

# Police complaints information bulletin

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

Appropriate Authority: South Wales



**Most Similar Force (MSF) Group:** Northumbria, West Yorkshire, South Yorkshire, Humberside, Nottinghamshire, Lancashire, Gwent, South 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 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

## 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                             | 3                            | 3                    | 2                            | 2                    |
| MSF Average                       | 5                            | 6                    | 6                            | 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.

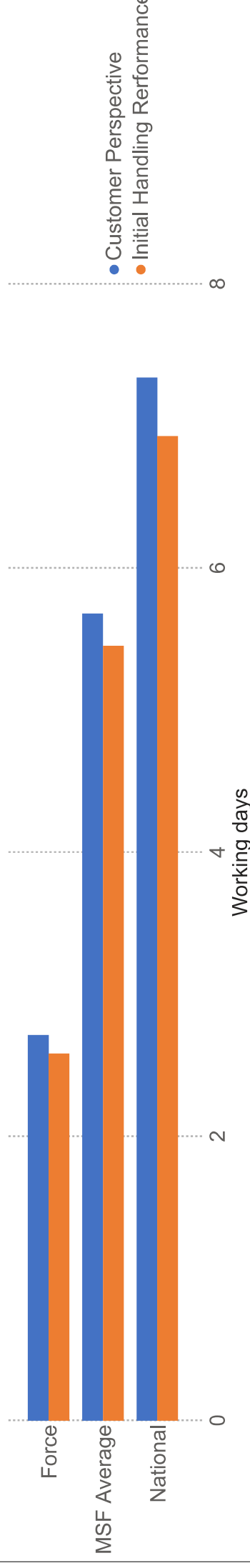
|   | Force | MSF Average | National |
|---|-------|-------------|----------|
| No. of allegations logged per 1,000 employees     | 443   | 497         | 467      |
| No. of complaint cases logged per 1,000 employees | 323   | 290         | 290      |

### Notes

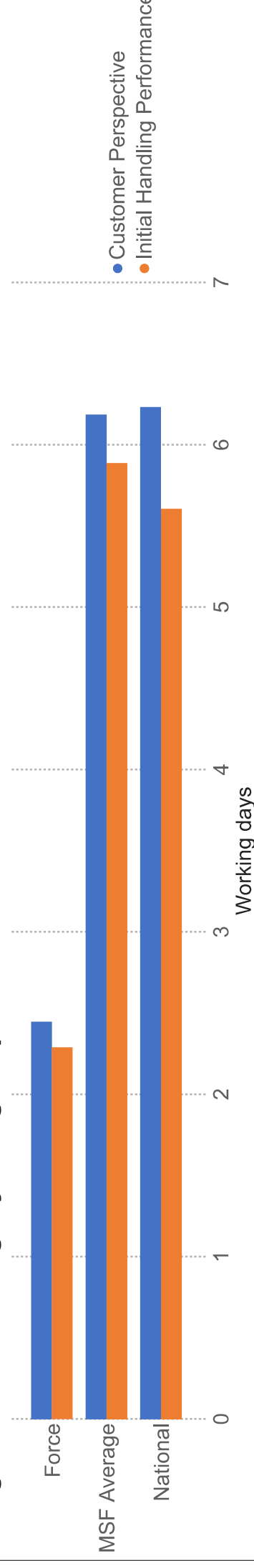
This section presents information relating to the force's contact with customers and their initial handling of the complaint cases. It shows how long, on average it takes from the customer's perspective from when they made the complaint, and the force's performance of the initial handling from when it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

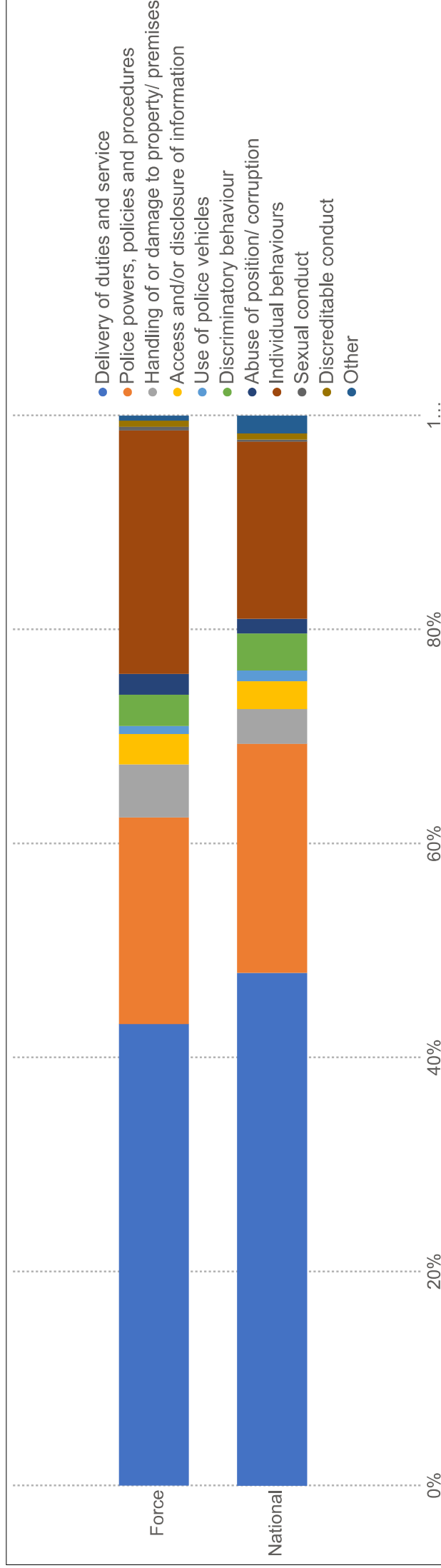


### Average number of working days to log complaint cases



### 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       | 1,115                          | 499                                    | 128  | 74                                      | 19                     | 76                       | 50                           | 588                   | 9              | 15                    | 12    | 2,585   |
| MSF Average | 1,219                          | 536                                    | 78   | 77                                      | 25                     | 91                       | 45                           | 370                   | 7              | 13                    | 24    | 2,485   |
| National    | 52,300                         | 23,368                                 | 3,553                                      | 2,845                                   | 1,104                  | 3,764                    | 1,490                        | 18,073                | 199            | 648                   | 1,807 | 109,151 |
| Force       | 43%                            | 19%                                    | 5%   | 3%                                      | 1%                     | 3%                       | 2%                           | 23%                   | 0%             | 1%                    | 0%    |         |
| MSF Average | 49%                            | 22%                                    | 3%   | 3%                                      | 1%                     | 3%                       | 2%                           | 15%                   | 0%             | 0%                    | 1%    |         |
| National    | 48%                            | 21%                                    | 3%   | 3%                                      | 1%                     | 3%                       | 1%                           | 17%                   | 0%             | 1%                    | 2%    |         |



