

Police Complaints Information Bulletin: Norfolk

Reporting Period: 01 April 2024 - 30 September 2024 (Q2 2024/25)

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

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 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 (where applicable) and with the overall result for all forces (national).

Please note: Unless stated otherwise, tables within the bulletin consist of 'year-to-date' figures covering all matters being started or completed between the two dates.

Q1: 1 April to 30 June, Q2: 1 April to 30 September, Q3: 1 April to 31 December, Q4: 1 April to 31 March

Where charts refer to separate quarters the dates are: Q1: 1 April to 30 June, Q2: 1 July to 30 September, Q3: October to 31 December, Q4 1 January to 31 March.

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Acronyms used in this bulletin

YTD – Year to date figures, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002

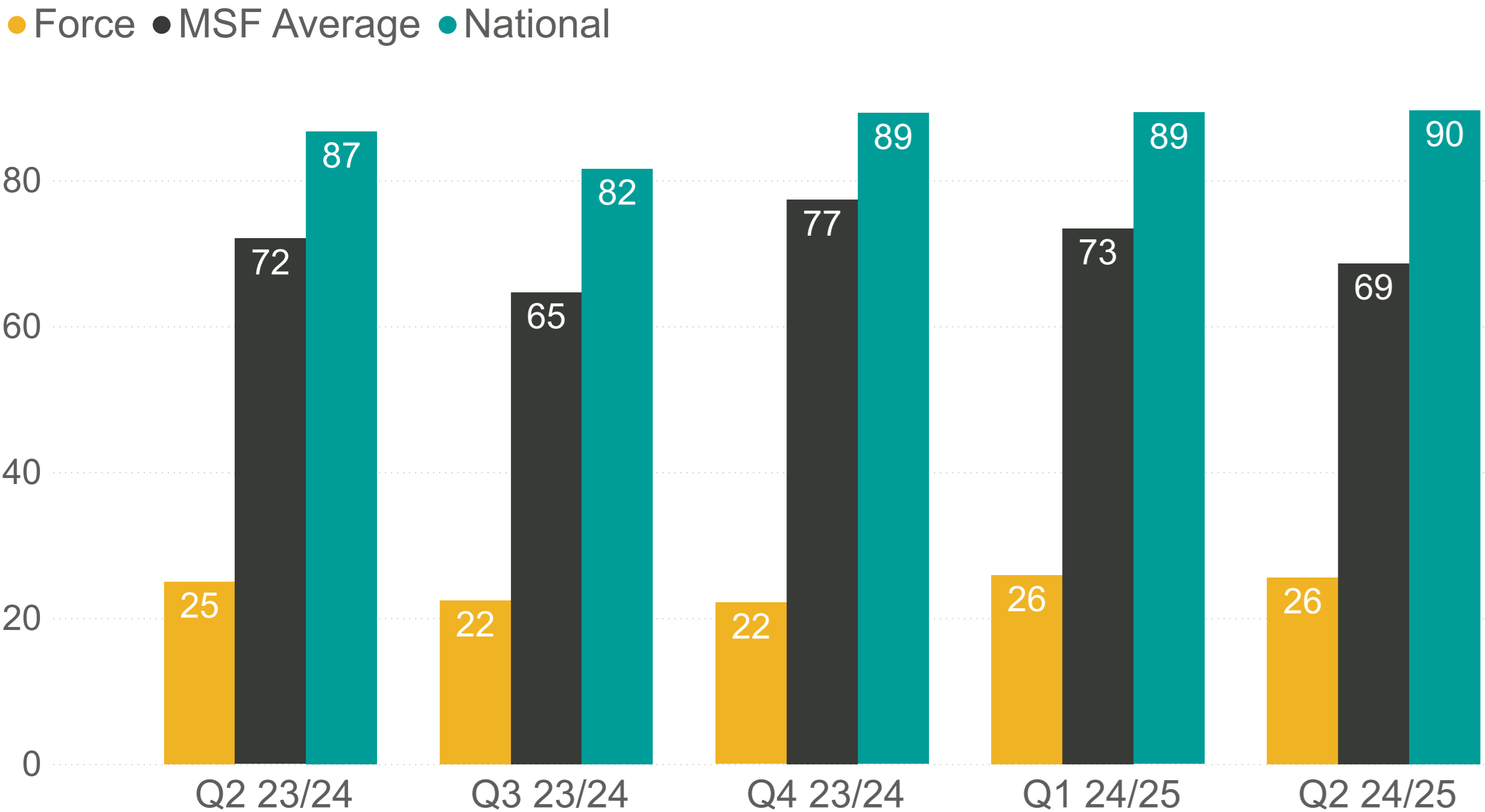
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

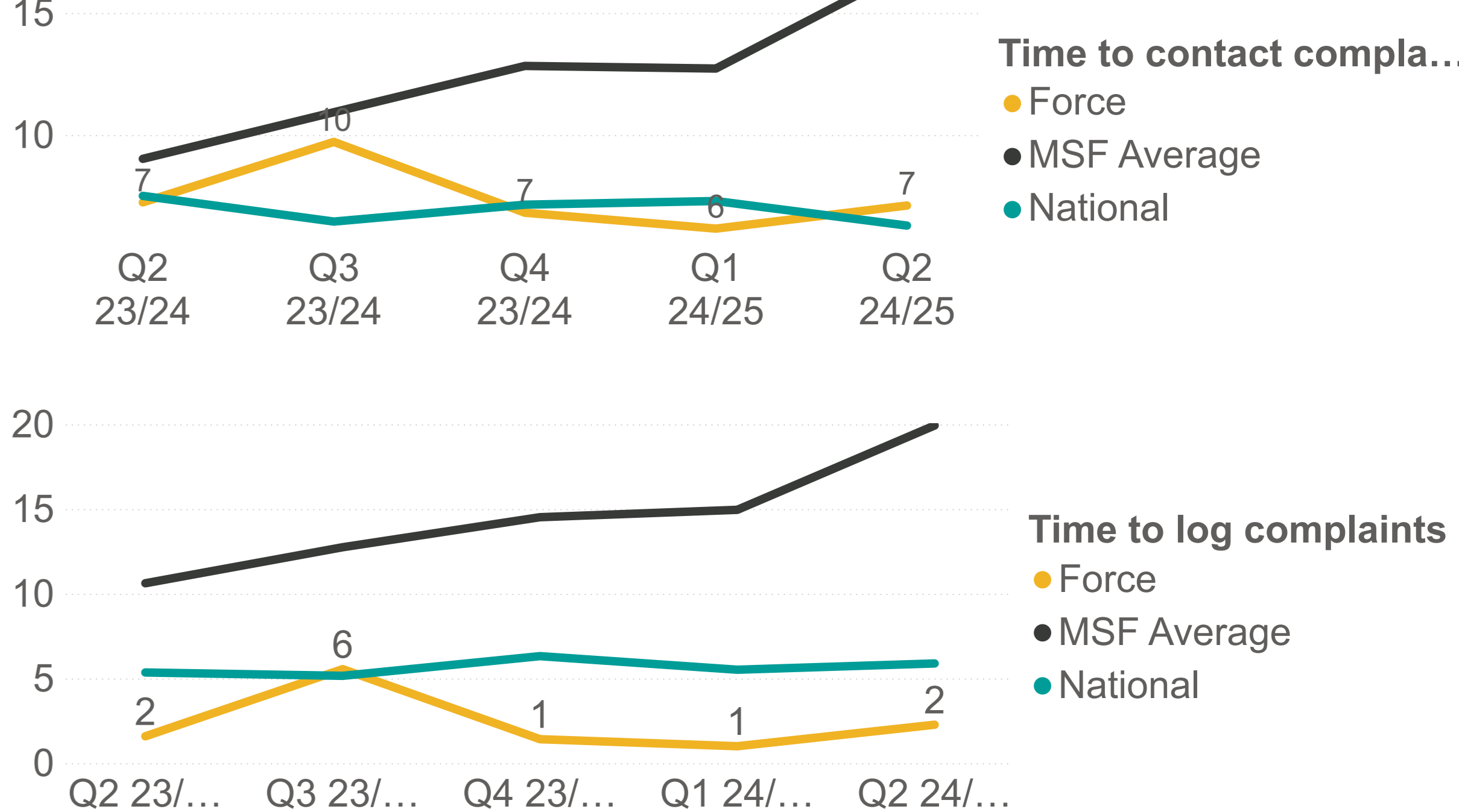
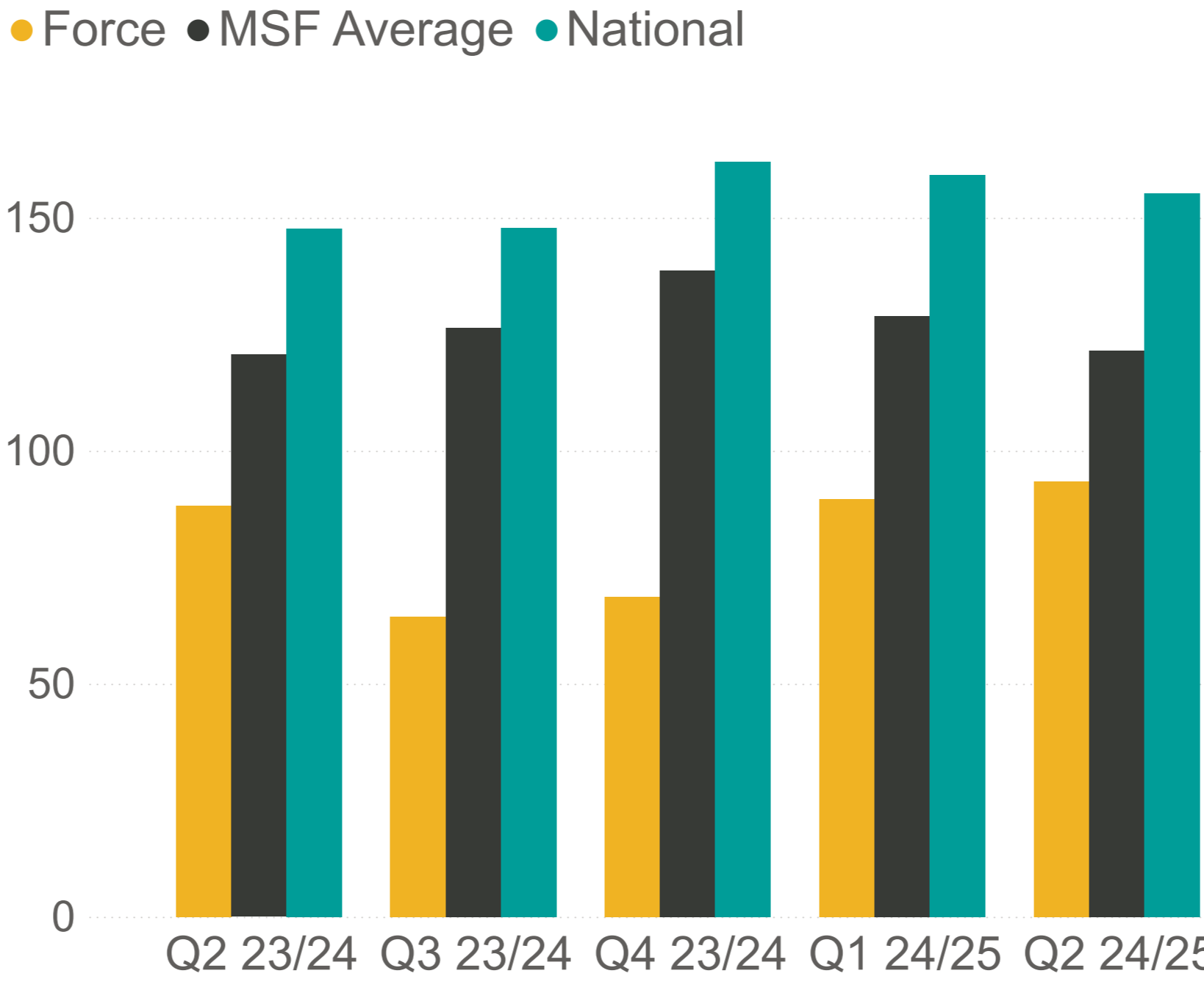
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective. Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)

