

Police Complaints Information Bulletin: Bedfordshire

Reporting Period: 01 April 2024 - 30 June 2024 (Q1 2024/25)

Most Similar Force (MSF) Group: Bedfordshire, Essex, Hampshire, Hertfordshire, Kent, Leicestershire, Nottinghamshire, South Yorkshire

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

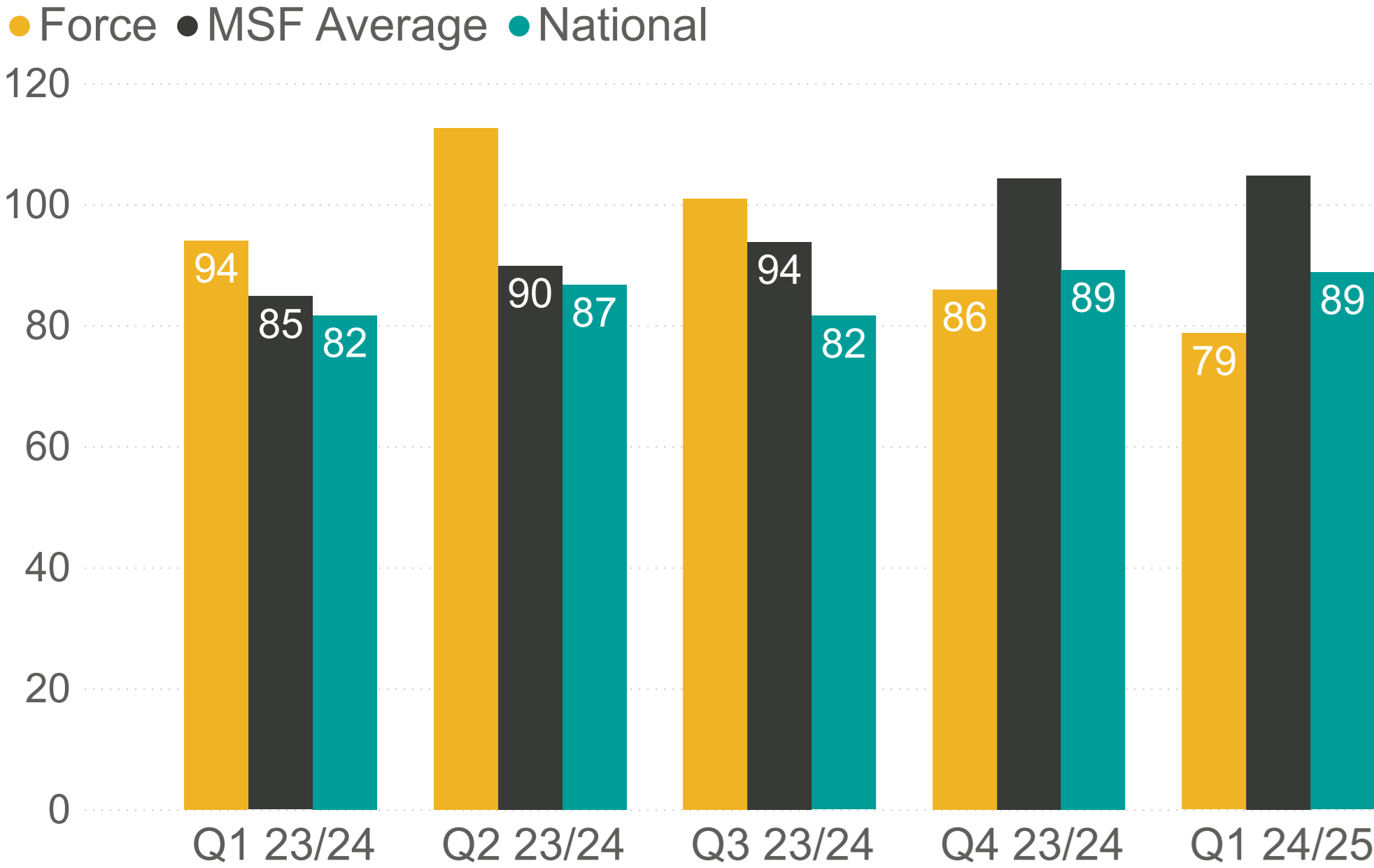
Section A1.1: Complaint cases and allegations logged

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.

