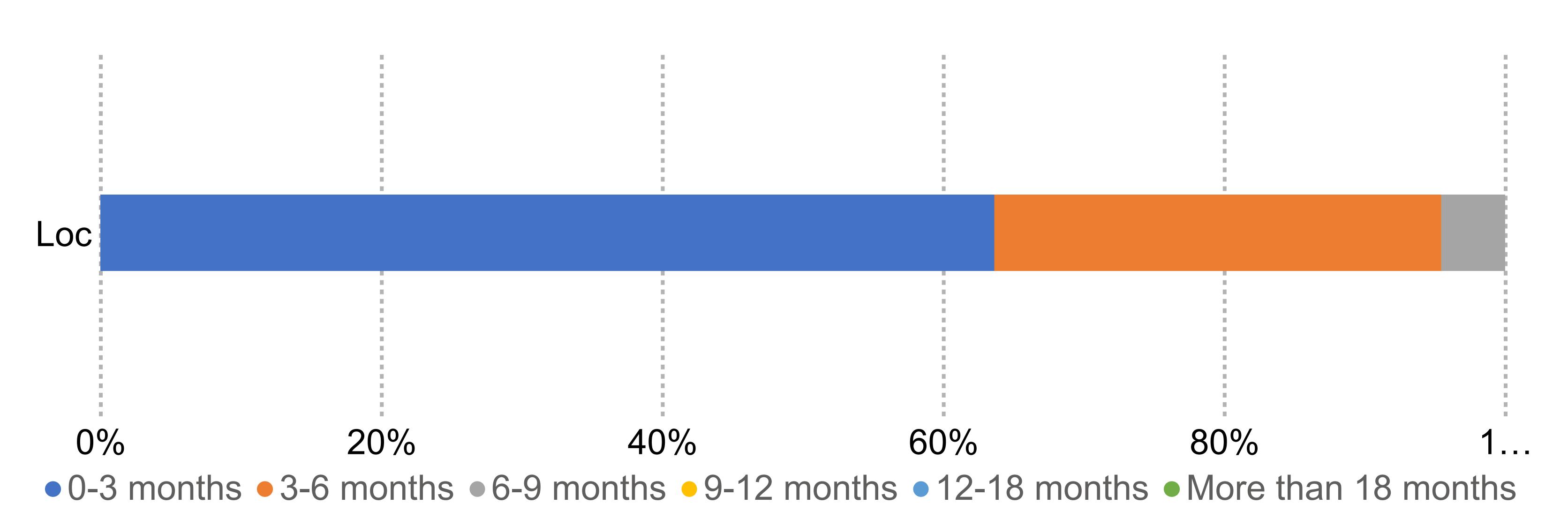
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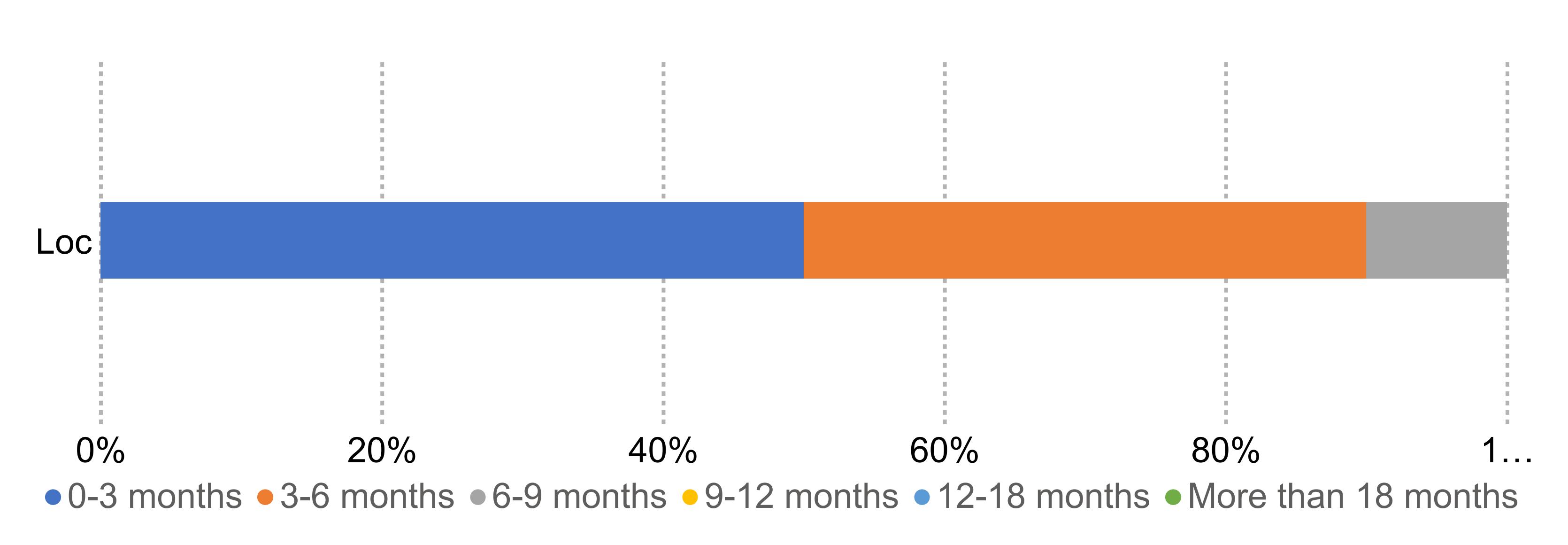