Year to date	Complaint cases logged	Complaints per 1,000 employees	Allegations Logged	Allegations per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	179	51	637	183	7	2
SPLY	182	52	676	194	8	3
MSF Average	480	142	880	250	14	17
National	45,593	179	80,142	314	7	6

Complaints logged per 1,000 employees



Allegations logged per 1,000 employees



Section A1.2: Reason for complaints to be logged under Schedule 3

For space reasons some figures in the above charts are not shown

Allegations should have an allegation category applied to them which will identify the root of what the allegation is about.

Forces can handle a complaint informally (known as Outside of Schedule 3), this should be used to deal with lower level complaints.

If a complaint is handled formally under Schedule 3, the force should record the reason why.

For more information on Schedule 3 of the Police Reform Act see here:

[Guidance on capturing data about police complaints.](#)

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	62	68	102	6,798
Complainant wishes the complaint be recorded	23	26	29	2,795
Dissatisfaction after initial handling	13	27	63	2,316
Nature of the allegation(s) in the complaint	43	24	23	3,441
Total	141	145	216	15,350

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	44 %	47 %	49 %	44 %
Complainant wishes the complaint be recorded	16 %	18 %	21 %	18 %
Dissatisfaction after initial handling	9 %	19 %	18 %	15 %
Nature of the allegation(s) in the complaint	30 %	17 %	12 %	22 %

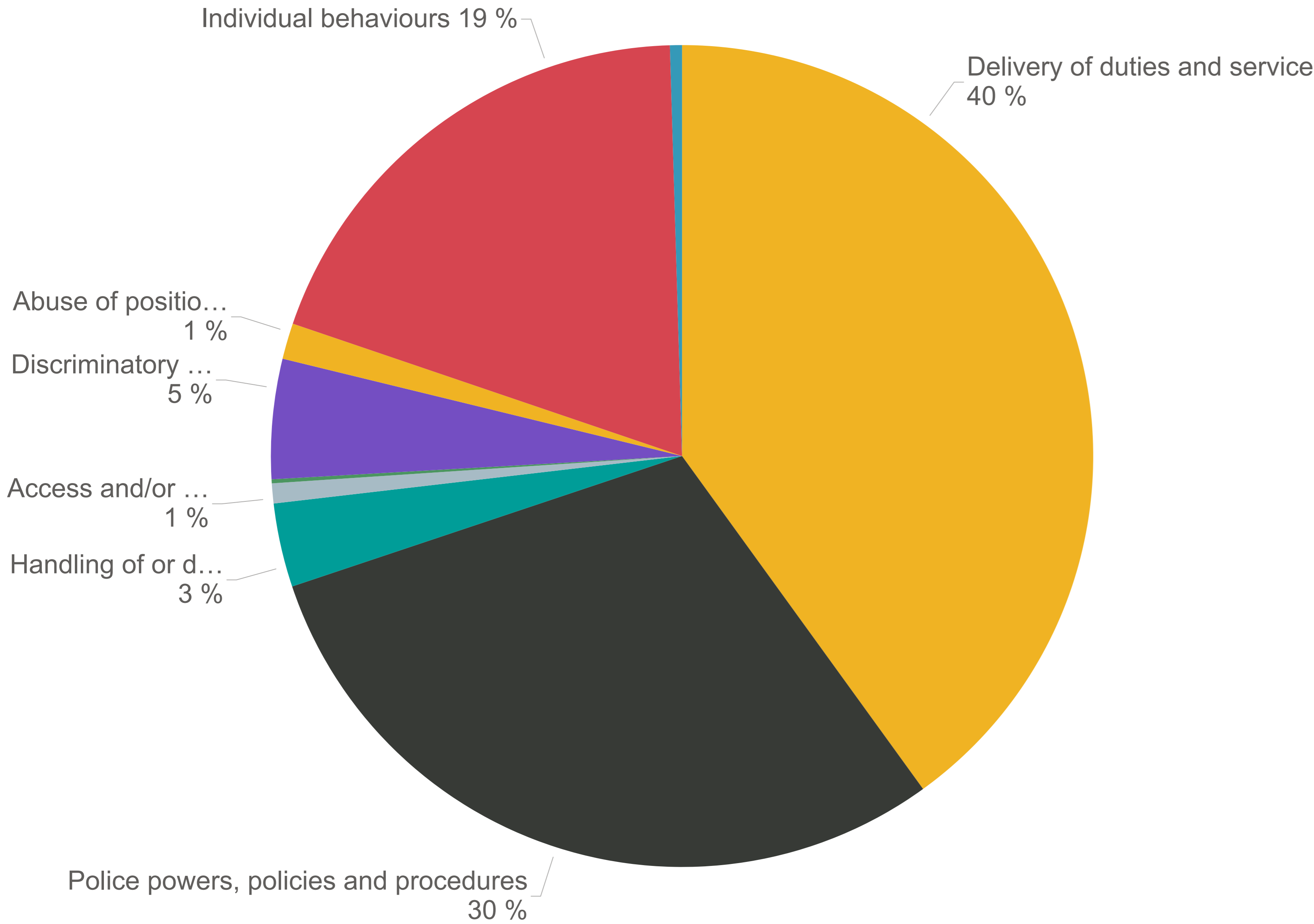
Section A1.3: Allegations logged – what has been complained about (YTD)

This section presents the three 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. Allegations where the subcategory is 'none' are omitted from this table.

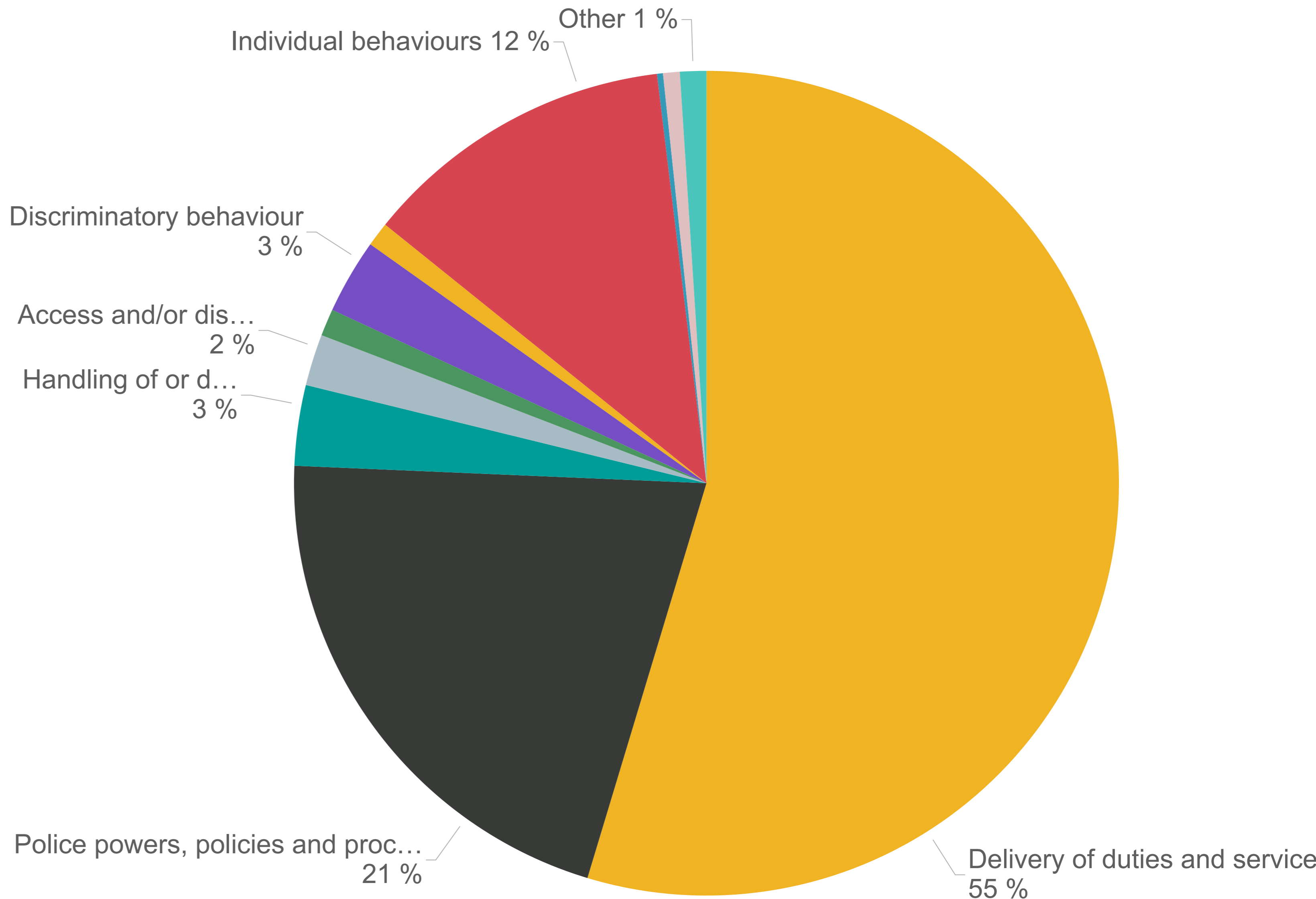
What has been complained about (YTD)