**Notes**

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

Please refer to our [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              | <b>Total</b>                                  | <b>1,115</b> | <b>43 %</b> | <b>1,219</b> | <b>49 %</b> | <b>52,300</b> | <b>48 %</b> |
|   | Police action following contact               | 681          | 61 %        | 480          | 37 %        | 23,155        | 44 %        |
|   | Decisions                                     | 167          | 15 %        | 144          | 14 %        | 7,524         | 14 %        |
|   | General level of service                      | 84           | 8 %         | 504          | 41 %        | 16,612        | 32 %        |
|   | Information                                   | 182          | 16 %        | 92           | 8 %         | 5,006         | 10 %        |
|   |   | 1            | 0 %         | 1            | 0 %         | 3             | 0 %         |
|   | <b>Total</b>                                  | <b>499</b>   | <b>19 %</b> | <b>536</b>   | <b>22 %</b> | <b>23,368</b> | <b>21 %</b> |
|   | Stops, and stop and search                    | 42           | 8 %         | 26           | 5 %         | 2,275         | 10 %        |
|   | Searches of premises and seizure of property  | 70           | 14 %        | 82           | 16 %        | 3,168         | 14 %        |
|   | Power to arrest and detain                    | 66           | 13 %        | 79           | 14 %        | 3,407         | 15 %        |
| ☐ Police powers, policies and procedures      | Detention in police custody                   | 81           | 16 %        | 88           | 18 %        | 3,176         | 14 %        |
|   | Bail, identification and interview procedures | 13           | 3 %         | 15           | 3 %         | 702           | 3 %         |
|   | Use of force                                  | 204          | 41 %        | 178          | 32 %        | 6,752         | 29 %        |
|   | Evidential procedures                         | 10           | 2 %         | 24           | 5 %         | 1,212         | 5 %         |
|   | Out of court disposals                        | 1            | 0 %         | 5            | 1 %         | 311           | 1 %         |
|   | Other policies and procedures                 | 11           | 2 %         | 39           | 7 %         | 2,362         | 10 %        |
|   |   | 1            | 0 %         | 1            | 0 %         | 3             | 0 %         |
|   | <b>Total</b>                                  | <b>128</b>   | <b>5 %</b>  | <b>78</b>    | <b>3 %</b>  | <b>3,553</b>  | <b>3 %</b>  |
|   | Handling of or damage to property/ premises   | 128          | 100 %       | 78           | 100 %       | 3,541         | 100 %       |
|   |   |              |             |              |             | 11            | 0 %         |
| ☐ Handling of or damage to property/ premises | Delivery of duties and service                |              |             |              |             | 1             | 0 %         |
|   | <b>Total</b>                                  | <b>76</b>    | <b>3 %</b>  | <b>91</b>    | <b>3 %</b>  | <b>3,764</b>  | <b>3 %</b>  |
|   | Age   | 2            | 3 %         | 1            | 1 %         | 58            | 2 %         |
|   | Disability                                    | 15           | 20 %        | 15           | 14 %        | 487           | 13 %        |
|   | Gender reassignment                           | 3            | 4 %         | 2            | 4 %         | 35            | 1 %         |
|   | Marriage and civil partnership                | 1            | 1 %         | 1            | 1 %         | 4             | 0 %         |
|   | Pregnancy and maternity                       |              |             |              |             | 5             | 0 %         |
|   | Race  | 35           | 46 %        | 51           | 51 %        | 2,375         | 63 %        |
|   | Religion or belief                            | 2            | 3 %         | 2            | 3 %         | 91            | 2 %         |
|   | Sex   | 8            | 11 %        | 10           | 12 %        | 340           | 9 %         |
| ☐ Discriminatory behaviour                    | Sexual orientation                            | 4            | 5 %         | 4            | 4 %         | 92            | 2 %         |
|   | Other   | 6            | 8 %         | 8            | 14 %        | 277           | 7 %         |
|   |   |              |             |              |             |               |             |
|   | <b>Total</b>                                  | <b>588</b>   | <b>23 %</b> | <b>370</b>   | <b>15 %</b> | <b>18,073</b> | <b>17 %</b> |
|   | Unprofessional attitude and disrespect        | 164          | 28 %        | 116          | 33 %        | 4,687         | 26 %        |
|   | Lack of fairness and impartiality             | 100          | 17 %        | 53           | 14 %        | 2,954         | 16 %        |
|   | Overbearing or harassing behaviours           | 93           | 16 %        | 62           | 16 %        | 3,419         | 19 %        |
|   | Impolite language / tone                      | 160          | 27 %        | 94           | 24 %        | 4,645         | 26 %        |
|   | Impolite and intolerant actions               | 71           | 12 %        | 46           | 13 %        | 2,367         | 13 %        |
|   |   |              |             |              |             |               |             |
| ☐ Individual behaviours                       | 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.

**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                                     | 140                            | 295                                    | 57   | 16                                      | 4                      | 27                       | 16                           | 93                    | 2              | 6                     | 1     | 657   |
| Call Handling                              | 54                             |  |  | 2                                       |                        | 4                        |                              | 58                    |                |                       |       | 118   |
| Child protection / CSA / CSE               | 36                             | 12                                     | 3  | 3                                       |                        | 2                        | 5                            | 12                    |                | 2                     | 1     | 76    |
| Coronavirus – other                        | 64                             | 40                                     | 6  | 2                                       |                        | 2                        | 1                            | 66                    | 1              | 1                     |       | 183   |
| Coronavirus – police powers on infectious  | 9                              | 6                                      | 3  | 1                                       |                        |                          |                              | 10                    |                |                       |       | 29    |
| Coronavirus – police powers on restrictive | 34                             | 18                                     | 2  | 3                                       |                        | 5                        | 1                            | 54                    |                |                       |       | 117   |
| Covert policing                            | 3                              | 5                                      |  | 2                                       |                        |                          | 4                            | 2                     | 1              | 3                     |       | 20    |
| Custody                                    | 36                             | 155                                    | 14   | 4                                       | 4                      | 14                       | 5                            | 27                    | 2              | 2                     |       | 263   |
| Death                                      | 29                             | 4                                      | 7  | 2                                       |                        |                          | 1                            | 2                     |                | 1                     |       | 46    |
| Domestic / gender abuse                    | 41                             | 37                                     | 4  | 9                                       |                        | 6                        | 3                            | 37                    |                | 1                     |       | 138   |
| Drugs / alcohol                            | 31                             | 91                                     | 14   | 2                                       |                        | 7                        | 3                            | 32                    | 1              | 3                     | 1     | 185   |
| Firearms                                   | 8                              | 20                                     | 5  | 1                                       |                        |                          | 2                            | 9                     |                | 1                     | 1     | 47    |
| Fraud                                      | 25                             | 3                                      | 3  |   |                        |                          |                              | 4                     |                | 1                     |       | 36    |
| Hate Crime                                 | 25                             | 11                                     | 1  |   |                        | 7                        |                              | 12                    |                |                       |       | 56    |
| Investigation                              | 537                            | 89                                     | 44   | 27                                      |                        | 22                       | 29                           | 147                   | 2              | 6                     | 1     | 904   |
| Mental health                              | 75                             | 75                                     | 10   | 6                                       |                        | 13                       | 4                            | 46                    | 1              | 4                     | 3     | 237   |
| Missing persons                            | 6                              | 5                                      | 1  | 2                                       |                        |                          |                              | 2                     |                |                       |       | 16    |
| Neighbourhood policing                     | 91                             | 9                                      | 1  | 2                                       |                        | 2                        | 3                            | 38                    | 1              | 1                     | 3     | 147   |
| None                                       | 206                            | 22                                     | 17   | 13                                      | 3                      | 9                        | 3                            | 97                    | 1              |                       |       | 375   |
| Police dogs or horses                      | 2                              | 3                                      | 2  |   |                        |                          |                              | 4                     |                |                       |       | 11    |
| Premises search                            | 11                             | 60                                     | 25   | 1                                       |                        | 1                        | 2                            | 23                    | 2              | 2                     |       | 127   |
| Public order incident                      | 29                             | 37                                     | 1  | 1                                       |                        | 5                        | 2                            | 20                    |                |                       |       | 95    |
| Restraint equipment                        | 10                             | 97                                     | 5  |   | 1                      | 9                        | 1                            | 11                    | 1              | 2                     |       | 137   |
| Roads/traffic                              | 85                             | 28                                     | 13   | 2                                       | 13                     | 6                        | 1                            | 56                    |                |                       | 1     | 205   |
| Serious injury                             | 8                              | 29                                     | 1  | 2                                       |                        | 2                        | 1                            | 3                     |                | 2                     |       | 48    |
| Social media                               | 27                             | 3                                      | 1  | 2                                       |                        | 4                        |                              | 15                    |                |                       |       | 52    |
| Stop and/or search                         | 13                             | 64                                     | 5  | 3                                       |                        | 10                       |                              | 30                    | 1              |                       |       | 126   |
| Taser                                      | 2                              | 18                                     | 2  |   |                        |                          |                              | 5                     |                | 1                     |       | 28    |