Section B2: investigations (by type of investigation) - timeliness

Investigations active for	Loc	Ind	AII
0-3 months	64 %		64 %
3-6 months	32 %		32 %
6-9 months	5 %		5 %
9-12 months			
12-18 months			
More than 18 months			

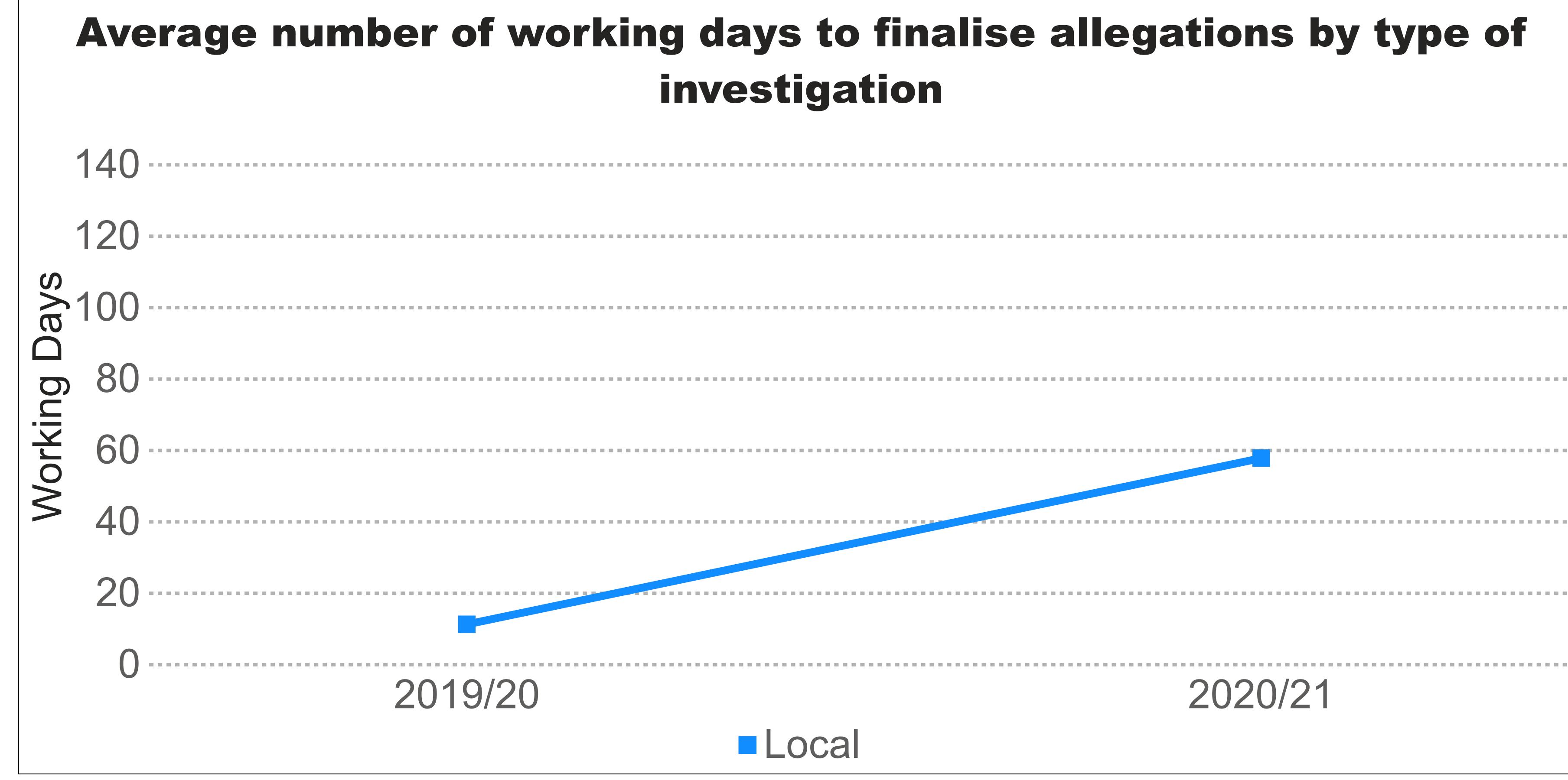


Investigations completed in	Loc	AII
0-3 months	50 %	50 %
3-6 months	40 %	40 %
6-9 months	10 %	10 %
9-12 months		
12-18 months		
More than 18 months		



Allegations finalised by investigation - timeliness

	Year allegation finalised				
Average number of working days	2019/20	2020/21			
Local	11	58			
Independent					
AII	11	58			



Notes

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

The data shows how long investigations have been open (active) at the end of the period being reported. Also, the time it takes for allegations that have been investigated to be finalised by the type of investigation. At present, allegations finalised by directed invetigations are being included under 'local investigation'. The IOPC is working with force IT suppliers to ensure that reporting on this is possible in the future.