Year to date	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	255	190	21	5	1	30	9	123	3	0	0	637
SPLY	290	160	21	11	5	25	15	147	1	1	0	676
MSF Average	440	215	29	18	10	24	10	117	3	8	7	880
National	43,804	16,841	2,527	1,617	850	2,349	762	9,854	186	523	826	80,139

What has been complained about (force - year to date)



What has been complained about (national - year to date)



Section A1.4: Allegations logged – Top five allegation categories and their sub-categories (Year to date)

Category	Year to date Subcategory	Force		SPLY		MSF Average		National		
		No.	%	No.	%	No.	%	No.	%	
Delivery of duties and service	Total	255	40 %	290	43 %	440	47 %	43,801	55 %	
	Police action following contact	102	40 %	123	42 %	192	45 %	18,035	41 %	
	Information	74	29 %	80	27 %	62	17 %	4,976	11 %	
	General level of service	55	22 %	55	19 %	116	21 %	14,604	33 %	
	Decisions	24	9 %	32	11 %	71	17 %	6,186	14 %	
Police powers, policies and procedures	Total	190	30 %	160	23 %	215	26 %	16,837	21 %	
	Use of force	56	29 %	40	25 %	53	25 %	4,424	26 %	
	Detention in police custody	47	25 %	45	28 %	33	16 %	2,422	14 %	
	Power to arrest and detain	32	17 %	23	14 %	39	18 %	3,002	18 %	
	Searches of premises and seizure of property	18	9 %	9	6 %	28	12 %	2,094	12 %	
	Bail, identification and interview procedures	16	8 %	11	7 %	16	7 %	955	6 %	
	Other policies and procedures	9	5 %	19	12 %	20	8 %	1,615	10 %	
	Evidential procedures	6	3 %	7	4 %	17	9 %	1,283	8 %	
	Stops, and stop and search	4	2 %	3	2 %	7	3 %	793	5 %	
	Out of court disposals	2	1 %	3	2 %	3	1 %	249	1 %	
	Individual behaviours	Total	123	19 %	147	22 %	117	14 %	9,853	12 %
		Impolite language / tone	37	30 %	41	28 %	27	27 %	2,449	25 %
		Overbearing or harassing behaviours	34	28 %	47	32 %	22	18 %	1,756	18 %
Unprofessional attitude and disrespect		23	19 %	28	19 %	32	28 %	2,782	28 %	
Lack of fairness and impartiality		20	16 %	18	12 %	18	15 %	1,368	14 %	
Impolite and intolerant actions		9	7 %	13	9 %	17	12 %	1,498	15 %	
Discriminatory behaviour	Total	30	5 %	25	4 %	24	3 %	2,349	3 %	
	Race	11	37 %	8	32 %	8	33 %	1,088	46 %	
	Disability	9	30 %	6	24 %	6	23 %	439	19 %	
	Sex	8	27 %	4	16 %	5	21 %	394	17 %	
	Age	1	3 %	3	12 %	1	2 %	38	2 %	
	Gender reassignment	1	3 %	1	4 %	1	2 %	25	1 %	
	Marriage and civil partnership	0	0 %	1	4 %	0	1 %	2	0 %	
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %	
	Religion or belief	0	0 %	0	0 %	0	1 %	57	2 %	
	Sexual orientation	0	0 %	1	4 %	2	12 %	76	3 %	
	Other	0	0 %	1	4 %	2	7 %	229	10 %	
Handling of or damage to property/ premises	Total	21	3 %	21	3 %	29	3 %	2,467	3 %	
	Handling of or damage to property/ premises	21	100 %	21	100 %	29	100 %	2,466	98 %	
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	

This section presents the three 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. Allegations where the subcategory is 'none' are omitted from this table.

Section A1.5: National complaint factors

Year to date Factors on all allegations	Force		SPLY		MSF Average		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	263	41 %	285	42 %	297	37 %	29,355	37 %
Arrest	160	25 %	138	20 %	124	15 %	10,232	13 %
Domestic / gender abuse	99	16 %	103	15 %	61	8 %	4,125	5 %
VAWG - dissatisfaction handling	93	15 %	75	11 %	60	8 %	3,054	4 %
Child protection / CSA / CSE	80	13 %	69	10 %	32	5 %	1,370	2 %
Custody	74	12 %	84	12 %	61	7 %	4,574	6 %
None	46	7 %	48	7 %	222	20 %	15,525	19 %
Mental health	31	5 %	42	6 %	21	2 %	2,317	3 %
Premises search	31	5 %	8	1 %	31	4 %	1,958	2 %
VAWG - police perpetrated	30	5 %	20	3 %	11	2 %	539	1 %
Roads/traffic	29	5 %	38	6 %	42	4 %	4,731	6 %
Stop and/or search	26	4 %	20	3 %	17	2 %	1,618	2 %
Drugs / alcohol	17	3 %	23	3 %	18	2 %	897	1 %
Restraint equipment	15	2 %	11	2 %	10	1 %	855	1 %
Call Handling	13	2 %	12	2 %	31	3 %	3,424	4 %
Neighbourhood policing	11	2 %	13	2 %	43	5 %	3,752	5 %
Public order incident	11	2 %	15	2 %	4	1 %	645	1 %
Death	8	1 %	26	4 %	10	1 %	759	1 %
Hate Crime	7	1 %	6	1 %	9	1 %	468	1 %
Serious injury	6	1 %	1	0 %	3	0 %	168	0 %
Firearms	4	1 %	0	0 %	6	1 %	400	0 %
Taser	4	1 %	0	0 %	2	0 %	105	0 %
Missing persons	2	0 %	2	0 %	3	0 %	514	1 %
PPDA	2	0 %	0	0 %	0	0 %	7	0 %
Social media	1	0 %	8	1 %	3	0 %	330	0 %
Unknown	1	0 %	2	0 %	1	0 %	20	0 %
Coronavirus - other	0	0 %	1	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
Covert policing	0	0 %	0	0 %	0	0 %	48	0 %
Fraud	0	0 %	6	1 %	4	0 %	485	1 %
Police dogs or horses	0	0 %	0	0 %	1	0 %	54	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	3	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %	1	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	14	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	14	0 %
VAWG - police victim	0	0 %	0	0 %	1	0 %	88	0 %

This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

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 and the percentages here will add up to over 100%. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

Section A1.6: National complaint factors on top five allegation categories

Factors on top five allegation categories (Year to date)	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Discriminatory behaviour	Individual behaviours
VAWG - police perpetrated	3	16	0	1	8
VAWG - dissatisfaction handling	55	11	1	5	19
Unknown	1	0	0	0	0
Taser	0	4	0	0	0
Stop and/or search	5	9	1	2	8
Social media	0	0	0	1	0
Serious injury	1	4	0	0	0
Roads/traffic	16	5	0	0	7
Restraint equipment	0	14	0	0	1
Public order incident	1	5	0	1	4
Premises search	5	17	3	1	5
PPDA	1	0	0	0	1
None	19	1	3	5	15
Neighbourhood policing	6	0	0	1	4
Missing persons	1	0	0	0	1
Mental health	13	11	0	1	5
Investigation	154	28	8	15	48
Hate Crime	5	0	0	1	1
Firearms	1	3	0	0	0
Drugs / alcohol	5	8	1	1	1
Domestic / gender abuse	52	18	4	10	12
Death	4	0	1	0	3
Custody	7	55	1	2	9
Child protection / CSA / CSE	41	13	3	6	15
Call Handling	12	0	0	0	1
Arrest	33	87	6	4	26
Total	255	190	21	30	122

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

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.

The table below shows a breakdown of allegations logged with the focus national complaint factors.

IOPC Police Data Year Quarter	VAWG - dissatisfaction handling	VAWG - police perpetrated	VAWG - police victim	Total
Q2 23/24	37	12	0	49
Q3 23/24	35	2	0	37
Q4 23/24	40	4	0	44
Q1 24/25	48	13	0	61
Q2 24/25	45	17	0	62
Total	205	48	0	253