**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.

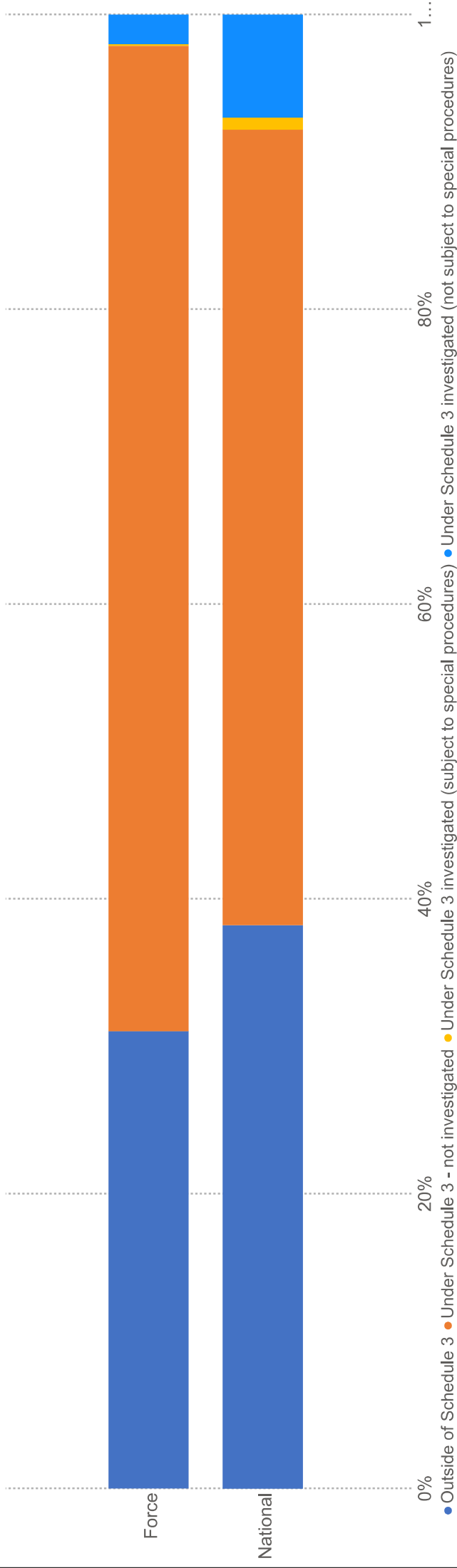
## Section A2: how complaint cases and allegations have been handled

| Reason complaint case handled under Schedule 3   | Force |     | MSF Average |     | National |     |
|--|-------|-----|-------------|-----|----------|-----|
|  | No.   | %   | No.         | %   | No.      | %   |
| Nature of the allegation(s) in the complaint     | 272   | 20% | 312         | 33% | 5,811    | 16% |
| Dissatisfaction after initial handling           | 18    | 1%  | 72          | 7%  | 2,889    | 8%  |
| Complainant wishes the complaint be recorded     | 1,027 | 76% | 463         | 48% | 12,440   | 34% |
| AA/body responsible for initial handling decides | 33    | 2%  | 152         | 16% | 15,225   | 42% |

| How allegations were handled                                      | Force |     | MSF Average |     | National |     |
|---|-------|-----|-------------|-----|----------|-----|
|   | No.   | %   | No.         | %   | No.      | %   |
| Outside of Schedule 3   | 571   | 31% | 701         | 36% | 32,012   | 38% |
| Under Schedule 3 - not investigated                               | 1,230 | 67% | 1,158       | 58% | 45,205   | 54% |
| Under Schedule 3 investigated (subject to special procedures)     | 2     | 0%  | 13          | 1%  | 688      | 1%  |
| Under Schedule 3 investigated (not subject to special procedures) | 37    | 2%  | 180         | 10% | 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

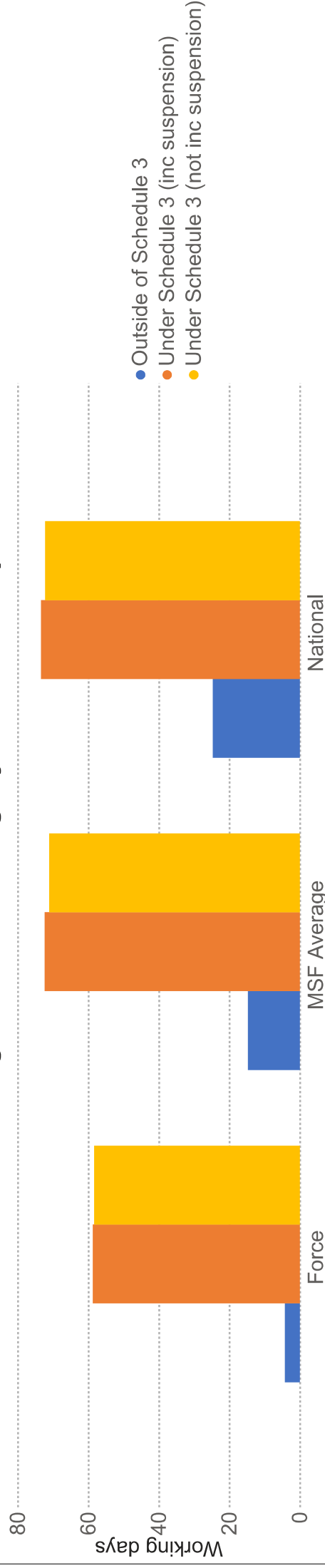
| Average number of working days to finalise complaint cases | Force | MSF Average | National |
|--|-------|-------------|----------|
| Outside of Schedule 3                                      | 4     | 15          | 25       |
| Under Schedule 3 (inc suspension)                          | 59    | 72          | 73       |
| Under Schedule 3 (not inc suspension)                      | 58    | 71          | 72       |

