

Police complaints information bulletin

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

Appropriate Authority: North Wales



Most Similar Force (MSF) Group: North Yorkshire, West Mercia, Warwickshire, 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 Constabulary 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 OPC 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

Select an authority

- Select all
- Avon And Somerset
- Bedfordshire
- British Transport
- Cambridgeshire
- Cheshire
- City of London
- Cleveland
- Cumbria
- Derbyshire
- Devon And Cornwall
- Dorset
- Durham
- Dyfed-Powys
- Essex
- Gloucestershire
- Greater Manchester
- Gwent
- Hampshire
- Hertfordshire
- Humberside
- Kent
- Lancashire
- Leicestershire
- Lincolnshire
- Merseyside
- Metropolitan
- National
- Norfolk
- North Wales
- North Yorkshire
- Northamptonshire
- Northumbria
- Nottinghamshire

Select snapshot date

- Q3 FY 2020/21
- Q4 FY 2013/14
- Q4 FY 2014/15
- Q4 FY 2015/16
- Q4 FY 2016/17
- Q4 FY 2017/18
- Q4 FY 2018/19
- Q4 FY 2019/20
- Q4 FY 2020/21

Select reporting period

- 2020/21
- 2019/20
- 2018/19
- 2017/18
- 2016/17
- 2015/16
- 2014/15
- 2013/14
- 2012/13
- 2011/12
- 2010/11
- 2009/10

Select PCA 2017

- (Blank)
- no
- yes

Select publication data

- Exclude
- Include

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

Average number of working days...	To contact customers		To log complaint cases	
	Initial handling performance	Customer perspective	Initial handling performance	Customer perspective
Force	5	6	1	1
MSF Average	6	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.

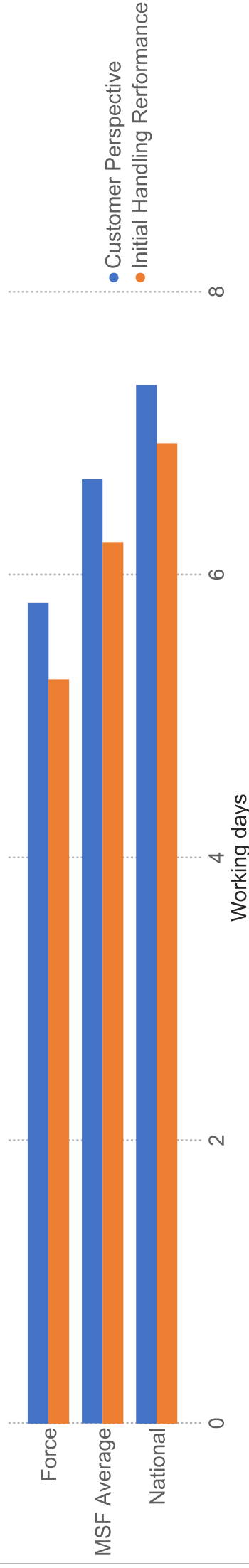
	Force	MSF Average	National
No. of allegations logged per 1,000 employees	384	416	467
No. of complaint cases logged per 1,000 employees	223	258	290

Notes

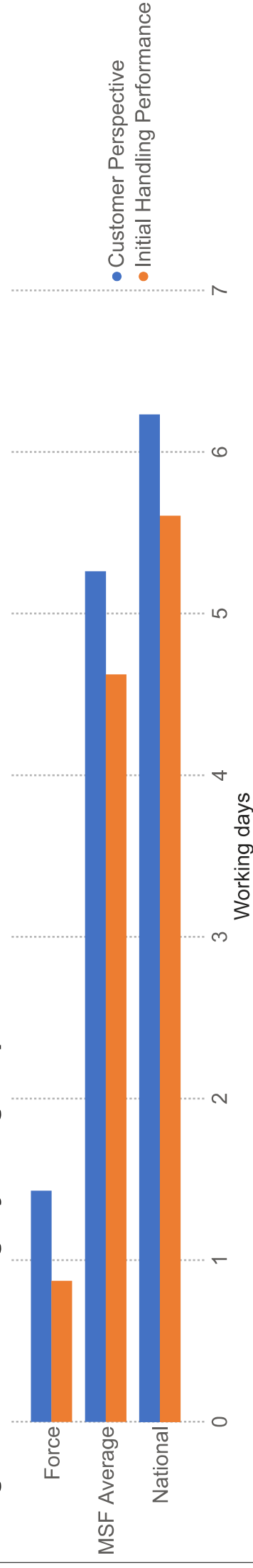
This section presents information relating to the force's contact with customers and their initial handling of the complaint cases. It shows how long, on average it takes from the customer's perspective from when they made the complaint, and the force's performance of the initial handling from when it 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 [LOPC website](#) for explanations of customer perspective, initial handling and invalid dates.