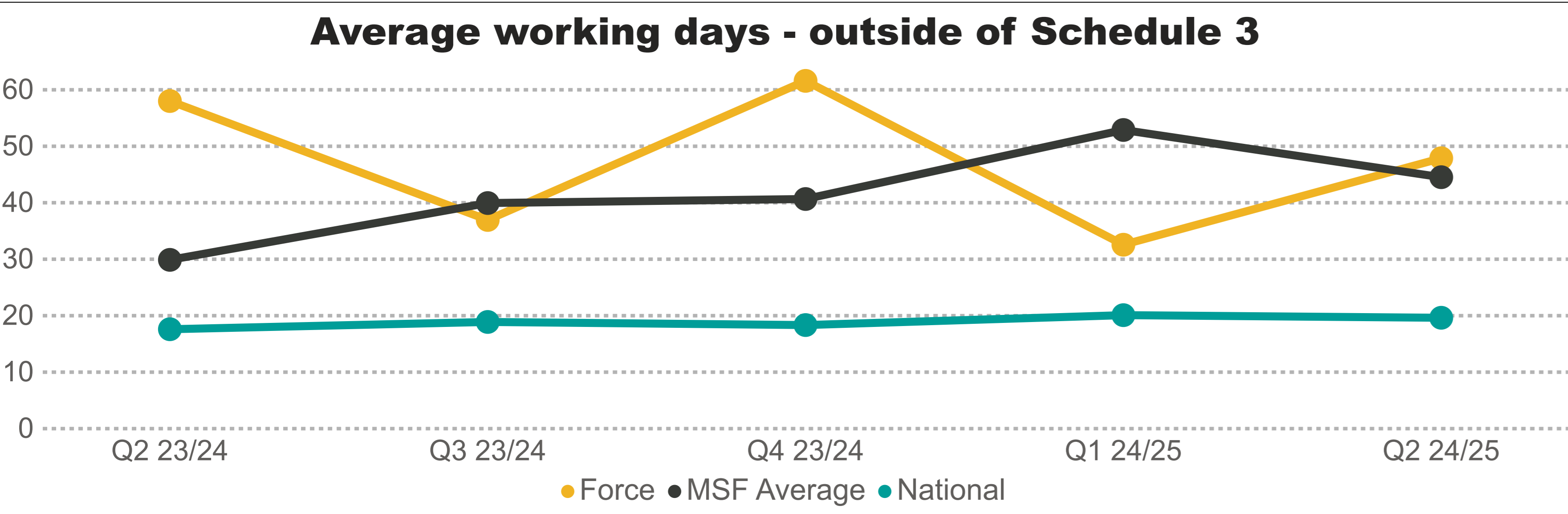
Section A2: Allegations timeliness

This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

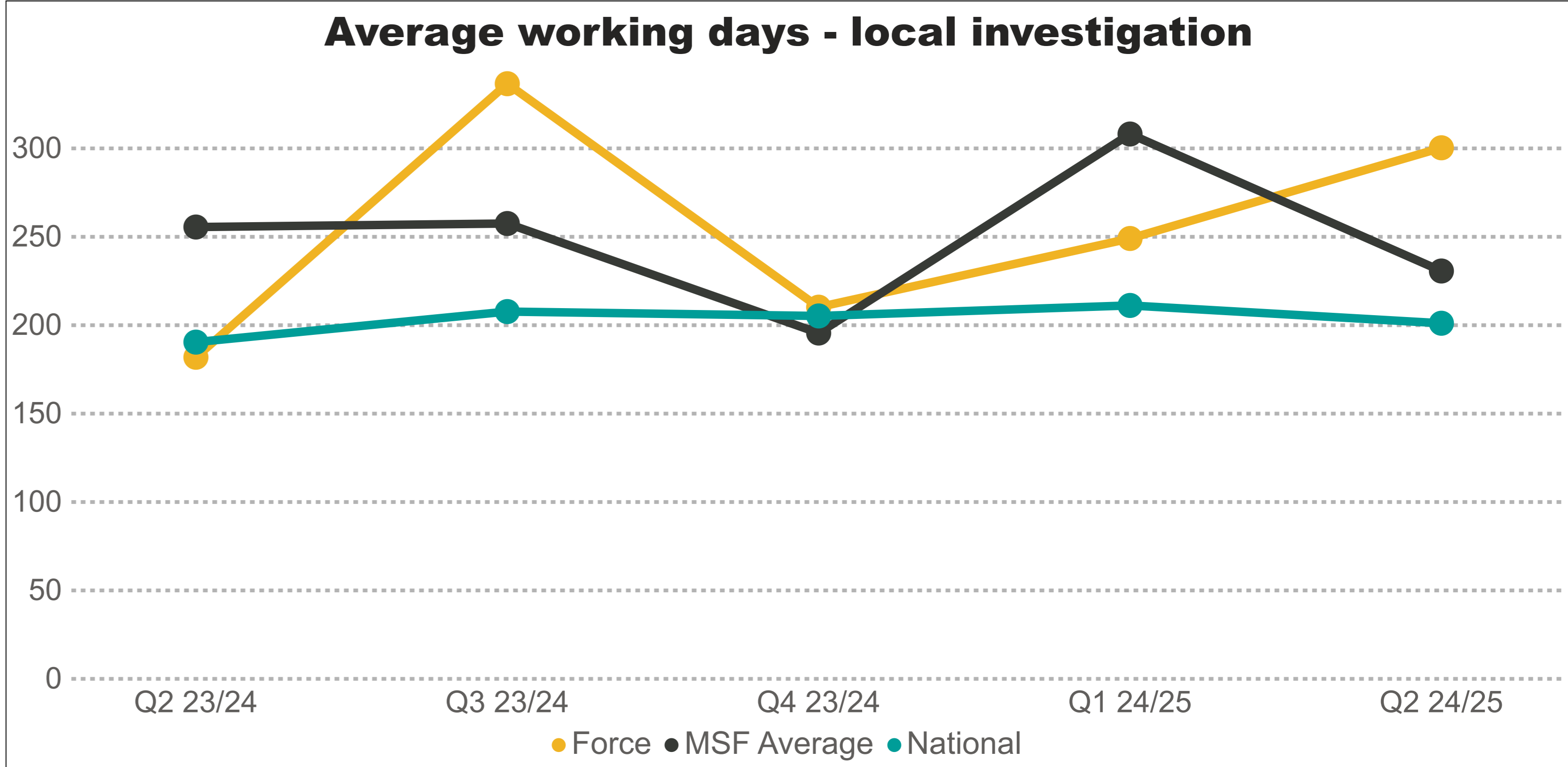
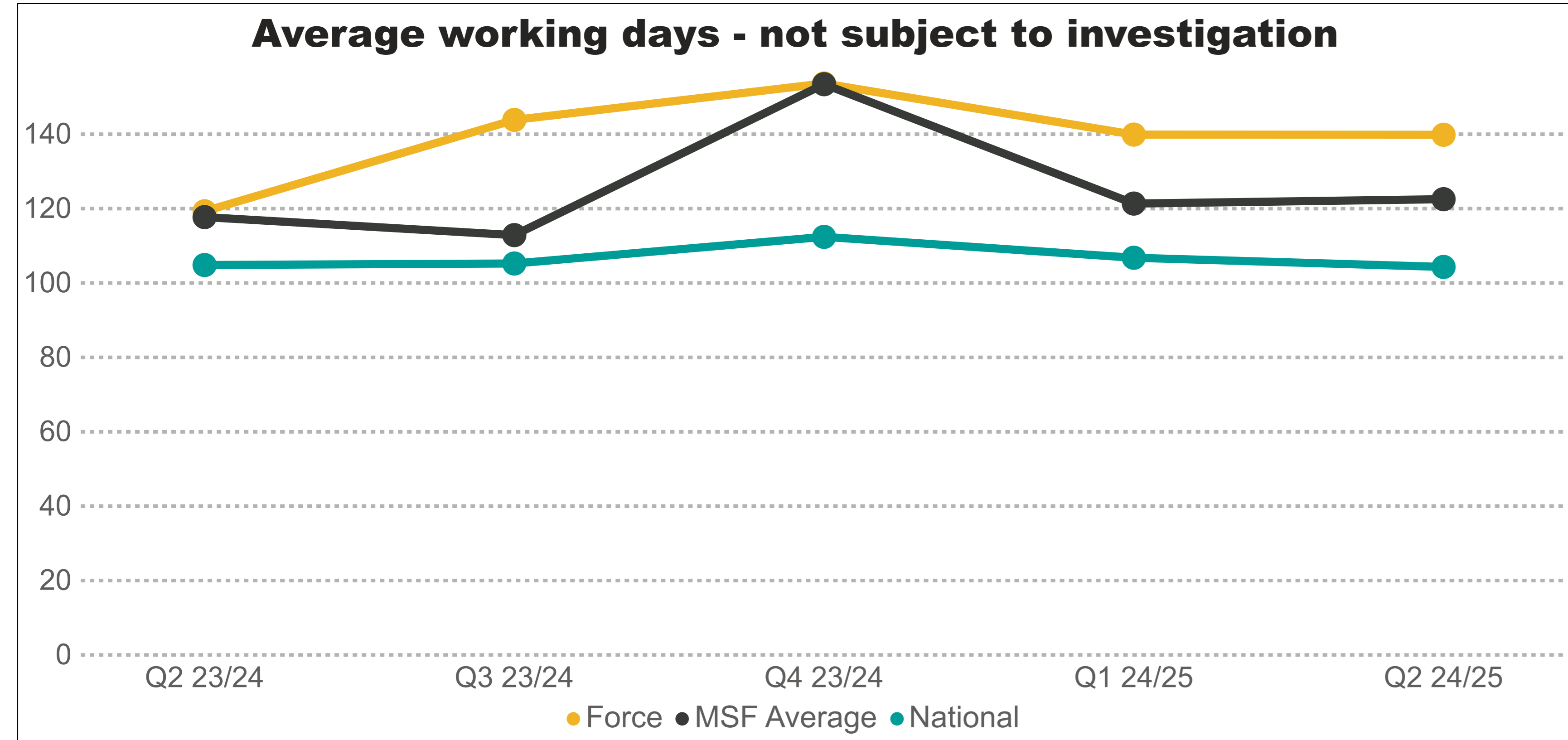
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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.

Year to date Allegations	Outside of Schedule 3		Under Schedule 3 - not subject to investigation		Under Schedule 3 - by local investigation		Under Schedule 3 - by independent investigation	
	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days
Force	79	41	364	140	55	261	0	0
SPLY	60	51	471	128	121	381	0	0
MSF Average	300	47	439	122	71	250	0	0
National	33,250	20	35,230	105	8,680	206	109	282



Year to date Allegations	Under Schedule 3 - by directed investigation	
	Number Finalised	Average days
Force	0	0
SPLY	0	0
MSF Average	0	0
National	16	544

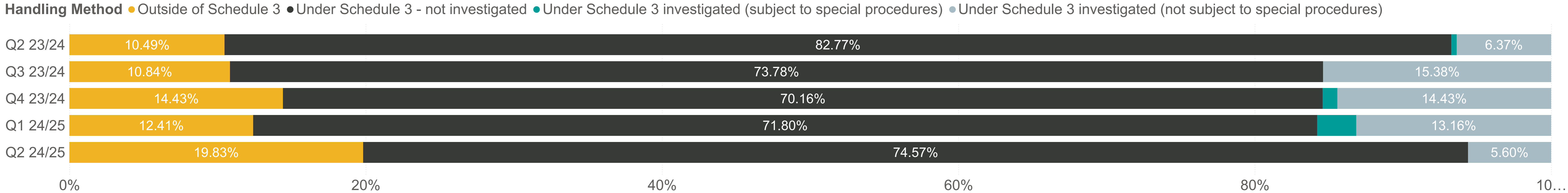


Section A3.1: How allegations were handled and their decisions

This section presents a breakdown of how allegations were handled information and the decisions being given. 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 refer to our [Guidance on capturing data about police complaints](#) for details of allegation decisions.