**Notes**

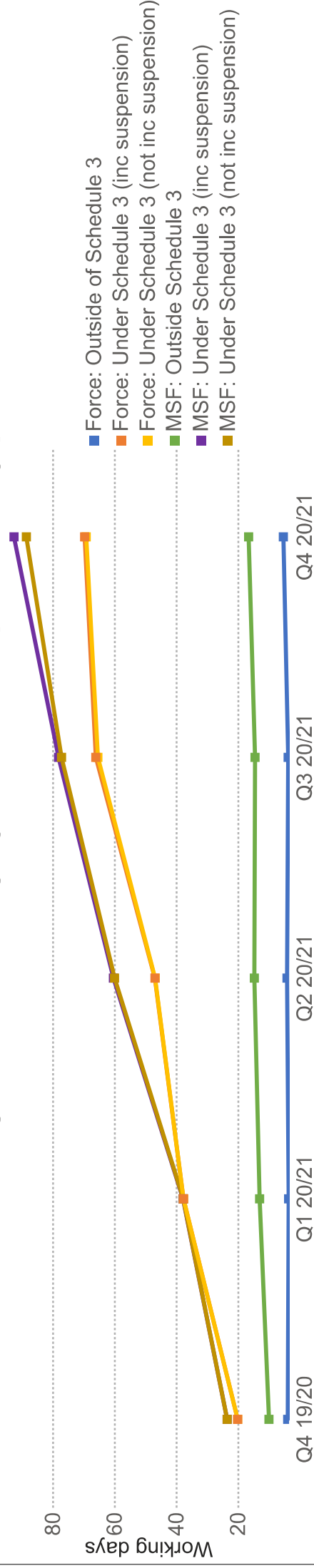
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled outside of Schedule 3 and those that are being handled under Schedule 3 from the date the complaint was made.

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                           | 571   | 31% | 701         | 36% | 32,012   | 38% |
| Under Schedule 3 - not subject to investigation | 1,230 | 67% | 1,158       | 58% | 45,205   | 54% |
| Under Schedule 3 - by local investigation       | 38    | 2%  | 192         | 10% | 6,496    | 8%  |
| Under Schedule 3 - by independent investigation | 1     | 0%  | 1           | 0%  | 37       | 0%  |

| Average number of working days to finalise allegations | Force | MSF Average | National |
|--|-------|-------------|----------|
| Outside of Schedule 3                                  | 2     | 13          | 20       |
| Under Schedule 3 - not subject to investigation        | 50    | 53          | 57       |
| Under Schedule 3 - by local investigation              | 110   | 92          | 106      |
| Under Schedule 3 - by independent investigation        | 118   | 118         | 130      |

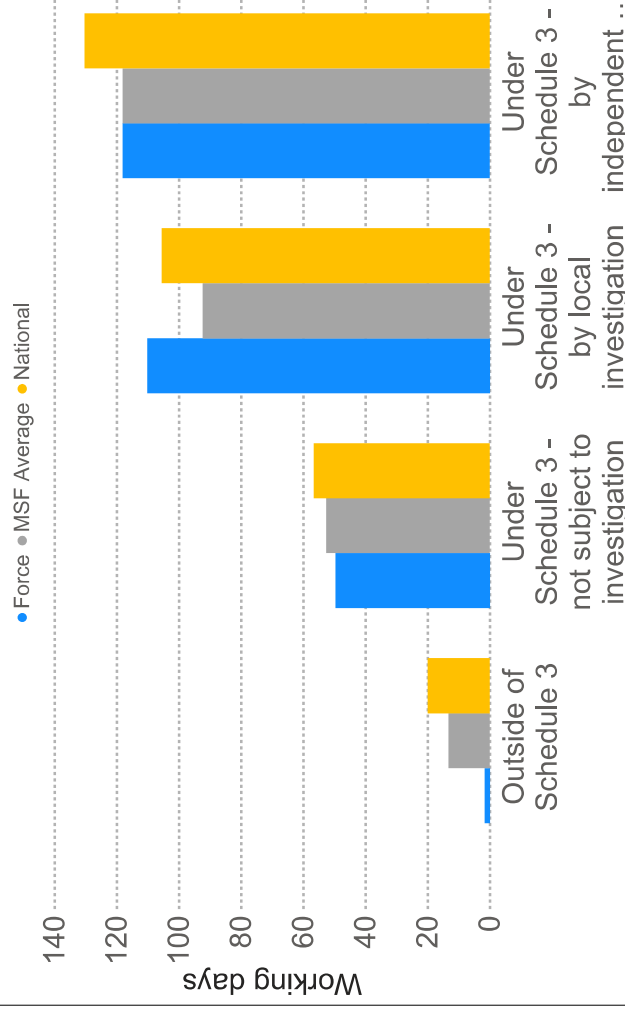
**Notes**

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

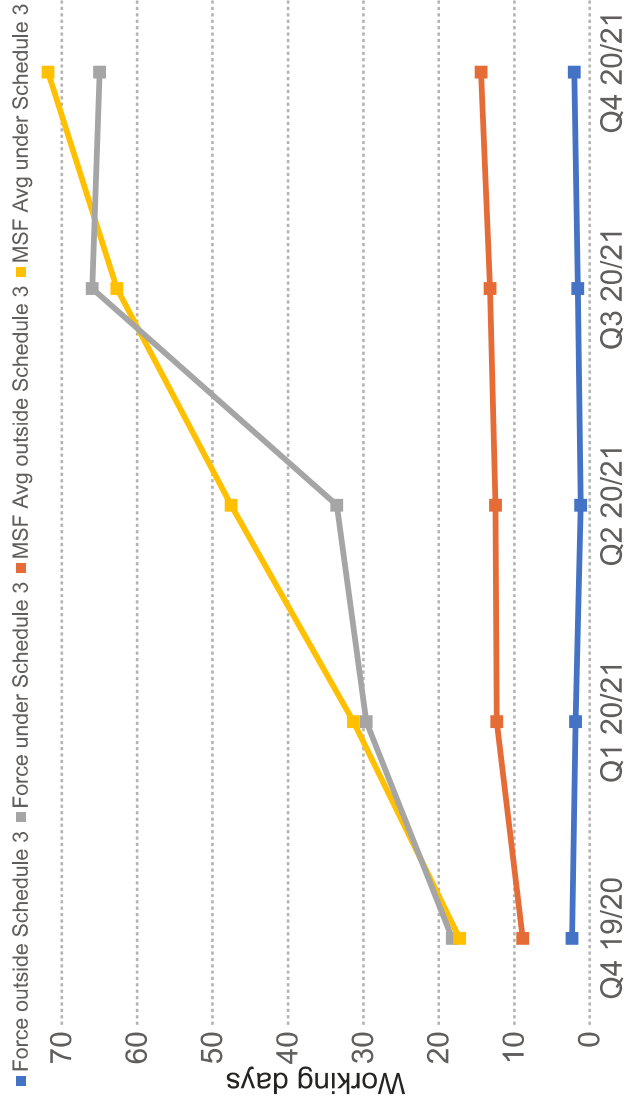
At present, allegations finalised by directed investigations are being included under 'local investigation'. The IOPC is working with force IT suppliers to ensure that reporting on this is possible in the future.