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

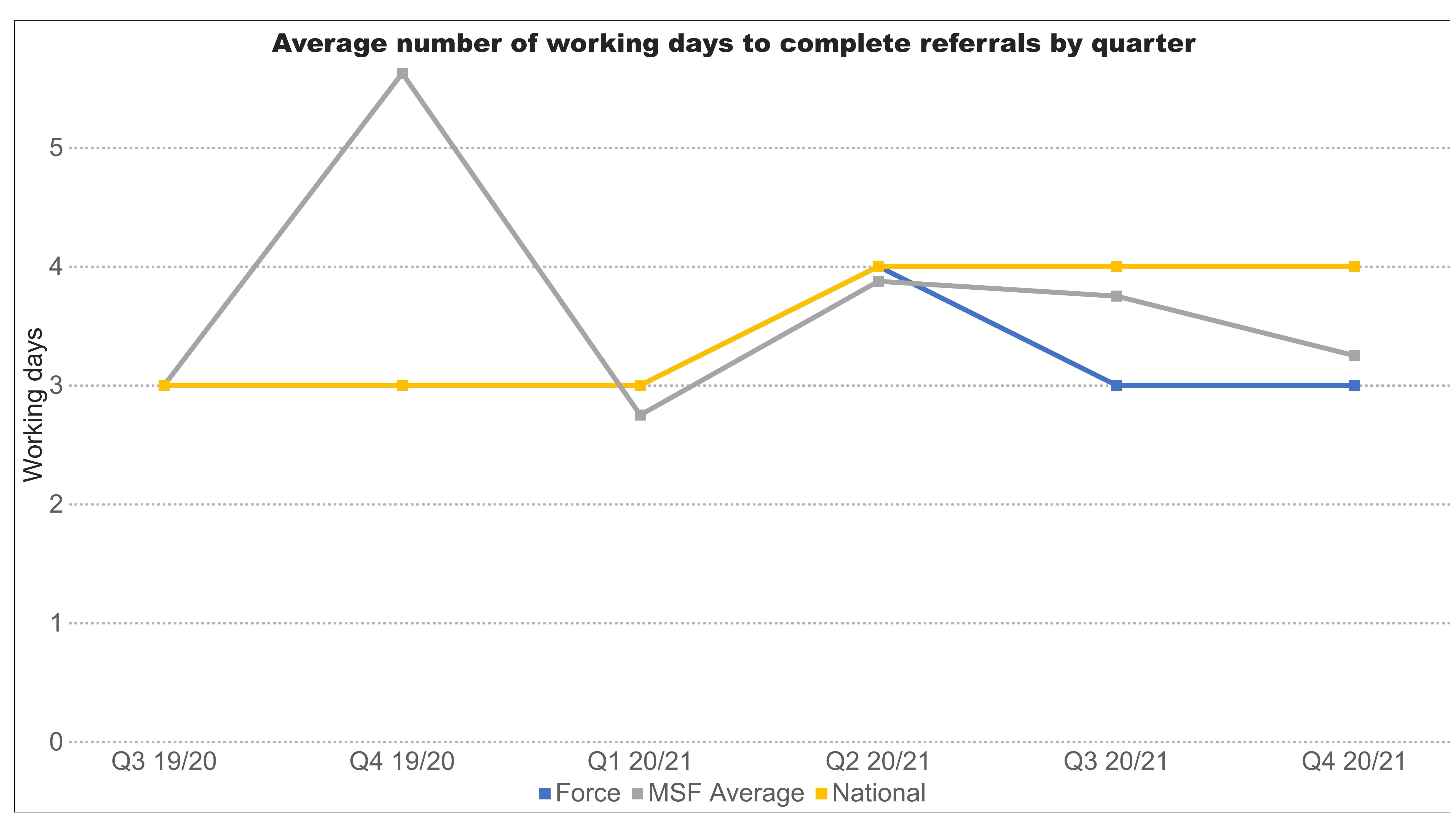
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Section C: referrals

	Force	Force %	MSF Average	MSF Average %	National	National %
Number referrals received	63		58		4,542	
Number referrals completed	63		58		4,546	
Decision: Independent Investigation	2	3%	7	12%	577	13%
Decision: Directed Investigation	0	0%	0	1%	47	1%
Decision: Local Investigation	53	84%	35	60%	2,712	60%
Decision: Return to Force	8	13%	16	26%	1,153	25%
Decision: Invalid	0	0%	0	1%	28	1%