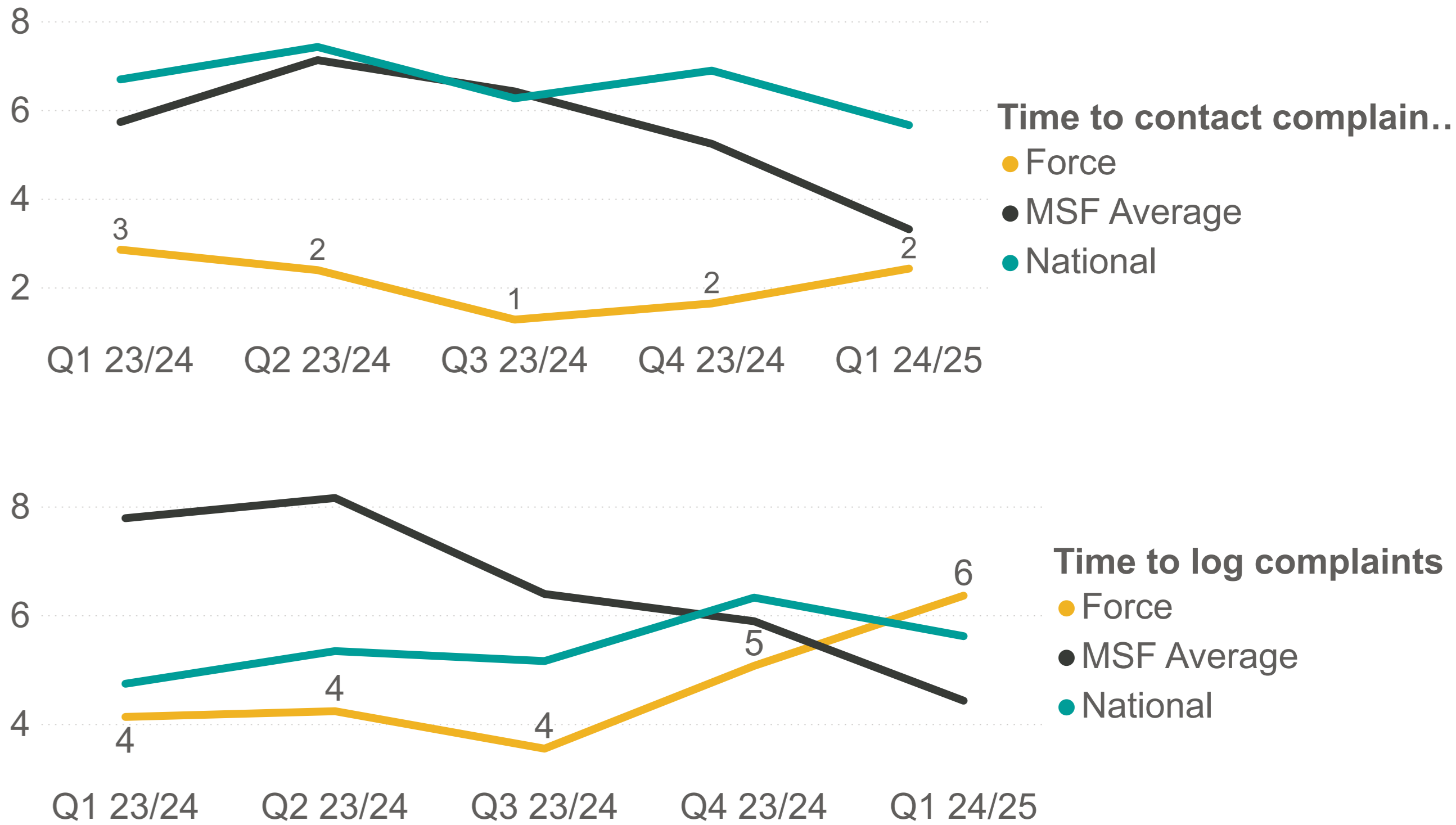
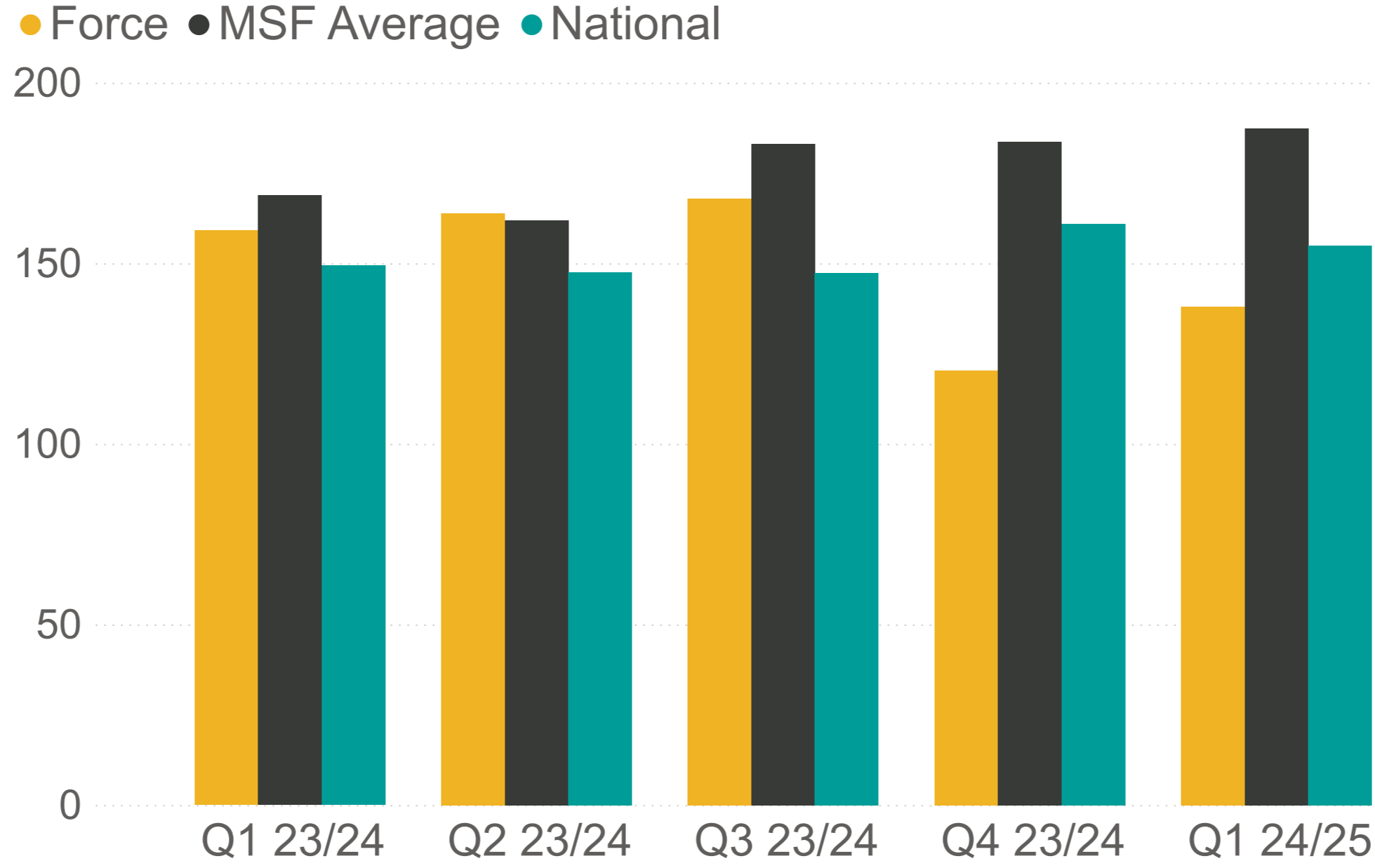
Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)

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	216	79	379	138	2	6
SPLY	257	94	435	159	3	4
MSF Average	560	105	994	187	3	4
National	22,622	89	39,473	155	6	6

Complaints logged per 1,000 employees



Allegations logged per 1,000 employees



For space reasons, the figures in the above charts are the force averages only

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

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	9	13	111	3,426
Complainant wishes the complaint be recorded	5	11	14	1,294
Dissatisfaction after initial handling	8	6	27	1,062
Nature of the allegation(s) in the complaint	28	41	43	1,571
Total	50	71	195	7,353

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	18 %	18 %	42 %	47 %
Complainant wishes the complaint be recorded	10 %	15 %	8 %	18 %
Dissatisfaction after initial handling	16 %	8 %	21 %	14 %
Nature of the allegation(s) in the complaint	56 %	58 %	29 %	21 %