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   | 31 %         | 571          | 38 %         | 32,011        |
| Under Schedule 3 - not investigated                               | 67 %         | 1,230        | 54 %         | 45,201        |
| Under Schedule 3 investigated (subject to special procedures)     | 0 %          | 2            | 1 %          | 688           |
| Under Schedule 3 investigated (not subject to special procedures) | 2 %          | 37           | 7 %          | 5,845         |
| <b>Total</b>  | <b>100 %</b> | <b>1,840</b> | <b>100 %</b> | <b>83,745</b> |

| 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                      |                       |            |             | 17 %                                | 209          | 14 %        | 50 %  | 1         | 1 %        | 10  | 3 %        | 1         | 10 %       | 572          |
| Regulation 41 applies                  |                       |            |             |                                     |              | 0 %         |   |           | 0 %        | 2   |            |           | 0 %        | 27           |
| Service provided - unable to determine |                       |            |             | 4 %                                 | 45           | 4 %         |   |           | 1 %        | 4   | 5 %        | 2         | 3 %        | 147          |
| Service provided - not acceptable      |                       |            |             | 19 %                                | 232          | 11 %        | 50 %  | 1         | 1 %        | 10  | 11 %       | 4         | 10 %       | 561          |
| Service provided - acceptable          |                       |            | 0 %         | 54 %                                | 664          | 66 %        |   |           | 14 %       | 99  | 76 %       | 28        | 73 %       | 4,279        |
| Not Resolved                           | 1 %                   | 5          | 6 %         |                                     |              |             |   |           |            |   |            |           |            |              |
| Resolved                               | 99 %                  | 566        | 94 %        |                                     |              |             |   |           |            |   |            |           |            |              |
| No Case to Answer                      |                       |            |             |                                     |              |             |   |           | 59 %       | 403   |            |           |            |              |
| Case to Answer                         |                       |            |             |                                     |              |             |   |           | 20 %       | 136   |            |           |            |              |
| Withdrawal                             |                       |            |             | 7 %                                 | 80           | 5 %         |   |           | 3 %        | 24  | 5 %        | 2         | 4 %        | 259          |
| <b>Total</b>                           | <b>31 %</b>           | <b>571</b> | <b>38 %</b> | <b>67 %</b>                         | <b>1,230</b> | <b>54 %</b> | <b>0 %</b>  | <b>2</b>  | <b>1 %</b> | <b>688</b>  | <b>2 %</b> | <b>37</b> | <b>7 %</b> | <b>5,845</b> |

#### 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)**

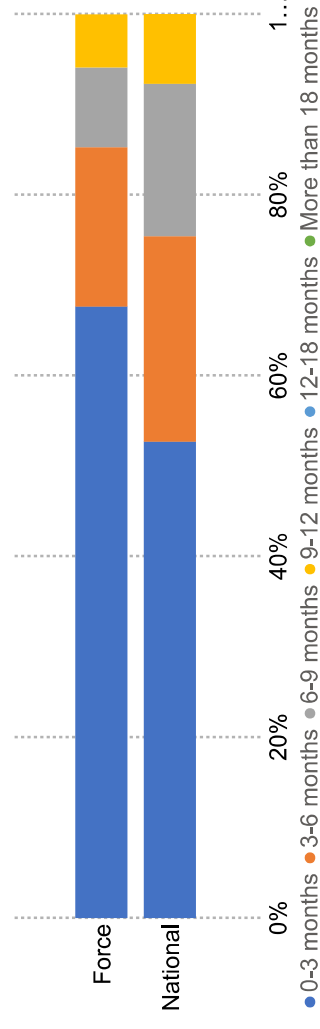
| Allegation decisions                   | Allegation category            |  |  |   |                        |                          |                              |                       |                |                       |       | Total |
|--|--------------------------------|--|--|---|------------------------|--------------------------|------------------------------|-----------------------|----------------|-----------------------|-------|-------|
|  | 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                      | 119                            | 30                                     | 9  | 5                                       | 1                      | 2                        | 7                            | 29                    | 2              | 4                     | 3     | 211   |
| Service provided - unable to determine | 8                              | 6                                      |  | 2                                       |                        | 2                        | 1                            | 26                    |                |                       | 2     | 47    |
| Service provided - not acceptable      | 135                            | 13                                     | 17   | 16                                      | 3                      | 2                        | 5                            | 46                    |                |                       |       | 237   |
| Service provided - acceptable          | 233                            | 191                                    | 29   | 24                                      | 4                      | 36                       | 12                           | 159                   | 1              | 1                     | 2     | 692   |
| Not Resolved                           | 3                              |  |  |   |                        |                          |                              | 1                     |                |                       | 1     | 5     |
| Resolved                               | 316                            | 40                                     | 42   | 5                                       | 8                      | 4                        |                              | 147                   |                | 1                     | 3     | 566   |
| Withdrawal                             | 27                             | 28                                     | 1  | 2                                       | 1                      | 2                        | 4                            | 17                    |                |                       |       | 82    |

**Notes**

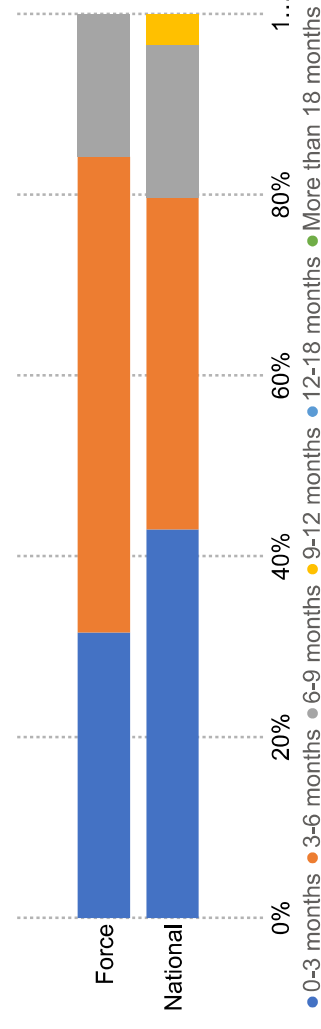
This section presents information about allegations finalised grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

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

| Investigations active for... | Force | MSF Average | National |
|------------------------------|-------|-------------|----------|
| 0-3 months                   | 68%   | 68%         | 53%      |
| 3-6 months                   | 18%   | 19%         | 23%      |
| 6-9 months                   | 9%    | 24%         | 17%      |
| 9-12 months                  | 6%    | 9%          | 8%       |
| 12-18 months                 |       |             |          |
| More than 18 months          |       |             |          |