Notes

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

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

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

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

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

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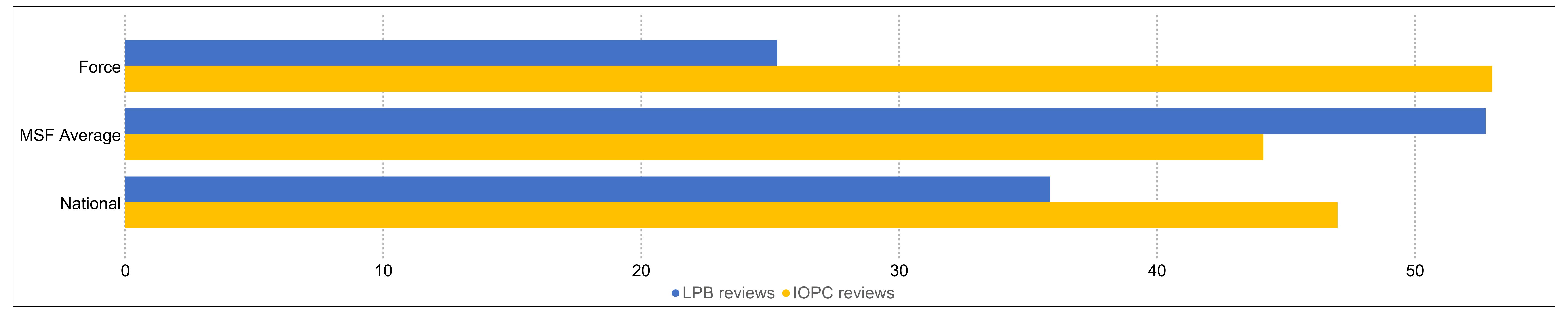


Section D1: reviews received

	Complaint cases finalised under Schedule 3	Reviews received	Reviews received as proportion of complaint cases finalised under Schedule 3		Number LPB reviews received - non-investigation		Number IOPC reviews received - non-investigation
Force	227	74	33%	1	49	7	17
MSF Average	275	78	32%	22	45	3	9
National	23,243	5,371	23%	1,156	3,246	478	491

Section D2: reviews timeliness

	Force	MSF Average	National
Average number of working days to complete Local Policing Body reviews	25	53	36
Average number of working days to complete IOPC reviews	53	44	47



Notes