How allegations were handled (Year to date)	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	48	10 %	63	10 %	7,922	10 %
Under Schedule 3 investigated (subject to special procedures)	7	1 %	8	1 %	883	1 %
Under Schedule 3 - not investigated	364	73 %	439	57 %	35,230	46 %
Outside of Schedule 3	79	16 %	300	31 %	33,250	43 %
Total	498	100 %	810	100 %	77,285	100 %

Force: percent of allegations finalised by handling method



How allegations were handled (Year to date)	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 No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %
No further action					20	5 %	2,768	8 %			9	1 %			242	3 %
Regulation 41 applies							59	0 %			1	0 %	3	6 %	93	1 %
Service provided - unable to determine					12	3 %	3,238	9 %	1	14 %	10	1 %	2	4 %	770	10 %
Service provided - not acceptable					44	12 %	4,563	13 %	3	43 %	26	3 %	7	15 %	900	11 %
Service provided - acceptable					247	68 %	23,538	67 %	1	14 %	129	15 %	36	75 %	5,675	72 %
Not Resolved	4	5 %	1,876	6 %												
Resolved	75	95 %	31,373	94 %												
No Case to Answer									1	14 %	512	58 %				
Case to Answer									1	14 %	180	20 %				
Withdrawal					41	11 %	1,063	3 %			16	2 %			242	3 %

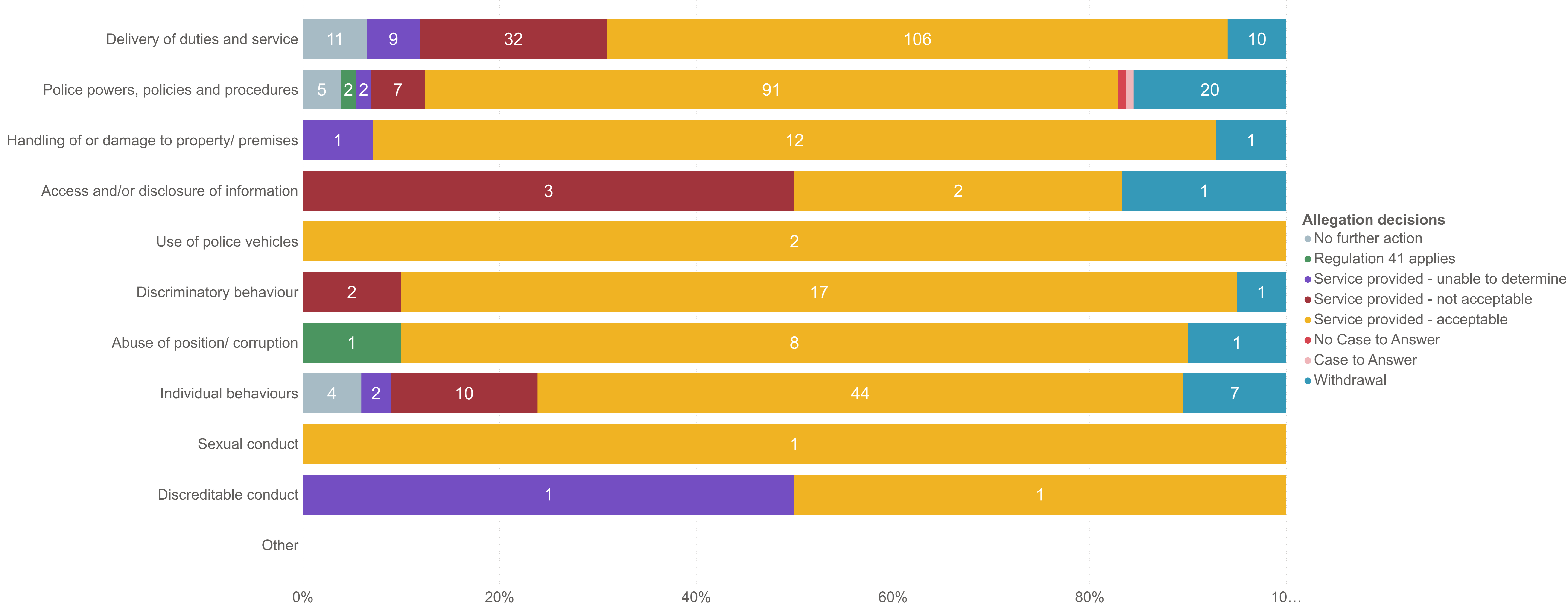
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

Outside Schedule 3 allegation decisions

Allegation decisions	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
Resolved	52	5	3	5	0	2	1	6	1	0	0	75
Not Resolved	2	0	0	1	0	0	0	1	0	0	0	4

Schedule 3 allegation decisions



Section B1.1: Allegation actions - on allegations handled outside of Schedule 3 (Year to date)

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.

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	2	3 %	0	0 %	1	1 %	132	0 %
Learning from reflection	13	16 %	13	22 %	4	4 %	935	3 %
Policy review	1	1 %	0	0 %	0	0 %	32	0 %
Goodwill gesture	0	0 %	0	0 %	0	0 %	52	0 %
Apology	22	28 %	5	8 %	42	14 %	3,241	10 %
Debrief	1	1 %	1	2 %	1	1 %	311	1 %
Explanation	33	42 %	30	50 %	140	52 %	20,147	61 %
No further action	7	9 %	9	15 %	27	13 %	3,760	11 %
Other action	0	0 %	2	3 %	76	15 %	4,135	12 %

Section B1.2: Allegation actions - on allegations handled under Schedule 3 (Year to date)

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.

All complaint cases handled under Schedule 3

Actions following Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	12	3 %	16	3 %	5	1 %	398	1 %
Apology	27	6 %	33	6 %	23	4 %	1,605	4 %
Debrief	17	4 %	10	2 %	5	1 %	1,343	3 %
Explanation	250	60 %	345	58 %	311	58 %	27,139	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	11	0 %
No further action	46	11 %	93	16 %	126	27 %	9,817	22 %
Other action	0	0 %	3	1 %	3	1 %	432	1 %
Learning from reflection	51	12 %	75	13 %	24	6 %	2,263	5 %
Referral to RPRP	2	0 %	3	1 %	5	1 %	671	2 %

Misconduct, UPP and RPRP on complaints investigated under Schedule 3 (subject to Special Procedures)

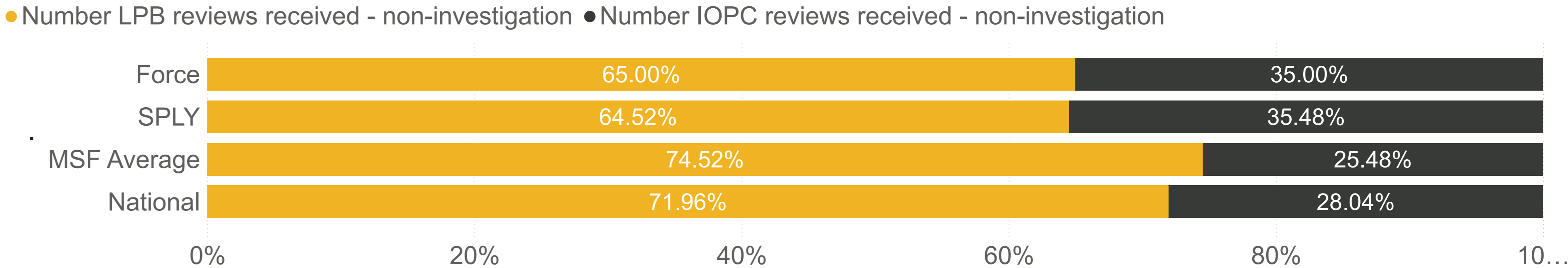
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	0	0 %	5	42 %	1	14 %	77	9 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	2	0 %
Other actions following a case to answer decision	0	0 %	0	0 %	1	8 %	64	7 %
Referral to RPRP	2	29 %	0	0 %	1	19 %	161	18 %

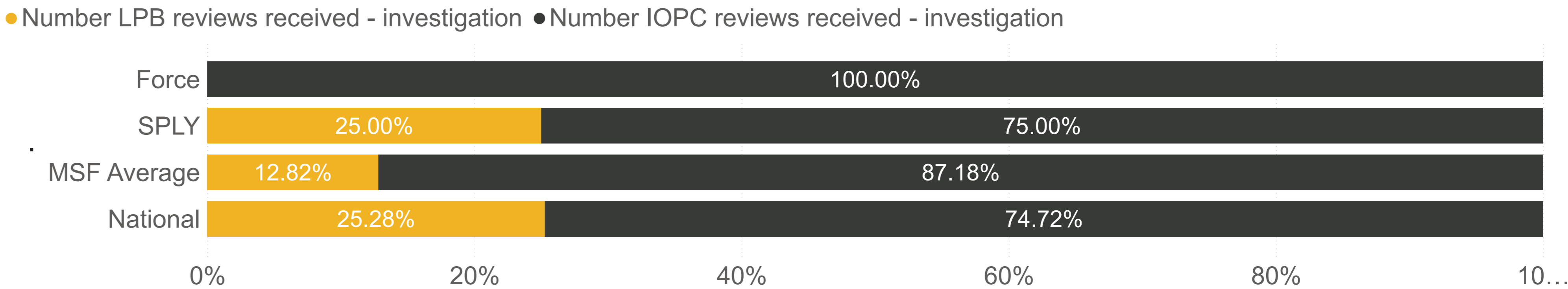
Section C1: Reviews received and timeliness (Year to date)

This section presents data on the number of reviews received about this force by the IOPC and by the local policing body. The charts enable you to see the proportion of each review type being received by the two bodies. For information on when the IOPC should be the review body, please see our [Statutory Guidance](#)

Non-investigation reviews received	LPB	IOPC
Force	13	7
SPLY	20	11
MSF Average	25	8
National	1,850	721