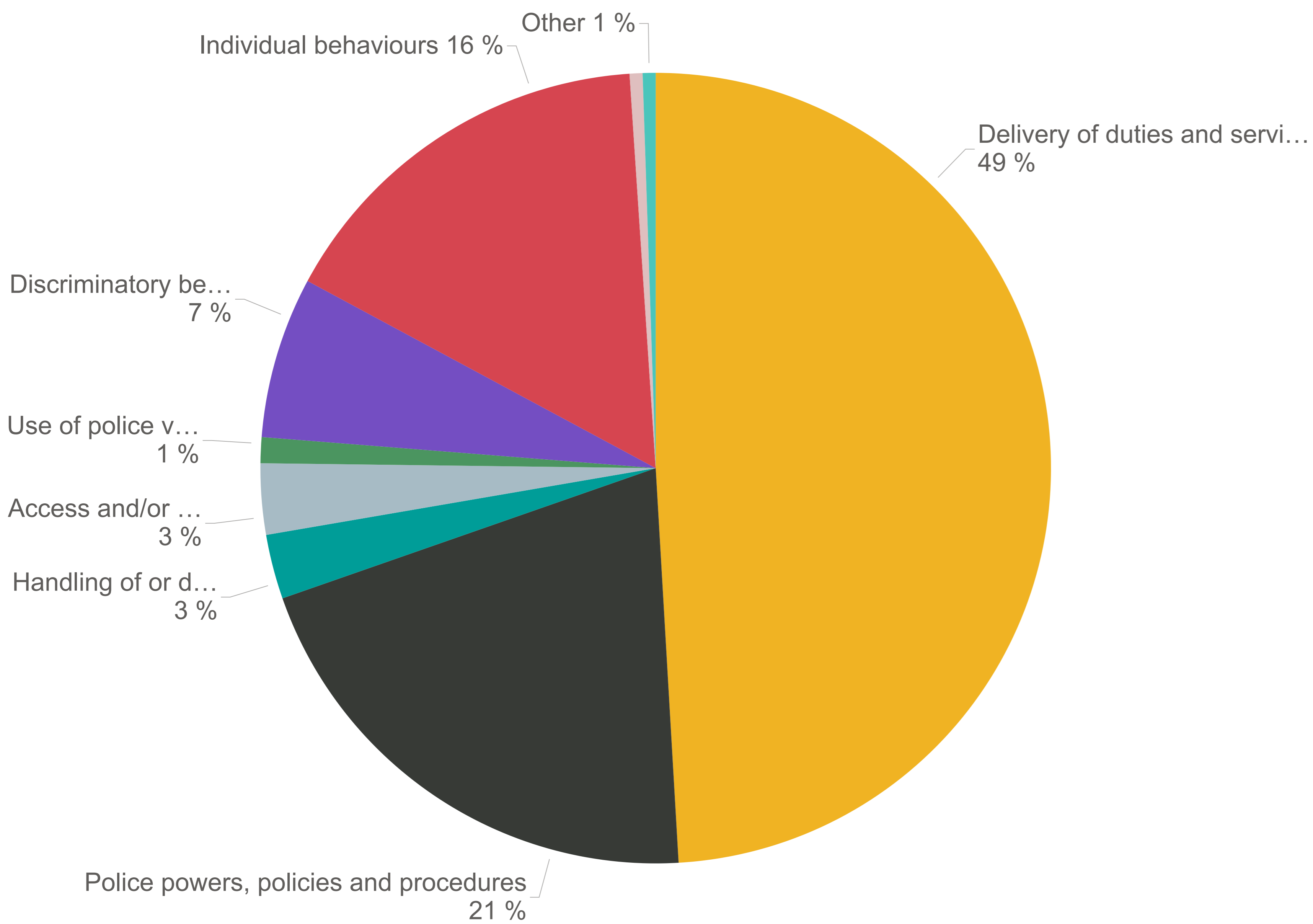
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

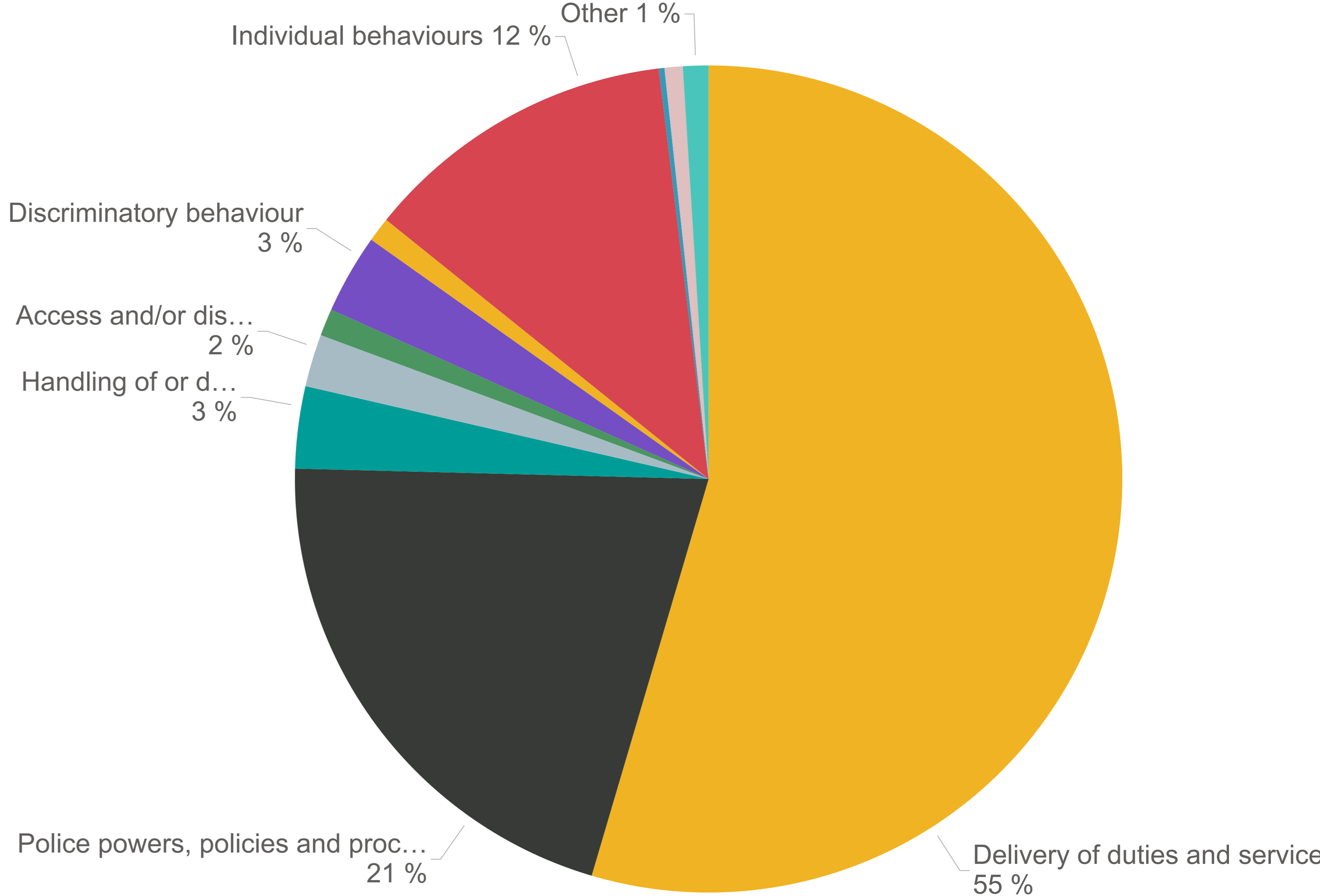
What has been complained about (YTD)