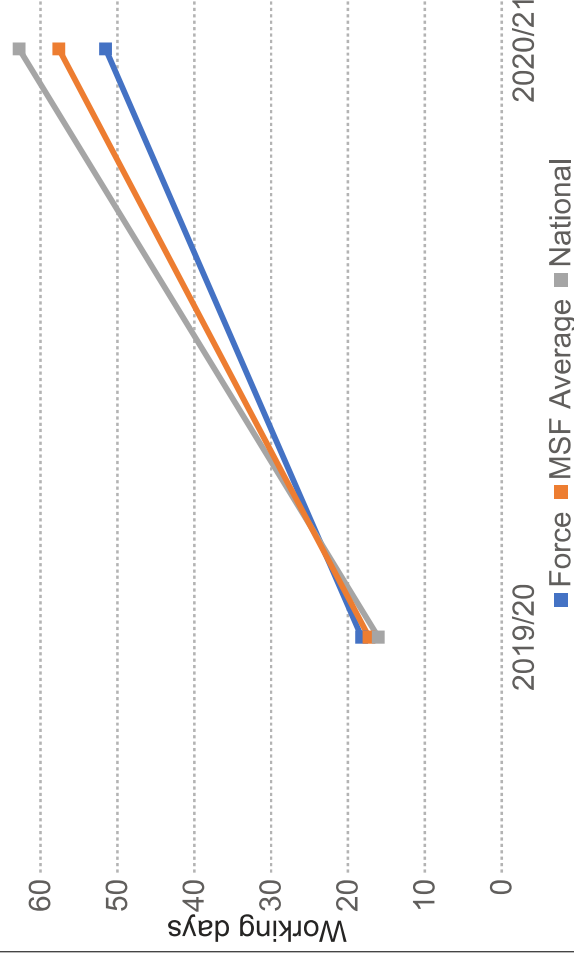
| Investigations completed in... | Force | MSF Average | National |
|--------------------------------|-------|-------------|----------|
| 0-3 months                     | 32%   | 52%         | 43%      |
| 3-6 months                     | 53%   | 39%         | 37%      |
| 6-9 months                     | 16%   | 19%         | 17%      |
| 9-12 months                    |       | 3%          | 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                          | 18                        | 51      |
| MSF Average                    | 17                        | 58      |
| National                       | 16                        | 63      |

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



### Notes

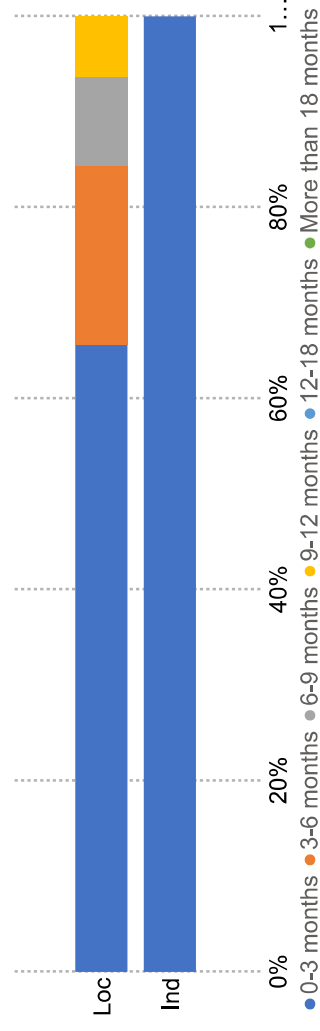
This section presents information about complaints handled under Schedule 3 that are investigated. It covers complaint cases investigated by both the force and the IOPC.

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.

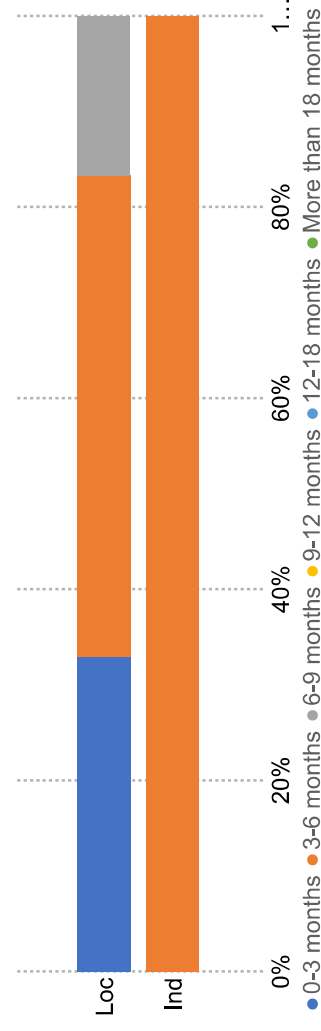
Allegations with 'invalid dates' have been removed from finalised timeliness. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for an explanation of invalid dates.

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

| Investigations active for... | Loc  | Ind   | All  |
|------------------------------|------|-------|------|
| 0-3 months                   | 66 % | 100 % | 67 % |
| 3-6 months                   | 19 % |       | 18 % |
| 6-9 months                   | 9 %  |       | 9 %  |
| 9-12 months                  | 6 %  |       | 6 %  |
| 12-18 months                 |      |       |      |
| More than 18 months          |      |       |      |



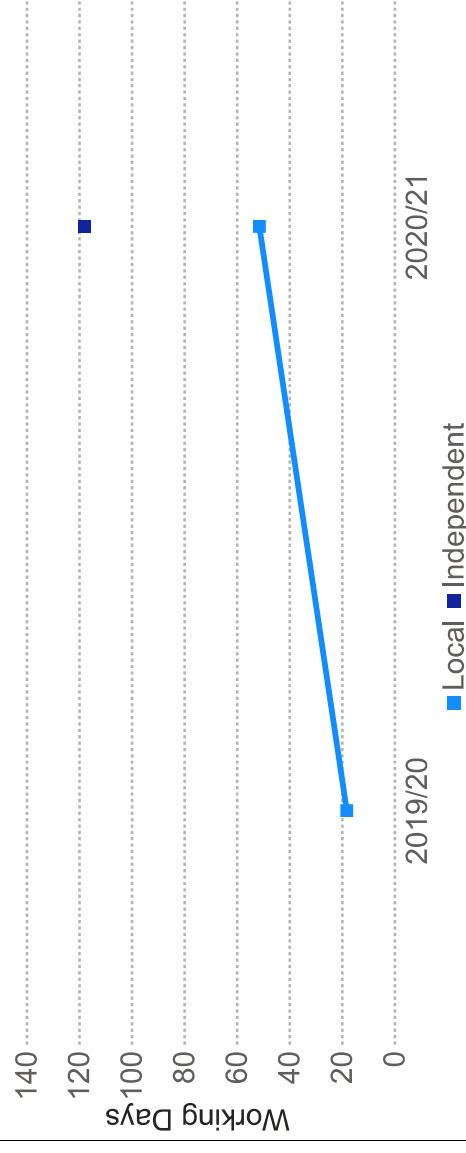
| Investigations completed in... | Loc  | Ind   | All  |
|--------------------------------|------|-------|------|
| 0-3 months                     | 33 % |       | 32 % |
| 3-6 months                     | 50 % | 100 % | 53 % |
| 6-9 months                     | 17 % |       | 16 % |
| 9-12 months                    |      |       |      |
| 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                          | 18                        | 51      |
| Independent                    |                           | 118     |
| All                            | 18                        | 51      |