Average number of working days to contact customers

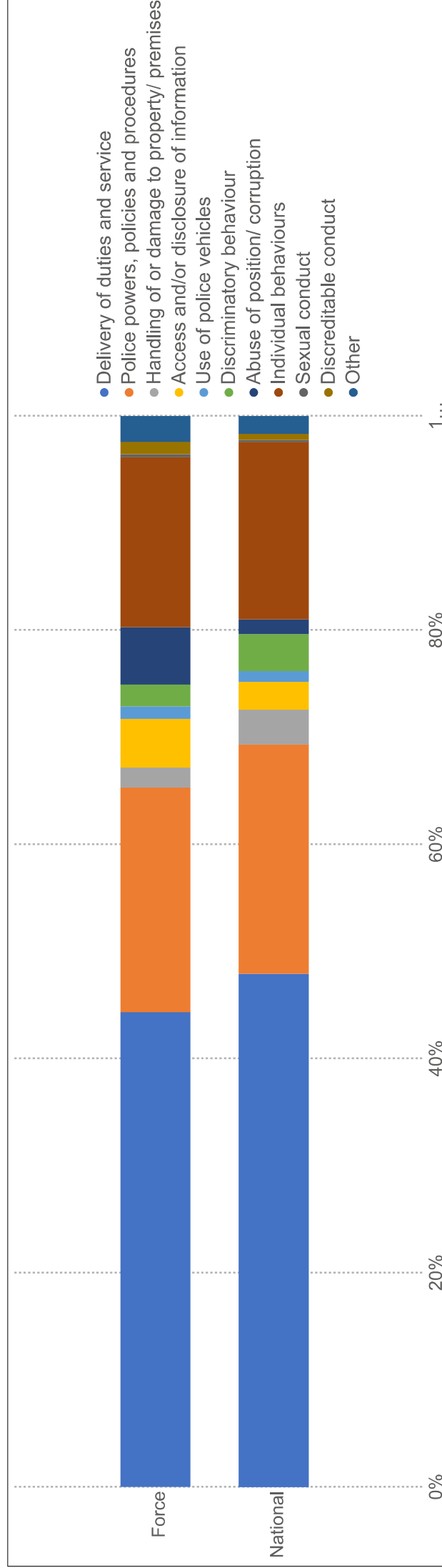


Average number of working days to log complaint cases



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

	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	497	235	21	51	13	23	60	178	3	13	27	1,121
MSF Average	704	258	42	41	13	37	24	279	2	10	14	1,423
National	52,300	23,368	3,553	2,845	1,104	3,764	1,490	18,073	199	648	1,807	109,151
Force	44%	21%	2%	5%	1%	2%	5%	16%	0%	1%	2%	
MSF Average	48%	20%	3%	3%	1%	3%	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 [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

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

Category	Subcategory	Force		MSF Average		National	
		No.	%	No.	%	No.	%
☐ Delivery of duties and service	Total	497	44 %	704	48 %	52,300	48 %
	Police action following contact	373	75 %	342	53 %	23,155	44 %
	Decisions	64	13 %	106	14 %	7,524	14 %
	General level of service	20	4 %	169	21 %	16,612	32 %
	Information	40	8 %	86	12 %	5,006	10 %
	Total	235	21 %	258	20 %	23,368	21 %
	Stops, and stop and search	5	2 %	19	7 %	2,275	10 %
	Searches of premises and seizure of property	30	13 %	33	13 %	3,168	14 %
	Power to arrest and detain	20	9 %	37	15 %	3,407	15 %
	Detention in police custody	60	26 %	38	15 %	3,176	14 %
☐ Police powers, policies and procedures	Bail, identification and interview procedures	19	8 %	12	4 %	702	3 %
	Use of force	77	33 %	70	27 %	6,752	29 %
	Evidential procedures	13	6 %	24	8 %	1,212	5 %
	Out of court disposals			3	1 %	311	1 %
	Other policies and procedures	11	5 %	24	9 %	2,362	10 %
	Total	51	5 %	41	3 %	2,845	3 %
	Use of police systems	1	2 %	3	6 %	233	8 %
	Disclosure of information	25	49 %	29	70 %	1,898	67 %
	Handling of information	24	47 %	8	19 %	601	21 %
	Accessing and handling of information from other sources	1	2 %	2	7 %	113	4 %
☐ Access and/or disclosure of information	Total	60	5 %	24	2 %	1,490	1 %
	Abuse of position for financial purpose			1	5 %	53	4 %
	Abuse of position for sexual purpose	1	2 %	1	14 %	52	3 %
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship			1	4 %	35	2 %
	Abuse of position for other purpose	8	13 %	7	31 %	494	33 %
	Obstruction of justice	48	80 %	15	43 %	666	45 %
	Organisational corruption	3	5 %	3	23 %	190	13 %
	Total	178	16 %	279	19 %	18,073	17 %
	Unprofessional attitude and disrespect	39	22 %	61	21 %	4,687	26 %
	Lack of fairness and impartiality	59	33 %	60	21 %	2,954	16 %
☐ Individual behaviours	Overbearing or harassing behaviours	16	9 %	61	20 %	3,419	19 %
	Impolite language / tone	39	22 %	64	26 %	4,645	26 %
	Impolite and intolerant actions	25	14 %	33	12 %	2,367	13 %
	Total	1				1	0 %
	Other neglect or failure in duty						

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)

Factors	Allegation category											Total				
	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					
Arrest	12	86	8	5				7				1			4	159
Call Handling	48			1								9				60
Child protection / CSA / CSE	3			7				2				2			1	15
Coronavirus – other	30	10										13			2	61
Covert policing												1				1
Custody	11	71	1	1				1				11				98
Domestic / gender abuse	11			3								1				16
Hate Crime	8			1								1				10
Investigation	348	31	11	20	1	1	9	48				81		1	3	553
Mental health		1										1				3
Neighbourhood policing	18	1			1							4				24
None	15	2		10	1	1	3	1				6	1	7	13	59
Premises search	2	20	1	1				1				5				30
Public order incident	3	2							1			2				8
Roads/traffic	3	3			10							8		1		25
Serious injury	1	1										5		2		2
Social media	5			1								7		2		13
Stop and/or search	1	16		1								7				25

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.