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	186	78	10	11	4	25	0	61	0	2	2	379
SPLY	210	102	17	10	3	28	4	50	0	6	5	435
MSF Average	552	195	33	22	10	34	7	130	2	5	6	994
National	21,535	8,225	1,265	809	419	1,225	378	4,853	87	280	393	39,469

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	186	49 %	210	48 %	552	55 %	21,534	55 %
	Police action following contact	78	42 %	104	50 %	198	40 %	8,745	41 %
	General level of service	57	31 %	49	23 %	204	32 %	7,280	34 %
	Information	29	16 %	22	10 %	68	13 %	2,468	11 %
Police powers, policies and procedures	Decisions	22	12 %	35	17 %	81	14 %	3,041	14 %
	Total	78	21 %	102	23 %	195	20 %	8,223	21 %
	Power to arrest and detain	16	21 %	11	11 %	38	20 %	1,454	18 %
	Use of force	16	21 %	33	32 %	44	23 %	2,145	26 %
	Evidential procedures	10	13 %	5	5 %	14	7 %	638	8 %
	Other policies and procedures	9	12 %	27	26 %	20	9 %	800	10 %
	Bail, identification and interview procedures	7	9 %	3	3 %	12	6 %	485	6 %
	Stops, and stop and search	6	8 %	5	5 %	9	5 %	386	5 %
	Searches of premises and seizure of property	6	8 %	11	11 %	29	14 %	1,035	13 %
	Detention in police custody	6	8 %	7	7 %	26	14 %	1,145	14 %
	Out of court disposals	2	3 %	0	0 %	5	2 %	135	2 %
	Individual behaviours	Total	61	16 %	50	11 %	130	13 %	4,853
Unprofessional attitude and disrespect		24	39 %	13	26 %	36	29 %	1,338	28 %
Overbearing or harassing behaviours		13	21 %	12	24 %	26	18 %	912	19 %
Impolite language / tone		11	18 %	11	22 %	33	25 %	1,190	25 %
Lack of fairness and impartiality		10	16 %	11	22 %	18	14 %	686	14 %
Impolite and intolerant actions		3	5 %	3	6 %	17	14 %	727	15 %
Discriminatory behaviour	Total	25	7 %	28	6 %	34	4 %	1,225	3 %
	Race	15	60 %	14	50 %	14	42 %	549	45 %
	Disability	7	28 %	3	11 %	7	21 %	224	18 %
	Age	1	4 %	0	0 %	1	2 %	18	1 %
	Religion or belief	1	4 %	3	11 %	0	1 %	28	2 %
	Sex	1	4 %	6	21 %	6	17 %	211	17 %
	Gender reassignment	0	0 %	0	0 %	0	1 %	15	1 %
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	2	0 %
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	0	0 %
	Sexual orientation	0	0 %	1	4 %	1	5 %	44	4 %
Other	0	0 %	1	4 %	4	11 %	134	11 %	
Access and/or disclosure of information	Total	11	3 %	10	2 %	22	2 %	809	2 %
	Disclosure of information	6	55 %	7	70 %	15	71 %	547	68 %
	Use of police systems	2	18 %	0	0 %	1	6 %	68	8 %
	Handling of information	2	18 %	2	20 %	4	17 %	163	20 %
	Accessing and handling of information from other sources	1	9 %	1	10 %	1	6 %	30	4 %
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %
Information	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	167	44 %	150	34 %	321	34 %	14,194	36 %
None	62	16 %	100	23 %	274	25 %	7,961	20 %
Arrest	61	16 %	47	11 %	96	11 %	4,881	12 %
Custody	25	7 %	24	6 %	43	5 %	2,207	6 %
Call Handling	23	6 %	27	6 %	43	4 %	1,621	4 %
Roads/traffic	20	5 %	37	9 %	45	4 %	2,358	6 %
Stop and/or search	17	4 %	12	3 %	16	2 %	804	2 %
Mental health	13	3 %	23	5 %	14	2 %	1,083	3 %
Domestic / gender abuse	12	3 %	12	3 %	35	4 %	2,010	5 %
Firearms	11	3 %	8	2 %	6	1 %	196	0 %
Neighbourhood policing	11	3 %	16	4 %	31	3 %	1,815	5 %
Premises search	9	2 %	10	2 %	23	2 %	941	2 %
Child protection / CSA / CSE	8	2 %	5	1 %	16	2 %	687	2 %
Drugs / alcohol	6	2 %	9	2 %	8	1 %	442	1 %
Restraint equipment	4	1 %	6	1 %	6	1 %	365	1 %
Hate Crime	3	1 %	0	0 %	7	1 %	252	1 %
Social media	3	1 %	4	1 %	4	0 %	170	0 %
Death	2	1 %	4	1 %	7	1 %	351	1 %
Fraud	2	1 %	1	0 %	3	0 %	249	1 %
Police dogs or horses	1	0 %	0	0 %	0	0 %	16	0 %
Serious injury	1	0 %	4	1 %	4	0 %	93	0 %
VAWG - dissatisfaction handling	1	0 %	8	2 %	31	3 %	1,405	4 %
Coronavirus - other	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
Covert policing	0	0 %	0	0 %	0	0 %	18	0 %
Missing persons	0	0 %	1	0 %	4	0 %	255	1 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %	0	0 %
Public order incident	0	0 %	6	1 %	3	0 %	296	1 %
Taser	0	0 %	2	0 %	1	0 %	43	0 %
Unknown	0	0 %	0	0 %	0	0 %	8	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	8	0 %
VAWG - police perpetrated	0	0 %	3	1 %	11	1 %	304	1 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	9	0 %
VAWG - police victim	0	0 %	0	0 %	4	0 %	61	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	Access and/or disclosure of information	Discriminatory behaviour	Individual behaviours
VAWG - dissatisfaction handling	1	0	0	0	0
Stop and/or search	2	7	0	2	2
Social media	1	0	2	0	0
Serious injury	1	0	0	0	0
Roads/traffic	6	2	1	1	6
Restraint equipment	2	1	0	1	0
Premises search	2	3	0	0	0
None	38	6	4	2	7
Neighbourhood policing	6	2	0	2	1
Mental health	6	1	1	3	1
Investigation	99	17	3	12	32
Hate Crime	3	0	0	0	0
Fraud	2	0	0	0	0
Firearms	9	1	0	0	1
Drugs / alcohol	2	0	0	0	2
Domestic / gender abuse	11	0	0	0	0
Death	2	0	0	0	0
Custody	4	16	1	0	3
Child protection / CSA / CSE	5	1	0	0	1
Call Handling	12	3	0	0	7
Arrest	17	26	1	5	8
Total	186	78	11	25	61