## 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.

# Police complaints information bulletin

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

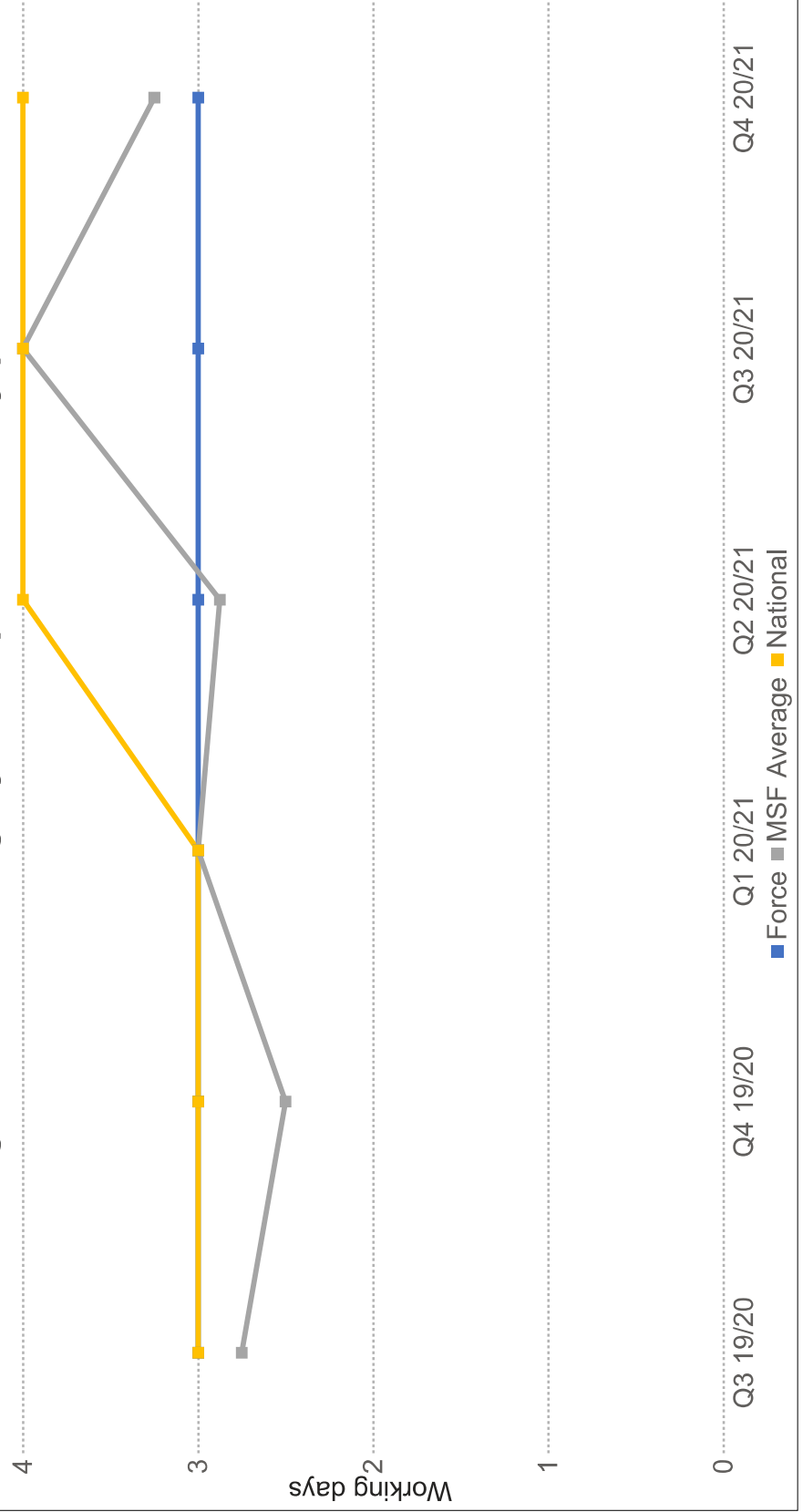
Appropriate Authority: South Wales



## Section C: referrals

|                                     | Force | Force % | MSF Average | MSF Average % | National | National % |
|-------------------------------------|-------|---------|-------------|---------------|----------|------------|
| Number referrals received           | 100   |         | 90          |               | 4,542    |            |
| Number referrals completed          | 97    |         | 89          |               | 4,546    |            |
| Decision: Independent Investigation | 14    | 14%     | 10          | 10%           | 577      | 13%        |
| Decision: Directed Investigation    | 2     | 2%      | 2           | 2%            | 47       | 1%         |
| Decision: Local Investigation       | 61    | 63%     | 50          | 54%           | 2,712    | 60%        |
| Decision: Return to Force           | 20    | 21%     | 27          | 31%           | 1,153    | 25%        |
| Decision: Invalid                   | 0     | 0%      | 1           | 0%            | 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.

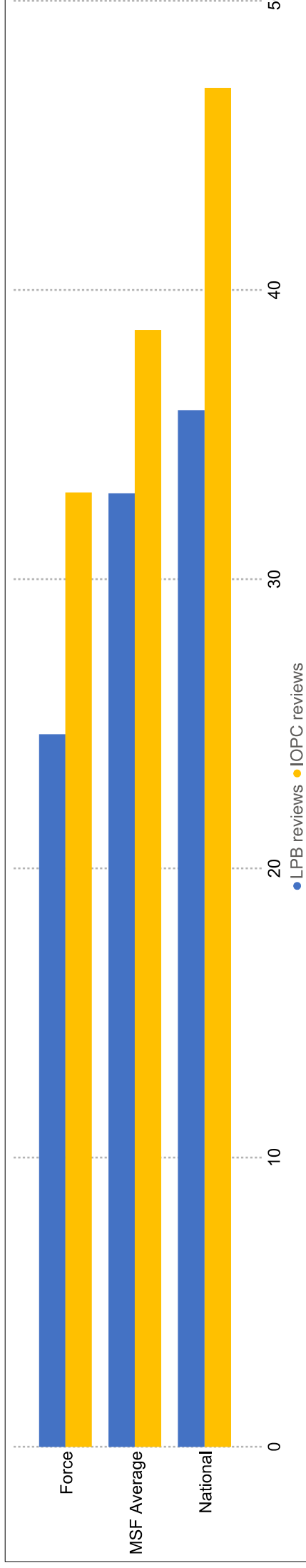


## Section D1: reviews received

|             | 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       | 880  | 158              | 18%  | 7   | 123   | 7  | 21   |
| MSF Average | 642  | 144              | 25%  | 15  | 89  | 18   | 22   |
| 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    | 33          | 36       |
| Average number of working days to complete IOPC reviews                | 33    | 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