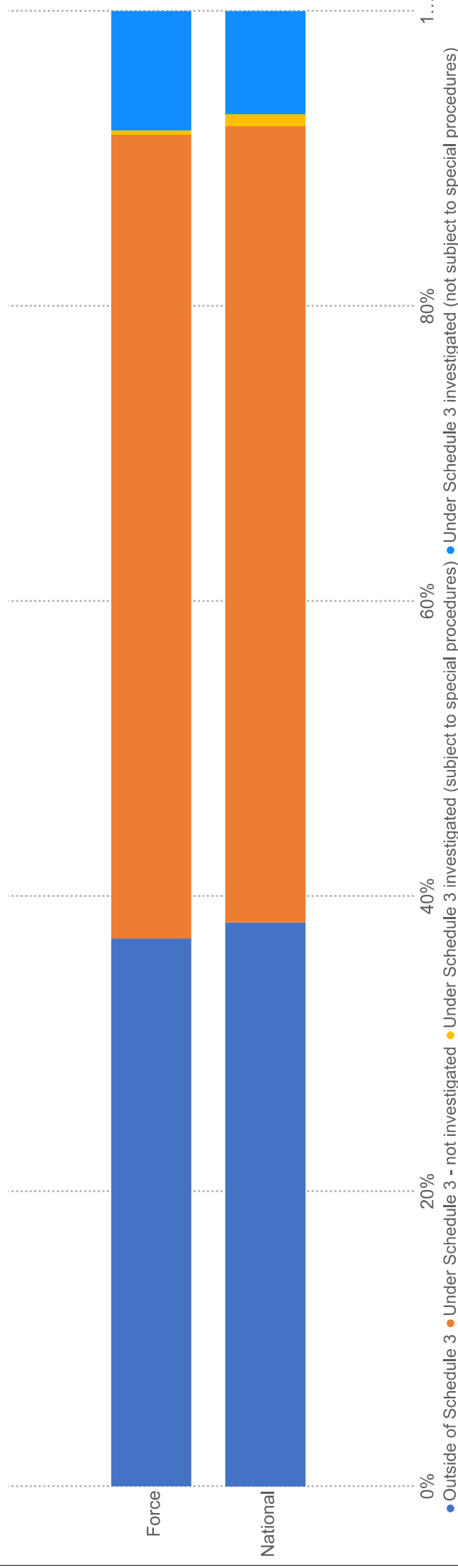
Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

Section A2: how complaint cases and allegations have been handled

Reason complaint case handled under Schedule 3	Force		MSF Average		National	
	No.	%	No.	%	No.	%
Nature of the allegation(s) in the complaint	137	48%	41	10%	5,811	16%
Dissatisfaction after initial handling	15	5%	43	10%	2,889	8%
Complainant wishes the complaint be recorded	33	12%	116	28%	12,440	34%
AA/body responsible for initial handling decides	101	35%	213	52%	15,225	42%

How allegations were handled	Force		MSF Average		National	
	No.	%	No.	%	No.	%
Outside of Schedule 3	368	37%	446	44%	32,012	38%
Under Schedule 3 - not investigated	540	54%	526	49%	45,205	54%
Under Schedule 3 investigated (subject to special procedures)	3	0%	6	1%	688	1%
Under Schedule 3 investigated (not subject to special procedures)	80	8%	71	8%	5,845	7%

How allegations were handled



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 subject 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.

Section A3.1: complaint cases finalised - timeliness

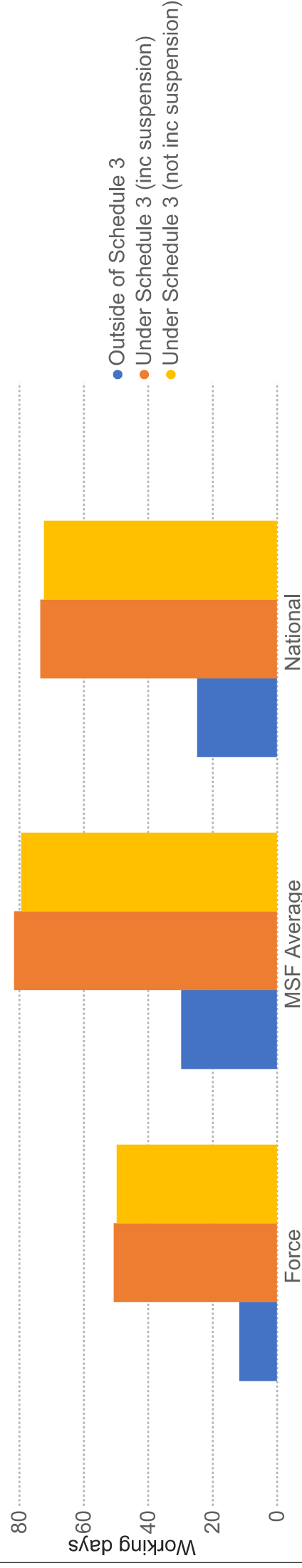
Average number of working days to finalise complaint cases	Force	MSF Average	National
Outside of Schedule 3	12	30	25
Under Schedule 3 (inc suspension)	51	82	73
Under Schedule 3 (not inc suspension)	50	79	72

Notes

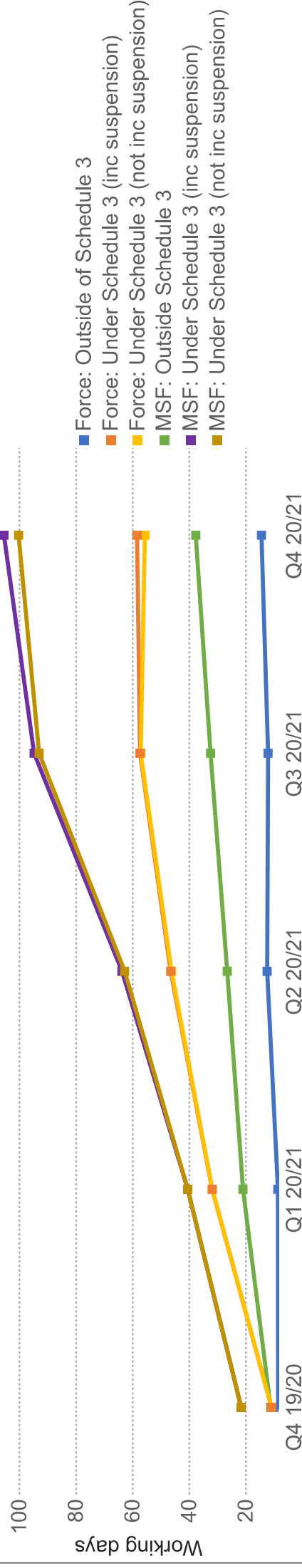
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled outside of Schedule 3 and those that are being handled under Schedule 3 from the date the complaint was made.