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
Q1 23/24	8	3	0	11
Q2 23/24	2	2	0	4
Q3 23/24	18	4	0	22
Q4 23/24	6	3	0	9
Q1 24/25	1	0	0	1
Total	35	12	0	47

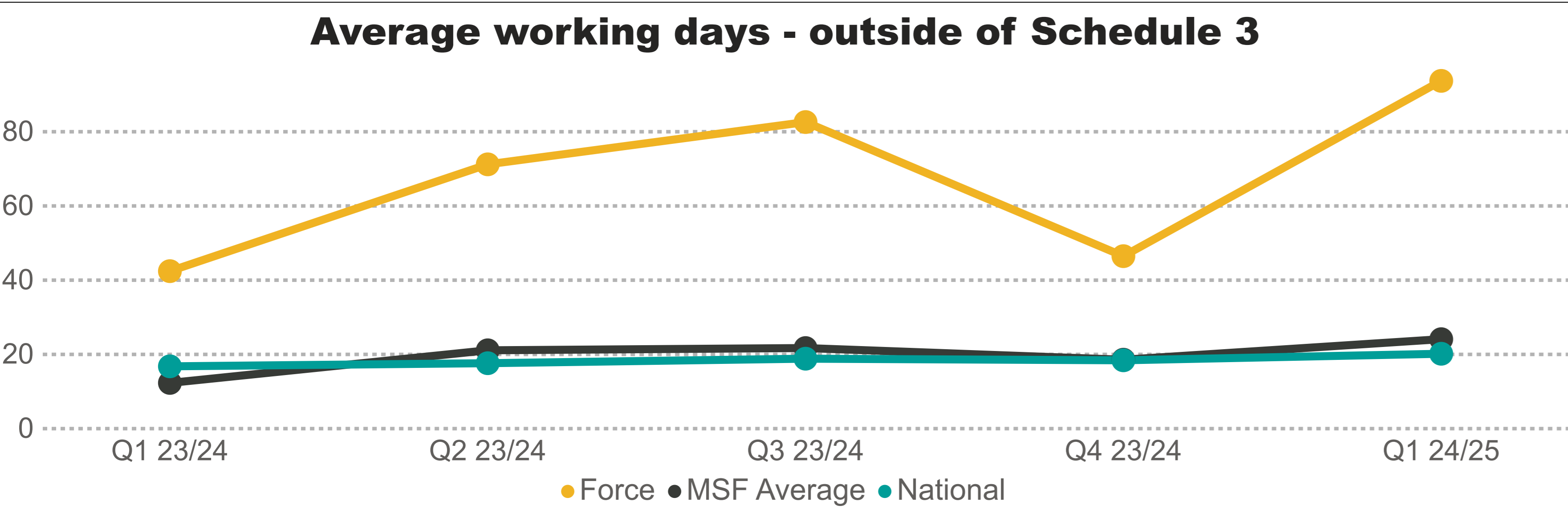
Section A2: Allegations timeliness

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.