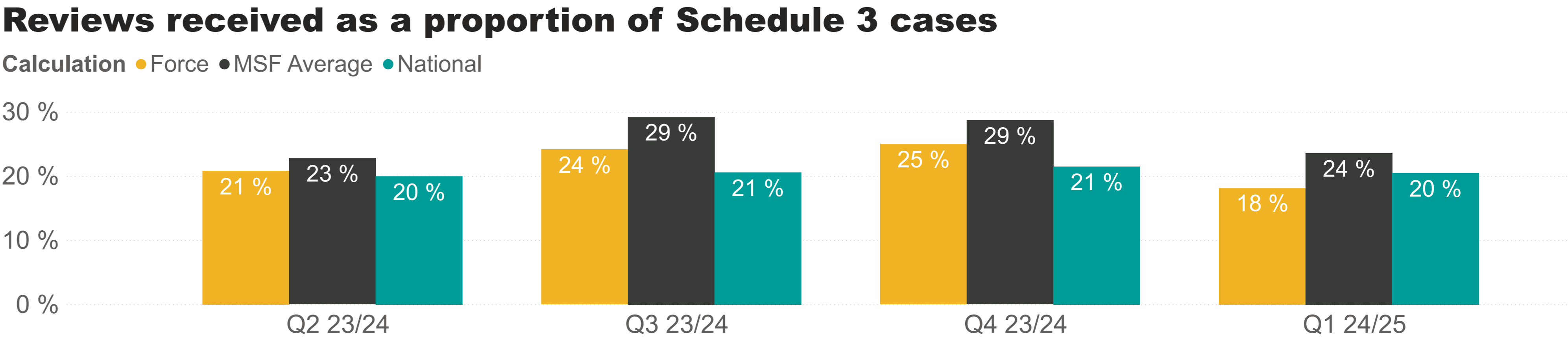


Investigation reviews received	LPB	IOPC
Force	0	3
SPLY	1	3
MSF Average	1	4
National	159	470



Complaints are not finalised until after any reviews are completed. However, this measure helps to provide an indication of how often reviews are made in comparison to the number of complaints completed.

	Reviews received	Schedule 3 complaints finalised
Force	23	126
SPLY	35	170
MSF Average	38	217
National	3,200	15,484



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	30	55	67	49
Average number of working days to complete IOPC reviews	122	138	151	138

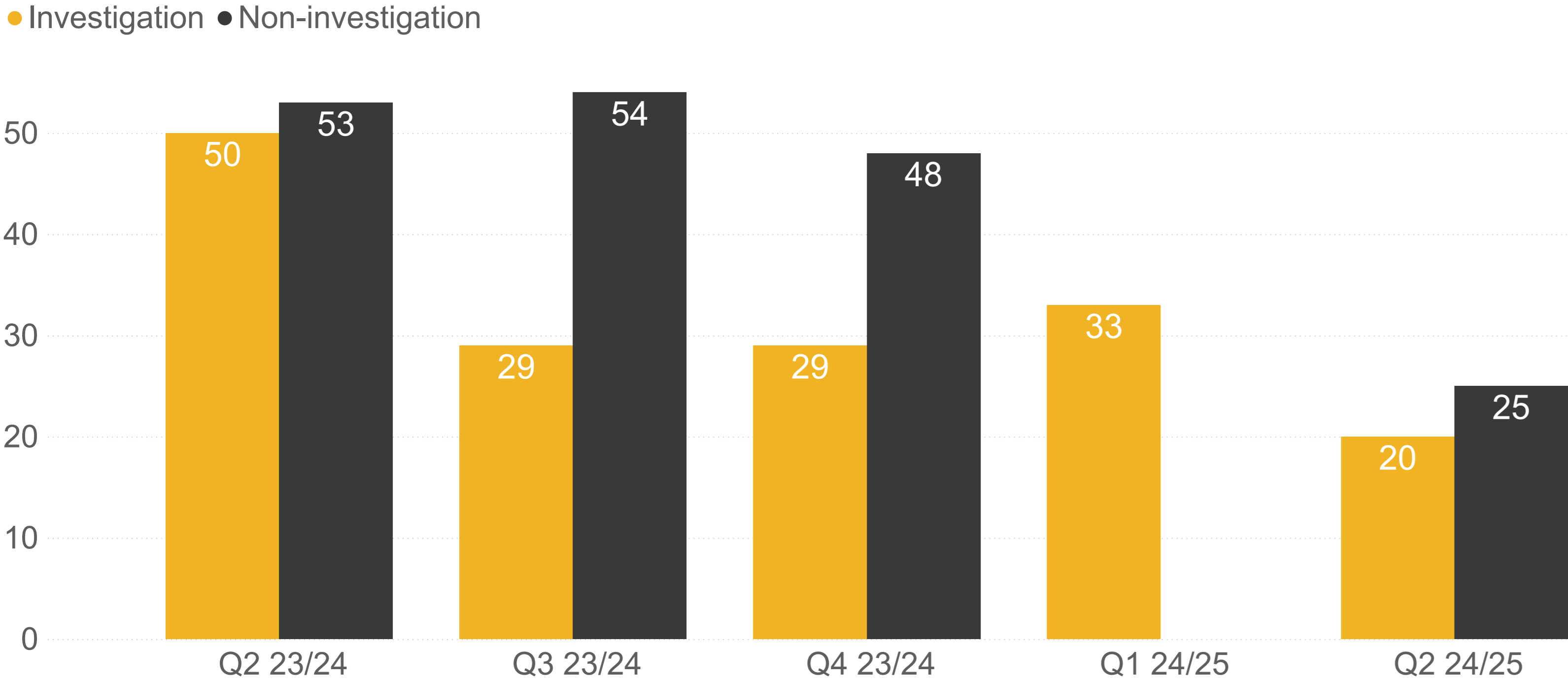
Section C2: Outcomes on reviews

This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police. Please note: Numbers are not available for the MSF Average - % only. Contact the IOPC for specific recommendations and directions made as these are not available in this data set

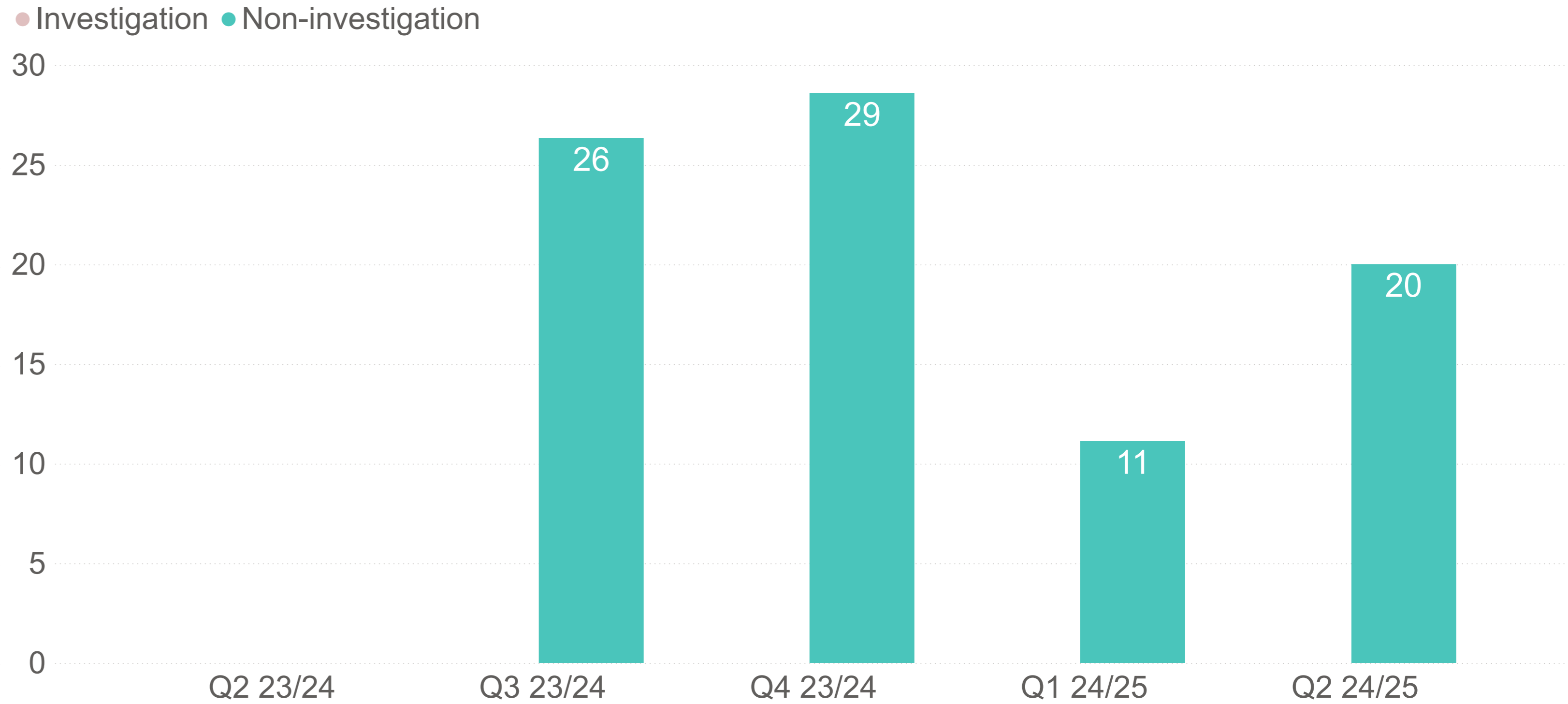
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	5	1	0	
SPLY	4	2	2	
MSF Average	5	1	0	
National	453	139	157	39

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	4	1	14	2
SPLY	17	9	12	1
MSF Average	8	3	27	7
National	452	144	1,825	363