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

Average number of working days to finalise complaint cases



Average number of working days to finalise complaint cases by quarter



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

How allegations were handled	Force		MSF Average		National	
	No.	%	No.	%	No.	%
Outside of Schedule 3	368	37%	446	44%	32,012	38%
Under Schedule 3 - not subject to investigation	540	54%	526	49%	45,205	54%
Under Schedule 3 - by local investigation	83	8%	76	8%	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	10	25	20
Under Schedule 3 - not subject to investigation	40	57	57
Under Schedule 3 - by local investigation	80	95	106
Under Schedule 3 - by independent investigation		143	130

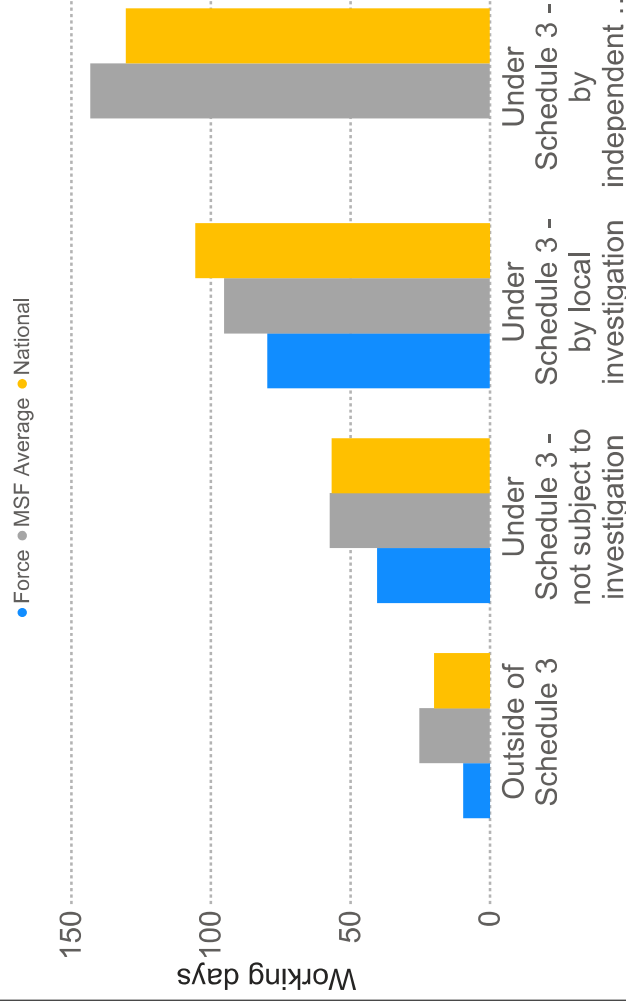
Notes

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.

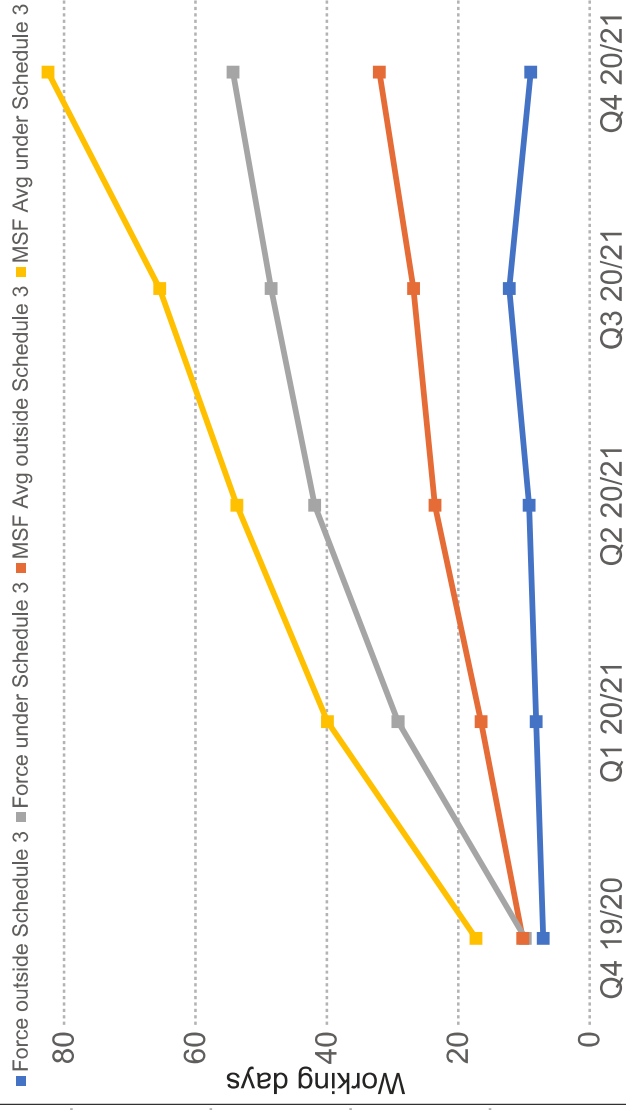
At present, allegations finalised by directed investigations are being included under 'local investigation'. The IOPC is working with force IT suppliers to ensure that reporting on this is possible in the future.

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.

Average number of working days to finalise allegations



Average number of working days to finalise allegations



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

How allegations were handled	Force %	Force No.	National %	National No.
Outside of Schedule 3	37 %	368	38 %	32,011
Under Schedule 3 - not investigated	54 %	540	54 %	45,201
Under Schedule 3 investigated (subject to special procedures)	0 %	3	1 %	688
Under Schedule 3 investigated (not subject to special procedures)	8 %	80	7 %	5,845
Total	100 %	991	100 %	83,745

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)		
	Force %	Force No.	Nat. %	Force %	Force No.	Nat. %	Force %	Force No.	Nat. %	Force %	Force No.	Nat. %
No further action				8 %	42	14 %			1 %	10	1 %	10 %
Regulation 41 applies						0 %			0 %	2		0 %
Service provided - unable to determine				1 %	7	4 %			1 %	4	1 %	3 %
Service provided - not acceptable				15 %	83	11 %			1 %	10	23 %	10 %
Service provided - acceptable				71 %	386	66 %			14 %	99	75 %	73 %
Not Resolved	5 %	20	6 %									
Resolved	95 %	348	94 %									
No Case to Answer							100 %	3	59 %	403		
Case to Answer									20 %	136		
Withdrawal				4 %	22	5 %			3 %	24		4 %
Total	37 %	368	38 %	54 %	540	54 %	0 %	45,201	1 %	688	8 %	7 %

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 subject 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.