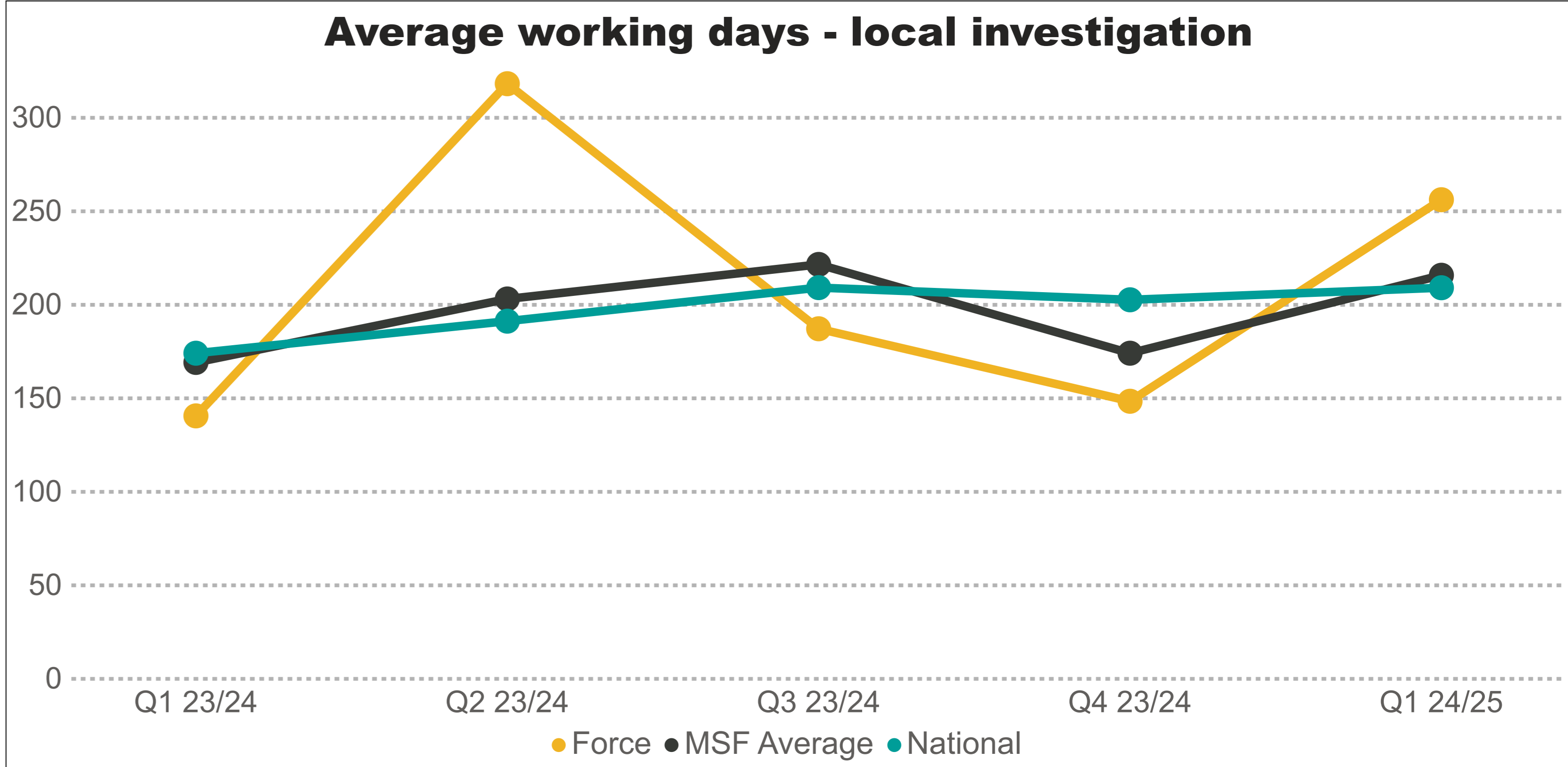
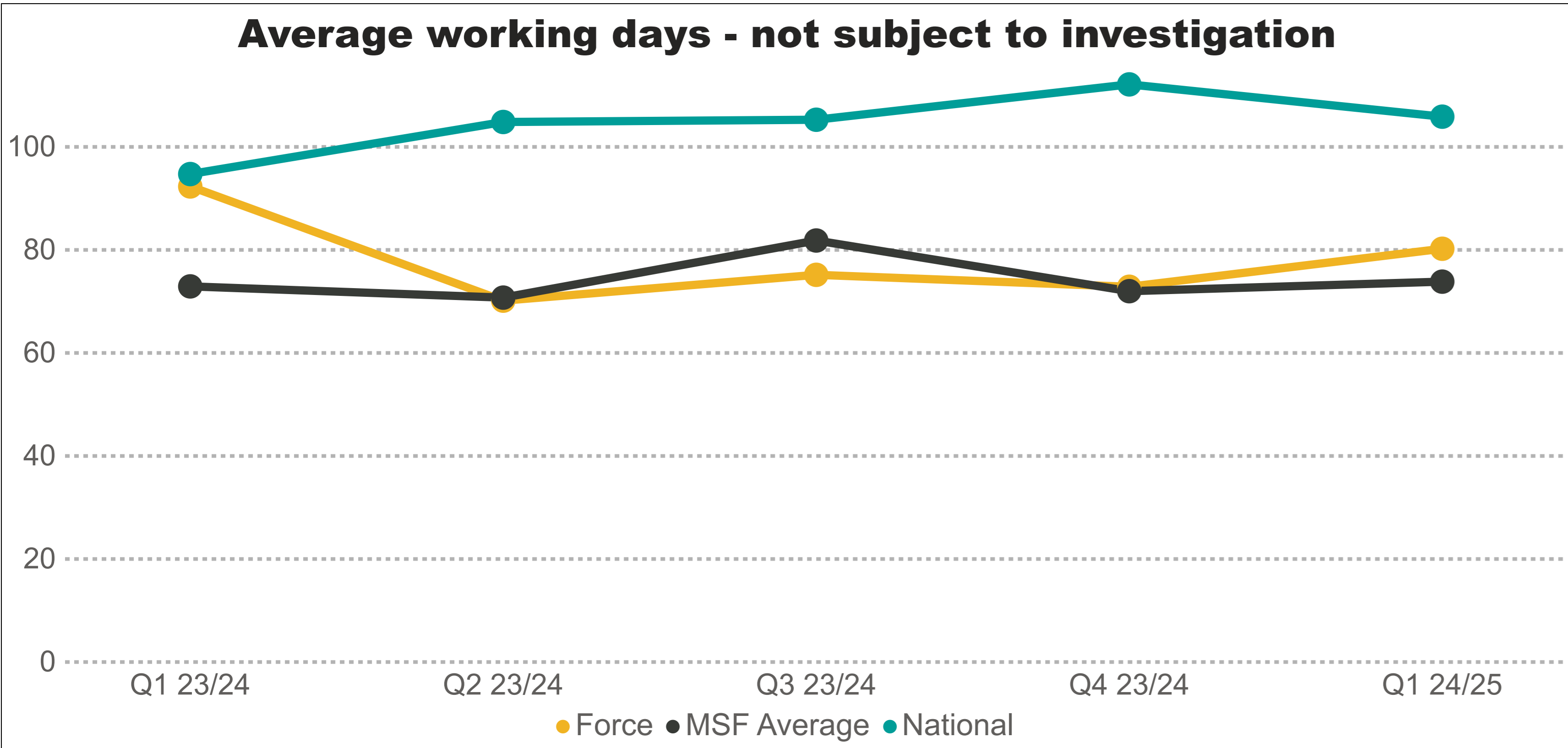
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	381	94	88	80	65	256	0	0
SPLY	176	42	148	92	47	140	0	0
MSF Average	417	24	396	74	98	216	1	38
National	16,487	20	17,104	105	4,492	208	23	360



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	12	619

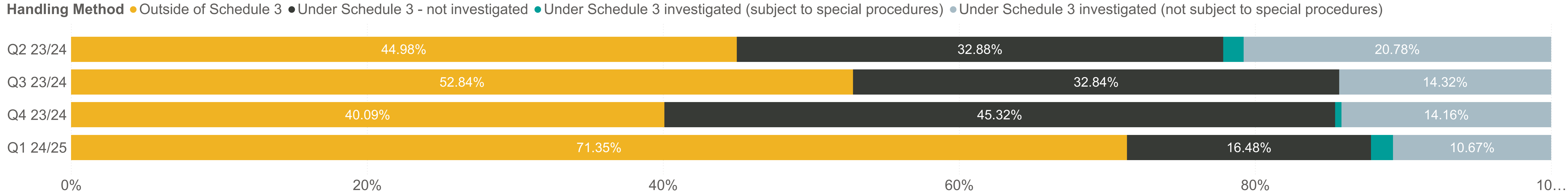


Section A3.1: How allegations were handled and their decisions

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)	57	11 %	92	9 %	4,102	11 %
Under Schedule 3 investigated (subject to special procedures)	8	1 %	8	1 %	425	1 %
Under Schedule 3 - not investigated	88	16 %	396	42 %	17,104	45 %
Outside of Schedule 3	381	71 %	417	48 %	16,487	43 %
Total	534	100 %	913	100 %	38,118	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				0 %	12	14 %	1,340	4 %			4	0 %			124	0 %
Regulation 41 applies				0 %			31	0 %			1	0 %			45	0 %
Service provided - unable to determine				0 %	10	11 %	1,503	4 %			4	0 %	4	7 %	381	1 %
Service provided - not acceptable				0 %	7	8 %	2,230	6 %			14	0 %	9	16 %	471	1 %
Service provided - acceptable				0 %	59	67 %	11,528	30 %			44	0 %	44	77 %	2,928	8 %
Not Resolved	85	22 %	930	2 %				0 %				0 %				0 %
Resolved	296	78 %	15,557	41 %				0 %				0 %				0 %
No Case to Answer				0 %				0 %	6	75 %	255	1 %				0 %
Case to Answer				0 %				0 %	2	25 %	90	0 %				0 %
Withdrawal				0 %			471	1 %			13	0 %			153	0 %
Total	381	71 %	16,487	43 %	88	16 %	17,103	45 %	8	1 %	425	1 %	57	11 %	4,102	11 %