Where a complaint has been recorded under Schedule 3 to the *Police Reform Act 2002*, the complainant has a right to apply for a review. A person can apply for review if they are unhappy with the way their complaint was handled, or with the outcome. This applies whether the complaint has been investigated by the appropriate authority or handled otherwise than by investigation (non-investigation). The application for a review will be considered either by the local policing body or the IOPC; the relevant review body depends on the circumstances of the complaint.

This section presents information about applications for review handled by both local policing bodies and the IOPC.

Information about the right of review and who is the relevant review body is available in <u>chapter 18 of the IOPC's Statutory Guidance on the police complaints system (February 2020).</u>

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

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

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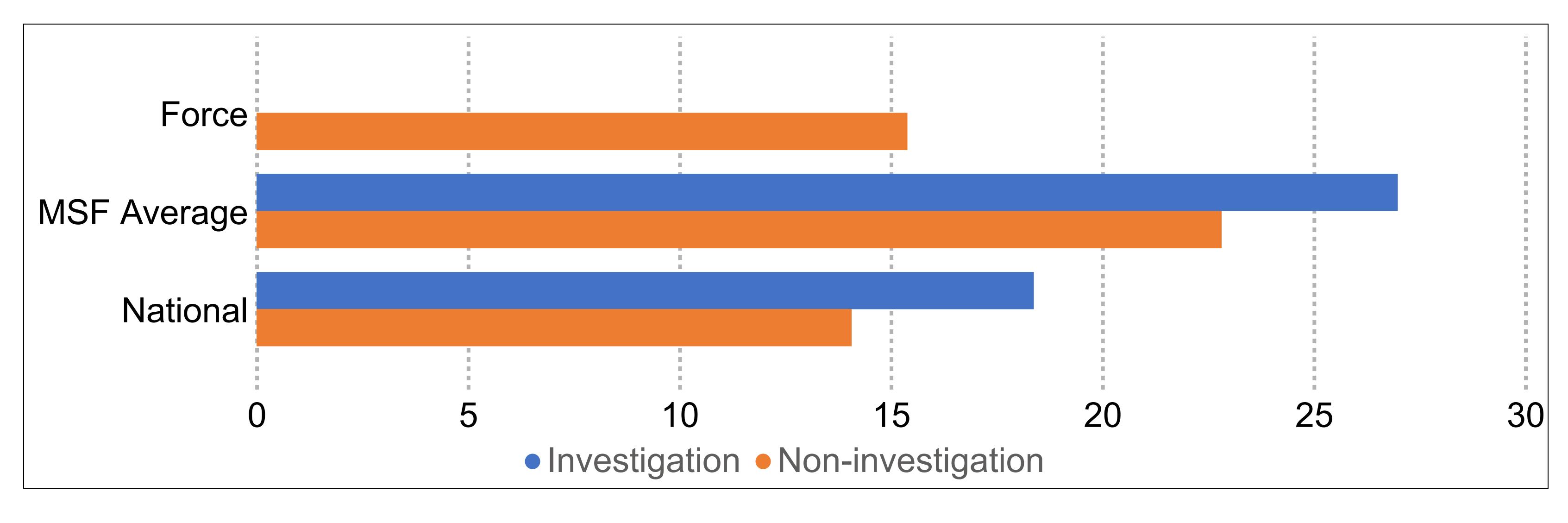
Section D3: decisions on reviews