Please refer to our [Guidance on capturing data about police complaints](#) for details of allegation decisions.

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

Allegation decisions	Allegation category											Total
	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	
No further action	25	4		2		4	2	4		2		43
Service provided - unable to determine	4					1		2		1		8
Service provided - not acceptable	52	20	2	6	1	1	2	12		4	1	101
Service provided - acceptable	157	131	9	25	3	12	27	73	2	4	3	446
Not Resolved	8	3			1			7			1	20
Resolved	224	20	9	8	7	1		61		2	16	348
No Case to Answer										3		3
Withdrawal	1	8		5		1	1	4		1	1	22

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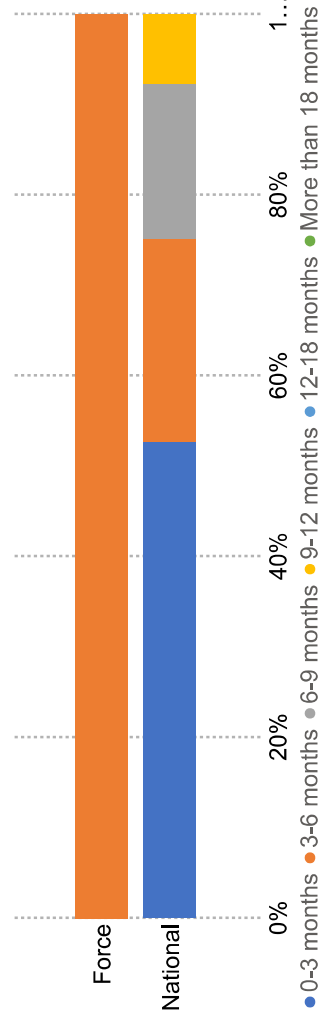
Reporting Period: 01 April 2020 - 31 March 2021 (Q4 2020/21)

Appropriate Authority: North Wales

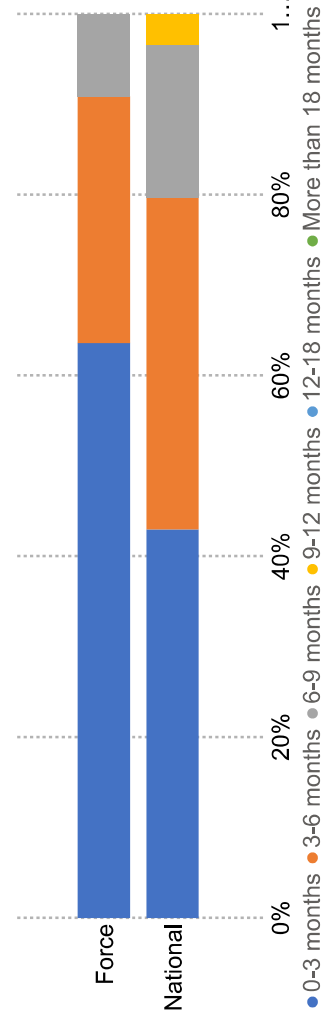


Section B1: investigations (all investigation types) - timeliness

Investigations active for...	Force	MSF Average	National
0-3 months		54%	53%
3-6 months	100%	40%	23%
6-9 months		17%	17%
9-12 months		13%	8%
12-18 months			
More than 18 months			



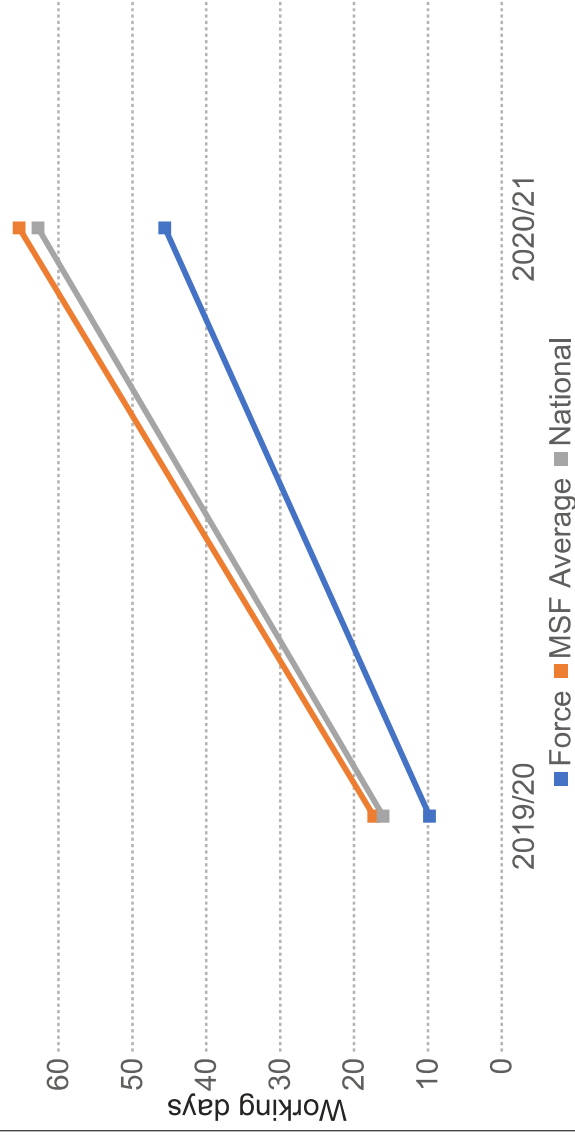
Investigations completed in...	Force	MSF Average	National
0-3 months	64%	44%	43%
3-6 months	27%	35%	37%
6-9 months	9%	19%	17%
9-12 months		5%	3%
12-18 months			
More than 18 months			