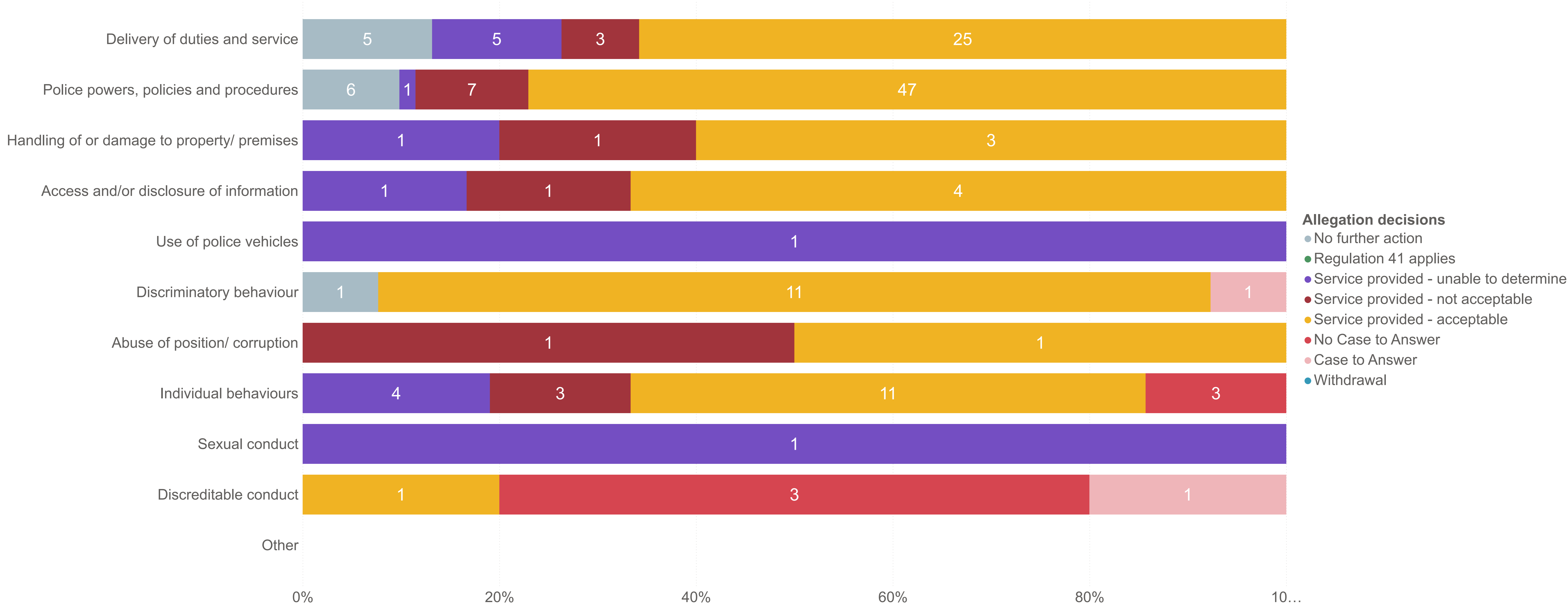
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	207	41	5	5	2	0	0	32	0	0	4	296
Not Resolved	54	13	4	2	3	2	0	6	0	1	0	85

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	21	6 %	8	5 %	5	2 %	69	0 %
Learning from reflection	61	16 %	22	13 %	28	7 %	460	3 %
Policy review	1	0 %	0	0 %	1	0 %	16	0 %
Goodwill gesture	2	1 %	0	0 %	1	0 %	16	0 %
Apology	19	5 %	6	3 %	32	8 %	1,689	10 %
Debrief	9	2 %	1	1 %	4	1 %	155	1 %
Explanation	58	15 %	43	24 %	265	62 %	10,008	61 %
No further action	153	40 %	46	26 %	58	14 %	1,776	11 %
Other action	20	5 %	8	5 %	16	5 %	1,954	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	3	2 %	0	0 %	6	1 %	202	1 %
Apology	1	1 %	2	1 %	9	3 %	744	3 %
Debrief	0	0 %	0	0 %	0	0 %	513	2 %
Explanation	82	54 %	129	66 %	289	55 %	13,366	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	5	0 %
No further action	51	33 %	46	24 %	138	30 %	4,931	23 %
Other action	0	0 %	0	0 %	9	1 %	168	1 %
Learning from reflection	11	7 %	15	8 %	31	6 %	1,178	5 %
Referral to RPRP	3	2 %	2	1 %	6	2 %	327	2 %

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

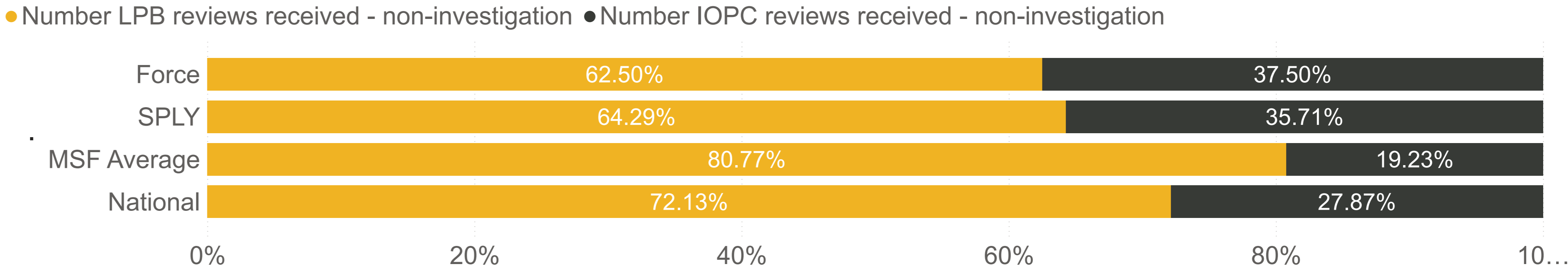
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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 %	1	100 %	0	1 %	39	9 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	2	0 %
Other actions following a case to answer decision	2	25 %	0	0 %	2	28 %	45	11 %
Referral to RPRP	1	13 %	0	0 %	3	33 %	81	19 %