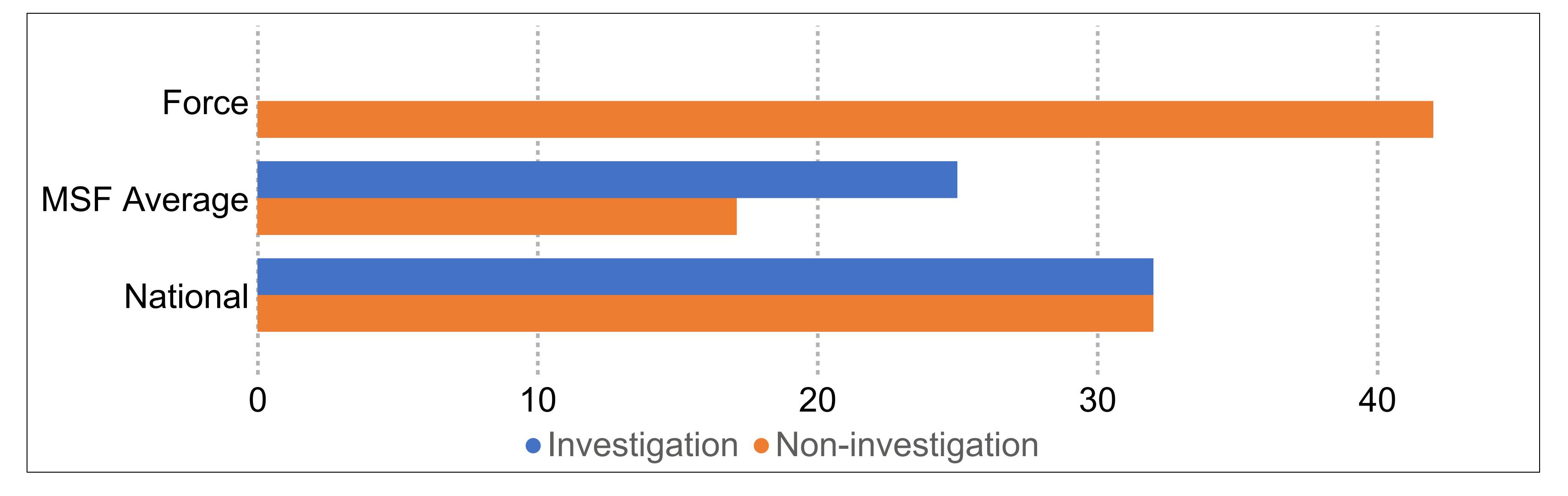
% LPB reviews found complaint case outcome not reasonable and proportionate

	Force	MSF Average	National
Investigation		27	18
Non-investigation	15	23	14

% IOPC reviews found complaint case outcome not reasonable and proportionate

	Force	MSF Average	National
Investigation	0	25	32
Non-investigation	42	17	32





% LPB reviews resulting in...