Allegations finalised by investigation (all types) - timeliness

Average number of working days	Year allegation finalised	
	2019/20	2020/21
Force	10	46
MSF Average	17	65
National	16	63

Average number of working days to finalise allegations by investigation



Notes

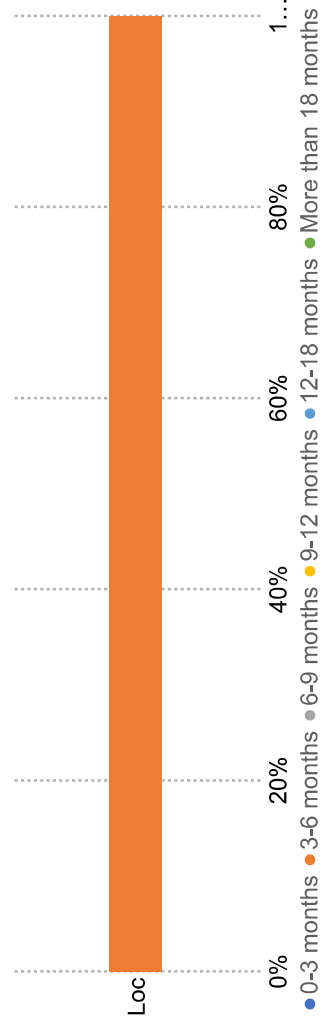
This section presents information about complaints handled under Schedule 3 that are investigated. It covers complaint cases investigated by both the force and the IOPC.

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

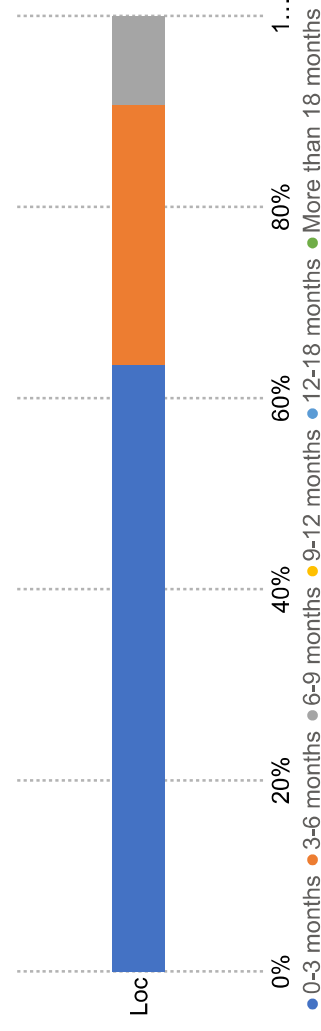
Allegations with 'invalid dates' have been removed from finalised timeliness. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for an explanation of invalid dates.

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

Investigations active for...	Loc	Ind	All
0-3 months			
3-6 months	100 %		100 %
6-9 months			
9-12 months			
12-18 months			
More than 18 months			



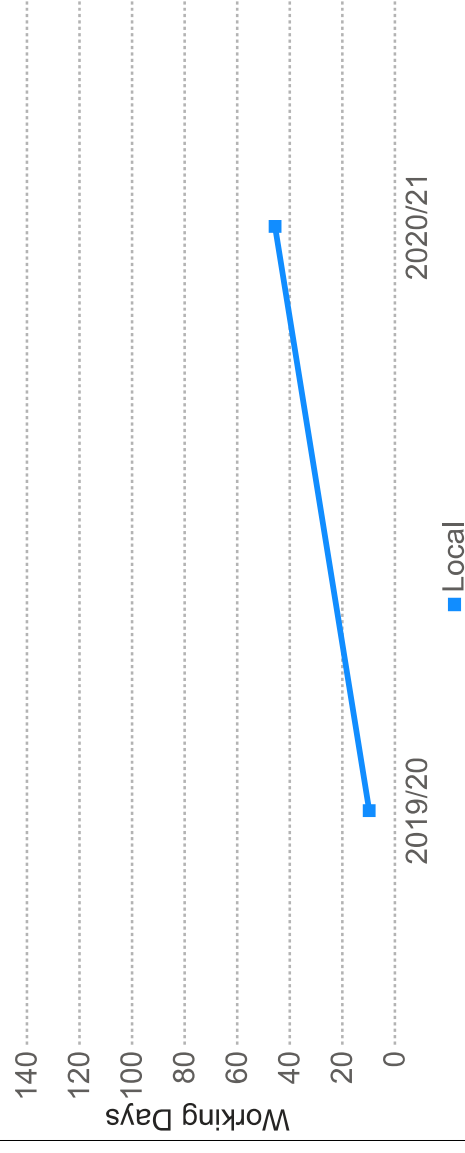
Investigations completed in...	Loc	All
0-3 months	64 %	64 %
3-6 months	27 %	27 %
6-9 months	9 %	9 %
9-12 months		
12-18 months		
More than 18 months		



Allegations finalised by investigation - timeliness

Average number of working days	Year allegation finalised	
	2019/20	2020/21
Local	10	46
Independent		
All	10	46

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



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 investigations 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.