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



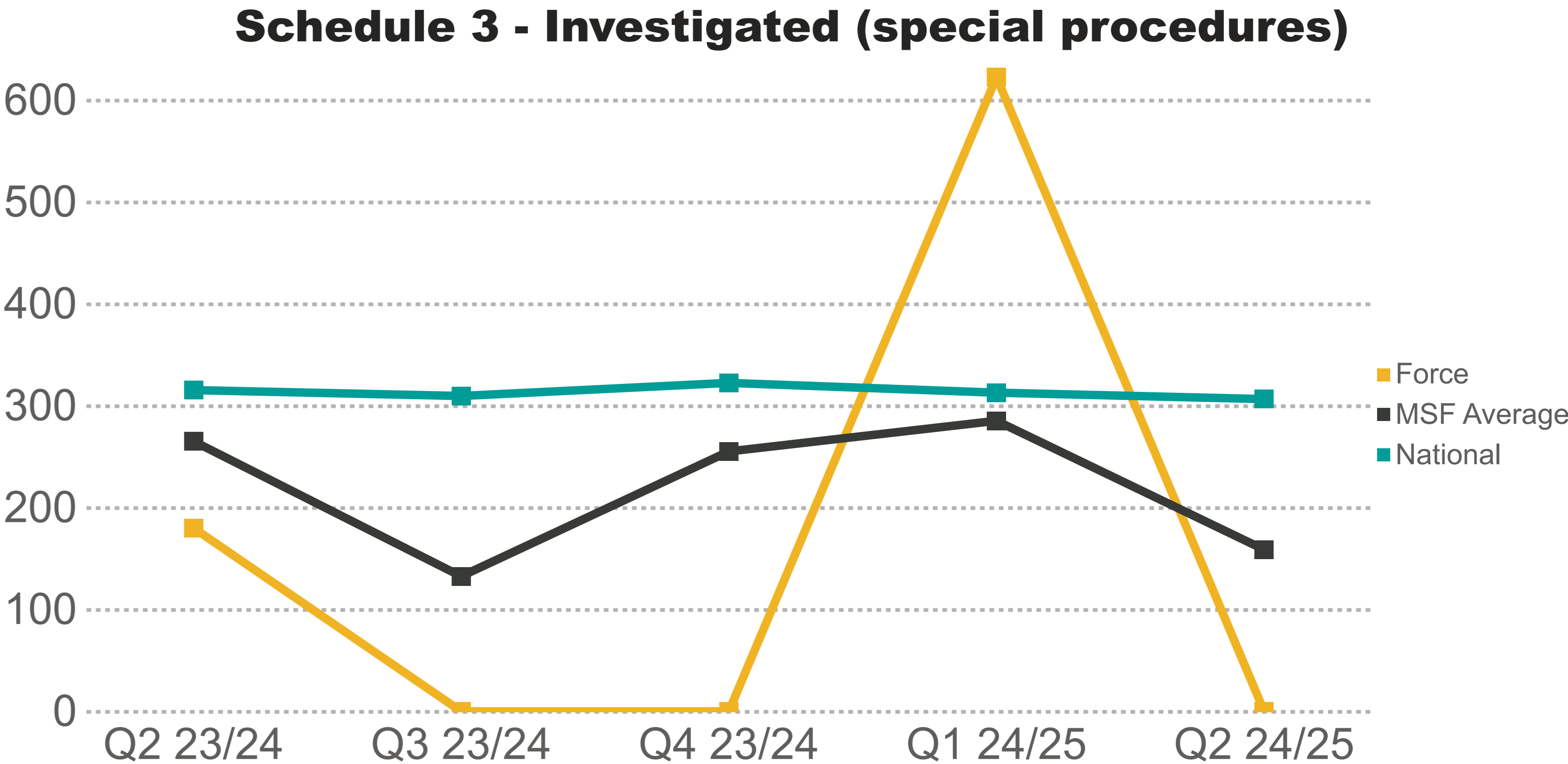
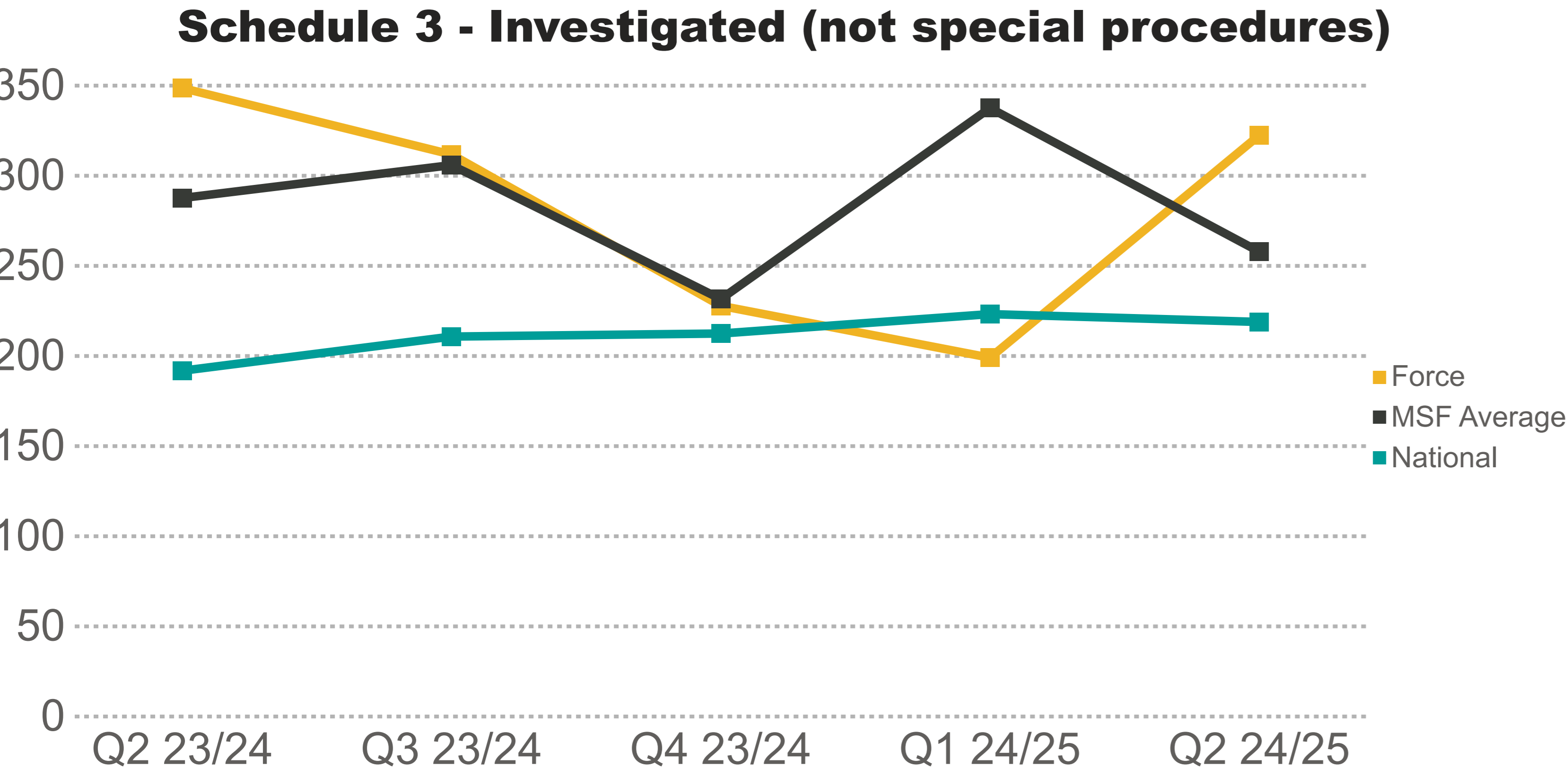
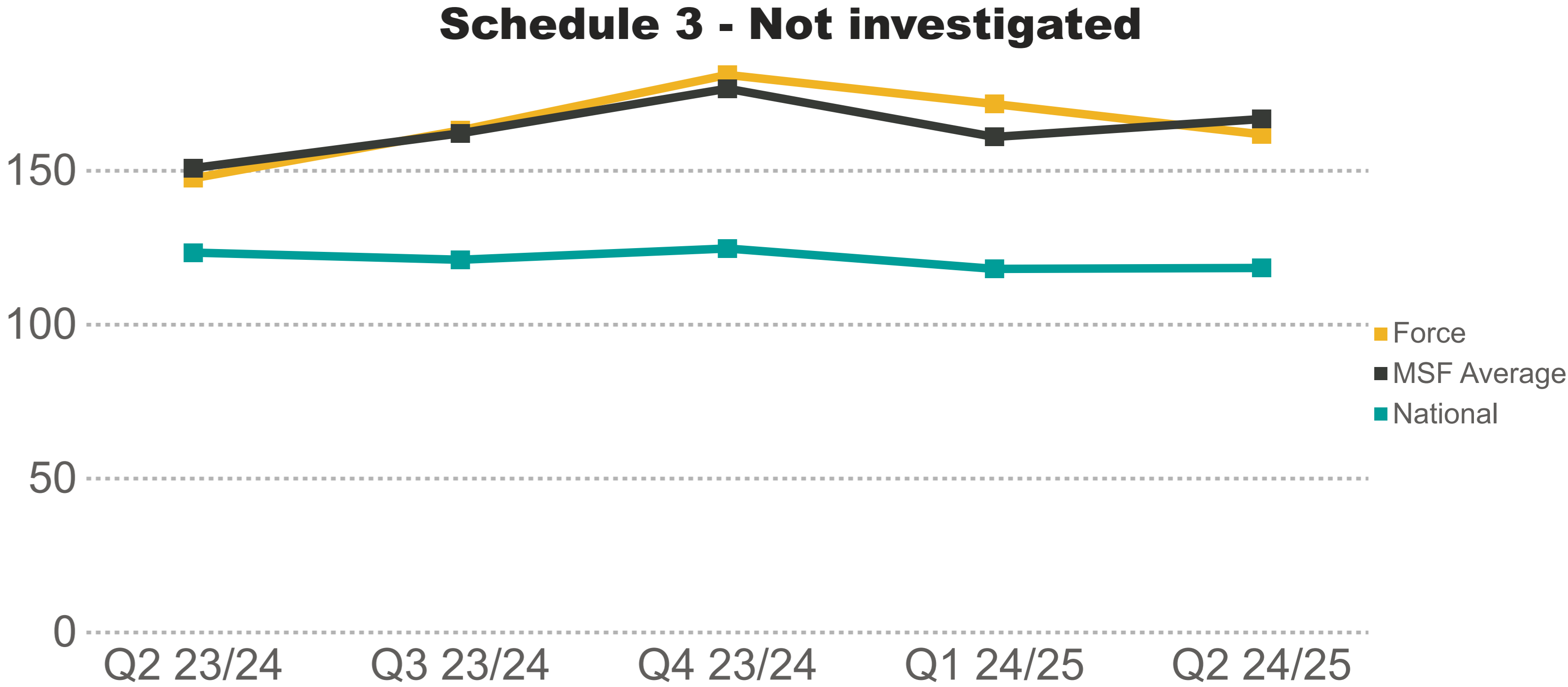
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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 formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with outside if Schedule 3) please see page 14