	Force	MSF Average	National
Recommendation made			

% IOPC reviews resulting in...

	Force	MSF Average	National
Recommendation made	0	0	0
Direction	29	14	23
Extra work commissioned	0	0	1

Notes

This section presents information about the decisions made on reviews by local policing bodies and the IOPC. It includes the proportion of reviews where the relevant review body found the outcome of the complaint was not reasonable and proportionate and those that resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police.

The percentage of reviews the relevant review body determines to be not reasonable and proportionate excludes any reviews that were deemed invalid. Invalid reviews may, for example, include applications that were made outside of the 28 day period to submit an application.

Where the IOPC does not have enough information to decide on a review of a police force investigation, they are able to request that the force undertakes further work to gather additional evidential material. This is known as commissioning further work. The proportion of reviews completed where additional work was commissioned are shown in this section.

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

	Force		MSF Average		National	
Actions following outside of Schedule 3 complaint cases	No.	%	No.	%	No.	%
Learning from Reflection	3	2%	7	1%	205	1%
No further action	55	28%	94	28%	8793	31%
Explanation	98	49%	148	46%	11617	41%
Debrief	9	5%	3	2%	470	2%
Apology	30	15%	44	13%	2000	7%
Goodwill gesture			1	0%	144	1%
Policy review	1	1%	1	0%	54	0%
Individual learning	11	6%	6	3%	722	3%
Organisational learning	8	4%	4	3%	235	1%

Notes

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our <u>Guidance on capturing data about police complaints</u> for details of actions available.

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

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Section E1.2: allegation actions - on complaint cases handled under Schedule 3

	Force		MSF A	/erage	National	
Actions following Schedule 3 complaint cases	No.	%	No.	%	No.	%
Organisational learning	10	4%	7	3%	456	2%
Individual learning	12	5%	9	4%	1218	5%
Policy review	1	0%	2	0%	48	0%
Goodwill gesture					21	0%
Apology	9	4%	11	5%	890	4%
Debrief	2	1%	1	1%	183	1%
Explanation	77	34%	77	32%	5602	24%
Misconduct proceedings			1	0%	18	0%
Unsatisfactory Performance Procedure (UPP)			1	0%	6	0%
No further action	132	58%	145	50%	13279	57%
Other action	7	3%	6	2%	341	1%
Other actions following a case to answer decision			1	0%	7	0%
Referral to RPRP			22	8%	815	4%

Notes

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our Guidance on capturing data about police complaints for details of actions available.

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

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

RPRP and learning

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

Percentage of complaint cases resulting in below actions	2019/20	2020/21
Learning		
Force		9%
National	3%	7%
□ RPRP		
National	2%	4%

Percentage of complaint cases resulting in learning or					
RPRP					
8 %					
O /0					
6 %					
4 %					
2 %					
0 %					
2019/20	2020/21				
Learning - Force Learning - National	RPRP - Force RPRP - National				

RPRP, UPP, misconduct and criminal

-	Force		MSF A	verage	National	
Percentage of complaint cases	No.	%	No.	%	No.	%
resulting in below actions						
			_			
UPP			1	0%	6	0%
Misconduct hearing					3	0%
Misconduct meeting			1	0%	15	0%
RPRP			22	8%	815	4%

Notes

This section focusses on what happened as a result of the complaint case (action) in relation to RPRP, UPP, and a case to answer for misconduct.

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

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Notes

Data sources

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

Performance Framework counting rules and calculation

- The counting rules and calculations used to produce the data shown in this bulletin can be found on the IOPC website.
- Average times are presented in working days and do not include weekends or bank holidays.
- Some percentages may add up to more or less than 100% due to rounding.
- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

Data constraints

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

Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the IOPC website.
- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC's Guidance on capturing data about police complaints.
- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC's Statutory Guidance on the police complaints system (February 2020).

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Independent Office for Police Conduction

Appropriate Authority: Norfolk

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