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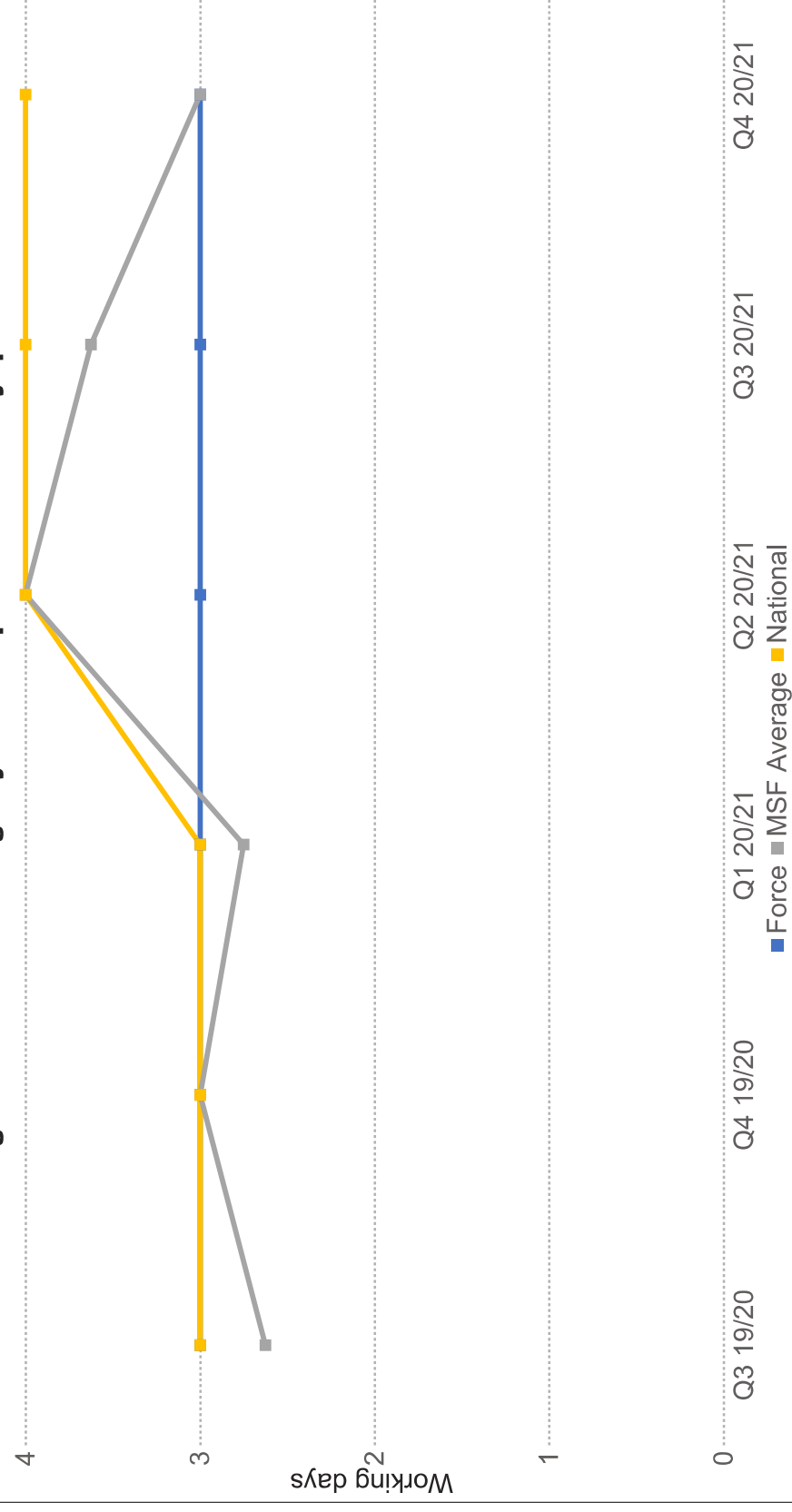
Appropriate Authority: North Wales



Section C: referrals

	Force	Force %	MSF Average	MSF Average %	National	National %
Number referrals received	32		60		4,542	
Number referrals completed	32		60		4,546	
Decision: Independent Investigation	4	13%	9	14%	577	13%
Decision: Directed Investigation	1	3%	1	1%	47	1%
Decision: Local Investigation	18	56%	33	56%	2,712	60%
Decision: Return to Force	8	25%	17	28%	1,153	25%
Decision: Invalid	1	3%	1	1%	28	1%

Average number of working days to complete referrals by quarter



Notes

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

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

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

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

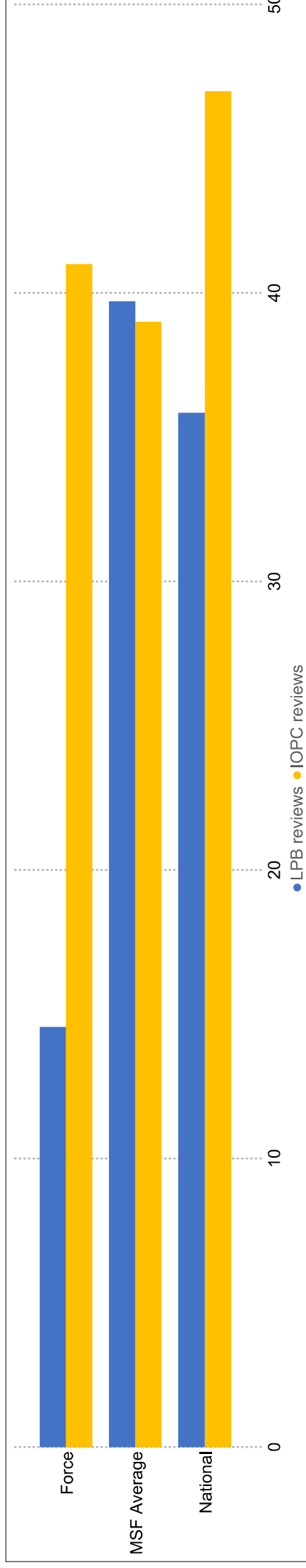
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

Section D1: reviews received

	Complaint cases finalised under Schedule 3	Reviews received	Reviews received as proportion of complaint cases finalised under Schedule 3	Number LPB reviews received - investigation	Number LPB reviews received - non-investigation	Number IOPC reviews received - investigation	Number IOPC reviews received - non-investigation
Force	239	68	28%	5	38	4	21
MSF Average	219	74	34%	24	40	3	7
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	15	40	36
Average number of working days to complete IOPC reviews	41	39	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 [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.