Average working days to finalise (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 investigated (subject to special procedures)	623	161	307	310
Under Schedule 3 investigated (not subject to special procedures)	286	276	288	221
Under Schedule 3 - not investigated	166	144	162	118
Total	190	160	176	140

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	107	148	197	12,474
Under Schedule 3 investigated (not subject to special procedures)	17	20	17	2,681
Under Schedule 3 investigated (subject to special procedures)	2	2	4	329
Total	126	170	217	15,484

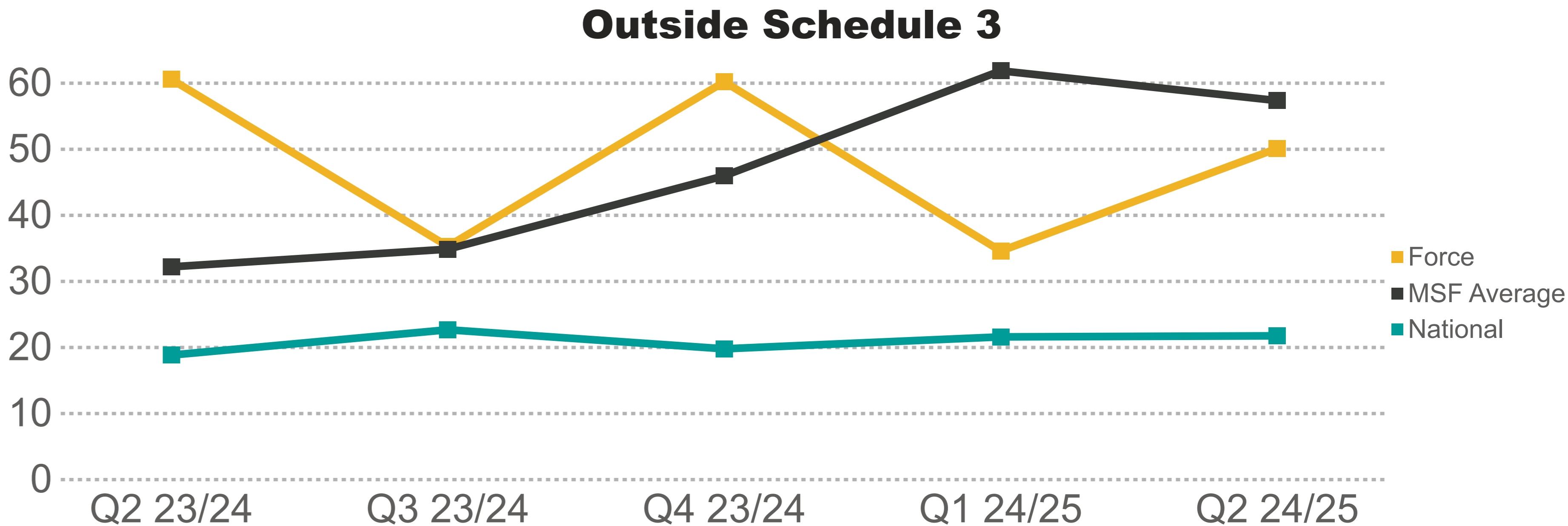


Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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 formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters. Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates.

Year to date

	Force	SPLY	MSF Average	National
Complaint cases handled outside of Schedule 3	43	35	252	27766
Average days to finalise complaint cases handled outside of Schedule 3	45	58	58	22



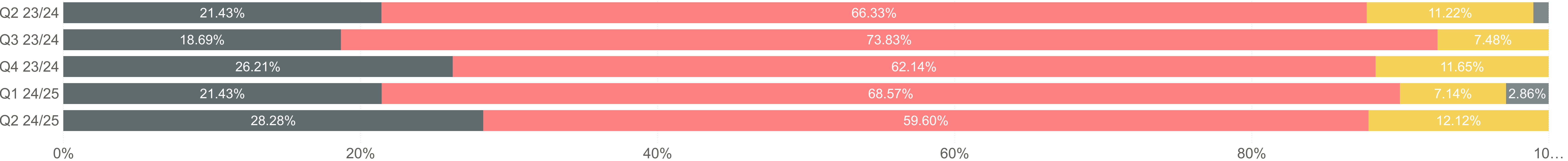
Section D3: How complaint cases handled

This section shows the proportion of complaint cases handled by the force, most similar for group and nationally under each method of handling. The table covers data recorded in the period as per 'Reporting Period' above, while the below chart concerns the force only using the last four quarters of available data.

Means Of Handling	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	43	25%	35	17%	252	54%	27,766	64%
Under Schedule 3 - not investigated	107	63%	148	72%	197	42%	12,474	29%
Under Schedule 3 investigated (not subject to special procedures)	17	10%	20	10%	17	4%	2,681	6%
Under Schedule 3 investigated (subject to special procedures)	2	1%	2	1%	4	1%	329	1%
Total	169	100%	205	100%	469	100%	43,250	100%

Force: percent of complaint cases finalised by handling method

Means Of Handling • Outside of Schedule 3 • Under Schedule 3 - not investigated • Under Schedule 3 investigated (not subject to special procedures) • Under Schedule 3 investigated (subject to special procedures)



Section E: Referrals

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.

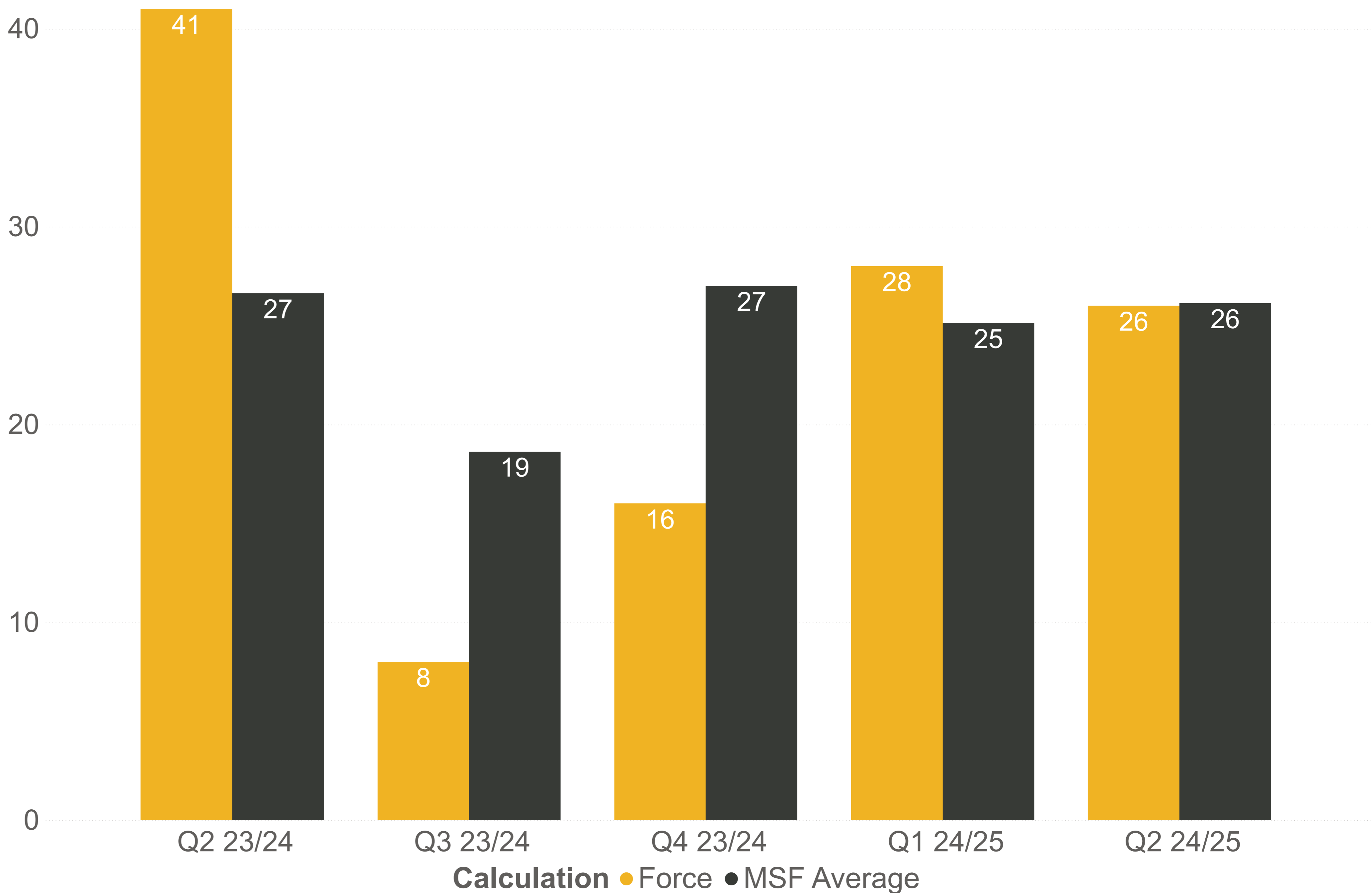
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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.

Year to date

	Force	SPLY	MSF Average	National
Number referrals received	54	72	51	3,490
Number referrals completed	52	70	51	3,490
Decision: Independent Investigation	4	1	3	206
Decision: Directed Investigation	0	0	0	5
Decision: Local Investigation	26	48	29	1,935
Decision: Return to Force	21	21	17	1,262
Decision: Invalid	1	0	2	80

Force and MSF Group referrals received



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

Notes

Data sources

- Data in this bulletin is taken from XML data submissions made by forces to the IOPC every quarter except for IOPC performance data which 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 HMICFRS. 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](#).
- Figures for City of London include complaint cases logged in relation to 'Action Fraud'. Action Fraud is the UK's national reporting centre for fraud and cybercrime. The service is run by the City of London Police, which is the national policing lead for economic crime.

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 \(February 2020\)](#).