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

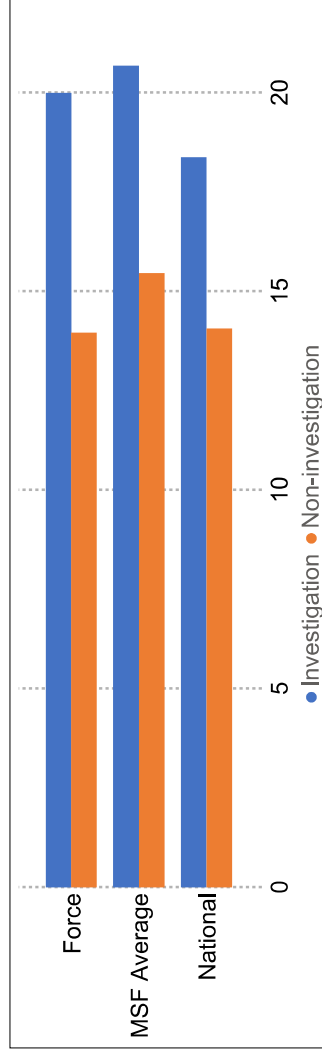


Appropriate Authority: South Wales

## Section D3: decisions on reviews

% LPB reviews found complaint case outcome not reasonable and proportionate

|                   | Force | MSF Average | National |
|-------------------|-------|-------------|----------|
| Investigation     | 20    | 21          | 18       |
| Non-investigation | 14    | 15          | 14       |

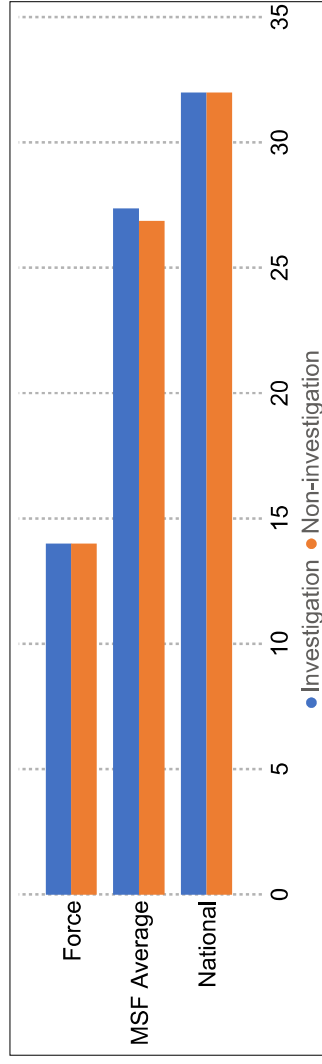


% LPB reviews resulting in...

|                         | Force | MSF Average | National |
|-------------------------|-------|-------------|----------|
| Recommendation made     |       |             |          |
| Extra work commissioned |       |             |          |

% IOPC reviews found complaint case outcome not reasonable and proportionate

|                   | Force | MSF Average | National |
|-------------------|-------|-------------|----------|
| Investigation     | 14    | 27          | 32       |
| Non-investigation | 14    | 27          | 32       |



% IOPC reviews resulting in...

|                         | Force | MSF Average | National |
|-------------------------|-------|-------------|----------|
| Recommendation made     | 0     | 0           | 0        |
| Direction               | 10    | 18          | 23       |
| Extra work commissioned | 0     | 1           | 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                                | 8     | 2%  | 21          | 2%  | 205      | 1%  |
| No further action                                       | 44    | 9%  | 233         | 48% | 8793     | 31% |
| Explanation   | 185   | 36% | 164         | 27% | 11617    | 41% |
| Debrief   | 49    | 10% | 33          | 4%  | 470      | 2%  |
| Apology   | 85    | 17% | 39          | 5%  | 2000     | 7%  |
| Goodwill gesture  | 13    | 3%  | 6           | 1%  | 144      | 1%  |
| Policy review   | 1     | 0%  | 2           | 0%  | 54       | 0%  |
| Individual learning                                     | 1     | 0%  | 13          | 1%  | 722      | 3%  |
| Organisational learning                                 |       |     | 7           | 1%  | 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                           | 22    | 3%  | 10          | 2%  | 456      | 2%  |
| Individual learning                               | 52    | 6%  | 25          | 4%  | 1218     | 5%  |
| Policy review                                     | 8     | 1%  | 5           | 1%  | 48       | 0%  |
| Goodwill gesture                                  | 3     | 0%  | 2           | 0%  | 21       | 0%  |
| Apology   | 60    | 7%  | 22          | 3%  | 890      | 4%  |
| Debrief   | 21    | 2%  | 6           | 1%  | 183      | 1%  |
| Explanation                                       | 133   | 15% | 196         | 28% | 5602     | 24% |
| Misconduct proceedings                            |       |     | 2           | 1%  | 18       | 0%  |
| Unsatisfactory Performance Procedure (UPP)        |       |     |             |     | 6        | 0%  |
| No further action                                 | 509   | 58% | 362         | 60% | 13279    | 57% |
| Other action                                      | 3     | 0%  | 9           | 1%  | 341      | 1%  |
| Other actions following a case to answer decision |       |     | 2           | 0%  | 7        | 0%  |
| Referral to RPRP                                  | 12    | 1%  | 27          | 4%  | 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.

# Police complaints information bulletin

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



Appropriate Authority: South Wales

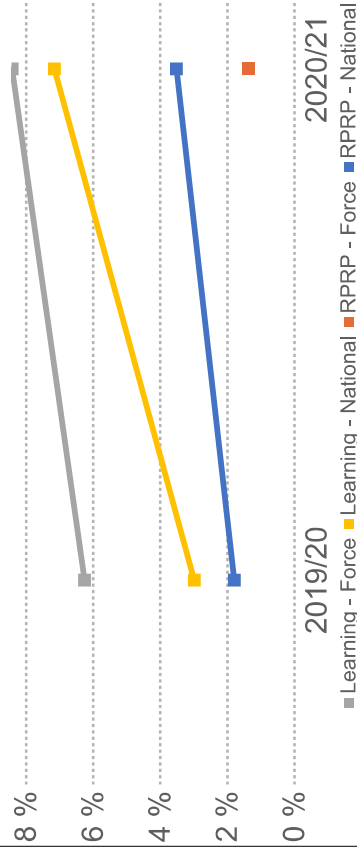
## Section E2: focus on RPRP, UPP, misconduct and criminal outcomes (for complaint cases handled under Schedule 3)

### RPRP and learning

| Number of complaint cases resulting in below actions | 2019/20 | 2020/21 |
|--|---------|---------|
| <input type="checkbox"/> Learning                    |         |         |
| Force  | 1       | 74      |
| National   | 10      | 1661    |
| <input type="checkbox"/> RPRP                        |         |         |
| Force  |         | 12      |
| National   | 6       | 815     |

| Percentage of complaint cases resulting in below actions | 2019/20 | 2020/21 |
|--|---------|---------|
| <input type="checkbox"/> Learning                        |         |         |
| Force  | 6%      | 8%      |
| National   | 3%      | 7%      |
| <input type="checkbox"/> RPRP                            |         |         |
| Force  |         | 1%      |
| 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                                       |       |    | 1           | 0% | 3        | 0% |
| Misconduct meeting                                       |       |    | 1           | 1% | 15       | 0% |
| RPRP   | 12    | 1% | 27          | 4% | 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.



## Police complaints information bulletin

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

Appropriate Authority: South Wales

### 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 \(February 2020\)](#).

## Police complaints information bulletin

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

Appropriate Authority: South Wales



### 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