Police complaints information bulletin

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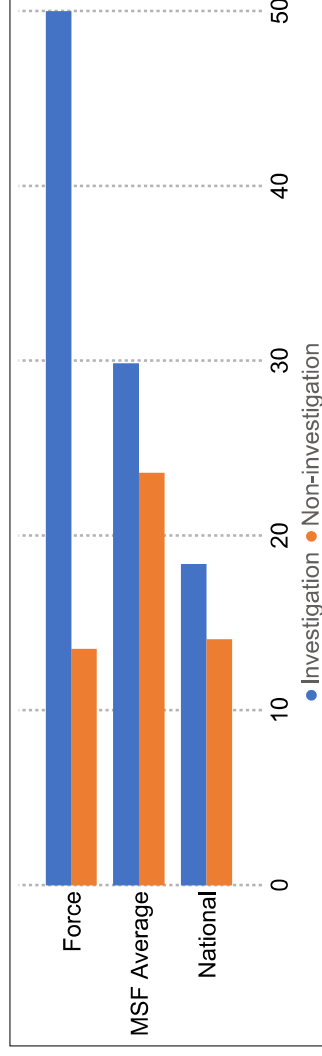


Appropriate Authority: North Wales

Section D3: decisions on reviews

% LPB reviews found complaint case outcome not reasonable and proportionate

	Force	MSF Average	National
Investigation	50	30	18
Non-investigation	14	24	14

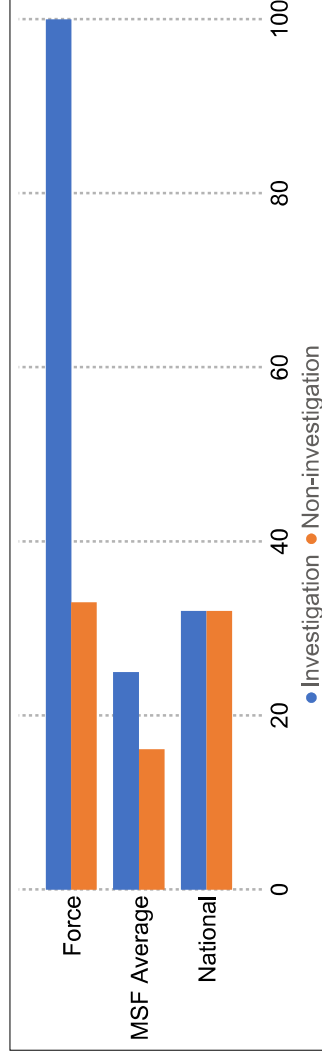


% LPB reviews resulting in...

	Force	MSF Average	National
Recommendation made			

% IOPC reviews found complaint case outcome not reasonable and proportionate

	Force	MSF Average	National
Investigation	100	25	32
Non-investigation	33	16	32



% IOPC reviews resulting in...

	Force	MSF Average	National
Recommendation made	0	0	0
Direction	39	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.

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

Actions following outside of Schedule 3 complaint cases	Force		MSF Average		National	
	No.	%	No.	%	No.	%
Learning from Reflection	1	0%	7	1%	205	1%
No further action	179	49%	84	24%	8793	31%
Explanation	133	36%	162	49%	11617	41%
Debrief			5	2%	470	2%
Apology	26	7%	46	14%	2000	7%
Goodwill gesture	1	0%	1	0%	144	1%
Policy review			1	0%	54	0%
Individual learning	4	1%	6	3%	722	3%
Organisational learning	1	0%	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 [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.

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

Actions following Schedule 3 complaint cases	Force		MSF Average		National	
	No.	%	No.	%	No.	%
Organisational learning	15	6%	6	3%	456	2%
Individual learning	16	7%	9	4%	1218	5%
Policy review	1	0%	1	0%	48	0%
Goodwill gesture					21	0%
Apology	23	10%	11	5%	890	4%
Debrief	1	0%	2	1%	183	1%
Explanation	109	46%	75	36%	5602	24%
Misconduct proceedings			1	0%	18	0%
Unsatisfactory Performance Procedure (UPP)					6	0%
No further action	72	30%	100	44%	13279	57%
Other action	6	3%	5	2%	341	1%
Other actions following a case to answer decision			1	0%	7	0%
Referral to RPRP	14	6%	23	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.

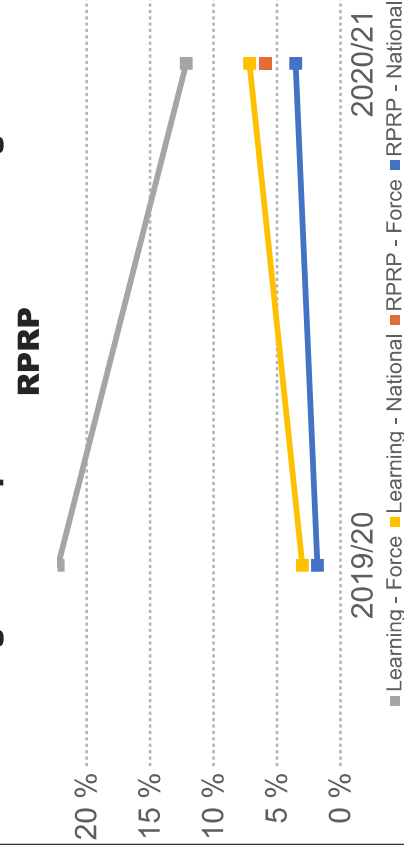
Section E2: focus on RPRP, UPP, misconduct and criminal outcomes (for complaint cases handled under Schedule 3)

RPRP and learning

Number of complaint cases resulting in below actions	2019/20	2020/21
<input type="checkbox"/> Learning		
Force	2	29
National	10	1661
<input type="checkbox"/> RPRP		
Force		14
National	6	815

Percentage of complaint cases resulting in below actions	2019/20	2020/21
<input type="checkbox"/> Learning		
Force	22%	12%
National	3%	7%
<input type="checkbox"/> RPRP		
Force		6%
National	2%	4%

Percentage of complaint cases resulting in learning or RPRP



RPRP, UPP, misconduct and criminal

Percentage of complaint cases resulting in below actions	Force		MSF Average		National	
	No.	%	No.	%	No.	%
UPP					6	0%
Misconduct hearing					3	0%
Misconduct meeting			1	0%	15	0%
RPRP	14	6%	23	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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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