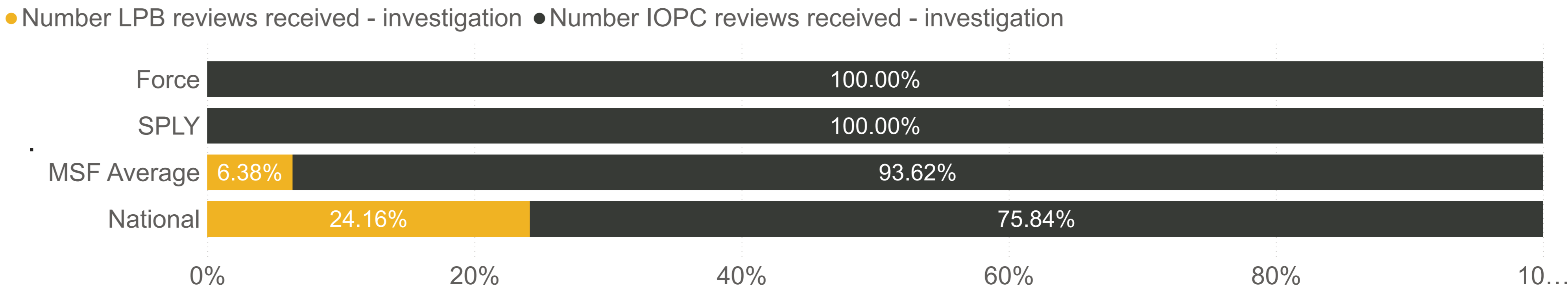
Section C1: Reviews received and timeliness (Year to date)

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	5	3
SPLY	9	5
MSF Average	26	6
National	893	345



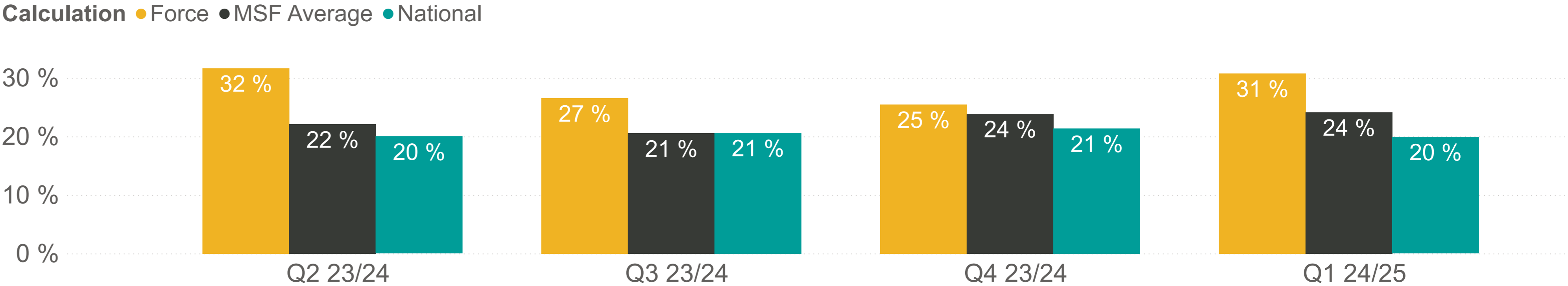
Investigation reviews received	LPB	IOPC
Force	0	8
SPLY	0	2
MSF Average	0	6
National	79	248



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	16	52
SPLY	16	80
MSF Average	38	188
National	1,565	7,851

Reviews received as a proportion of Schedule 3 cases



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	13	15	47	55
Average number of working days to complete IOPC reviews	130	205	146	141

Section C2: Outcomes on reviews

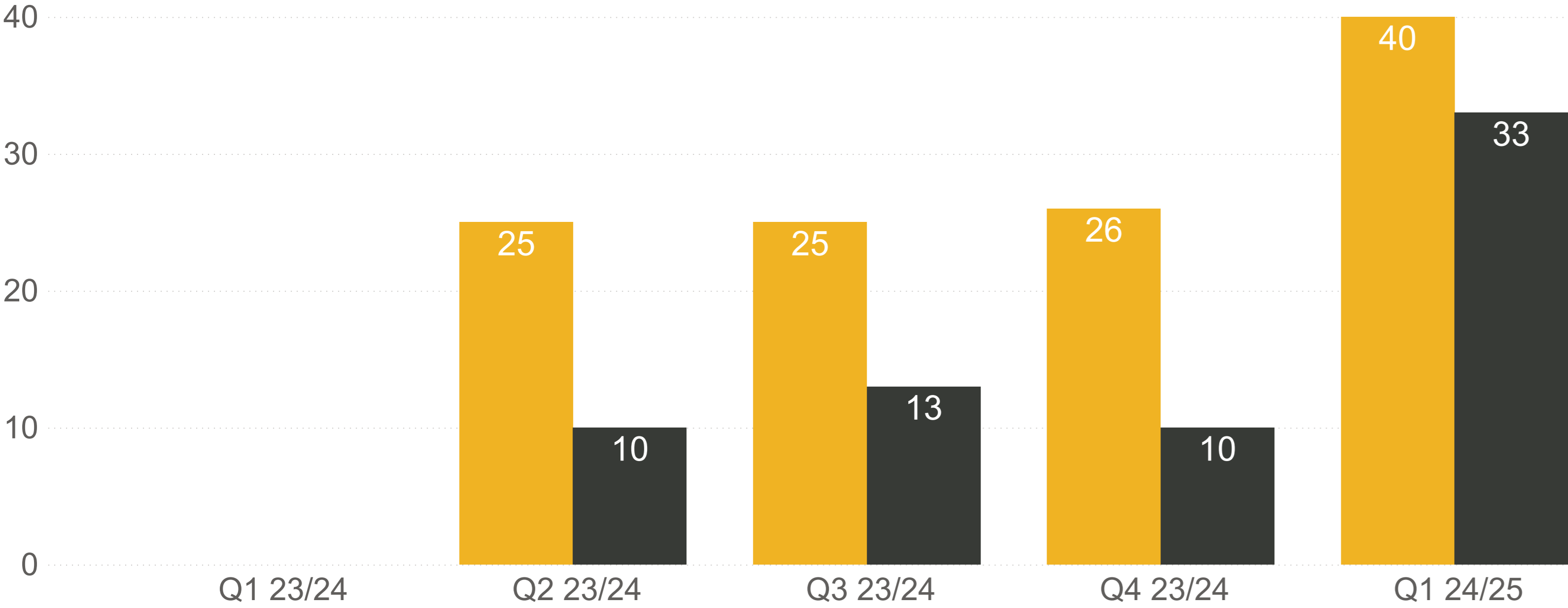
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any 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	2	0	
SPLY	4	0	0	
MSF Average	6	2	1	2
National	221	68	67	9

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	3	1	1	
SPLY	3	0	5	
MSF Average	6	2	22	4
National	225	79	849	156

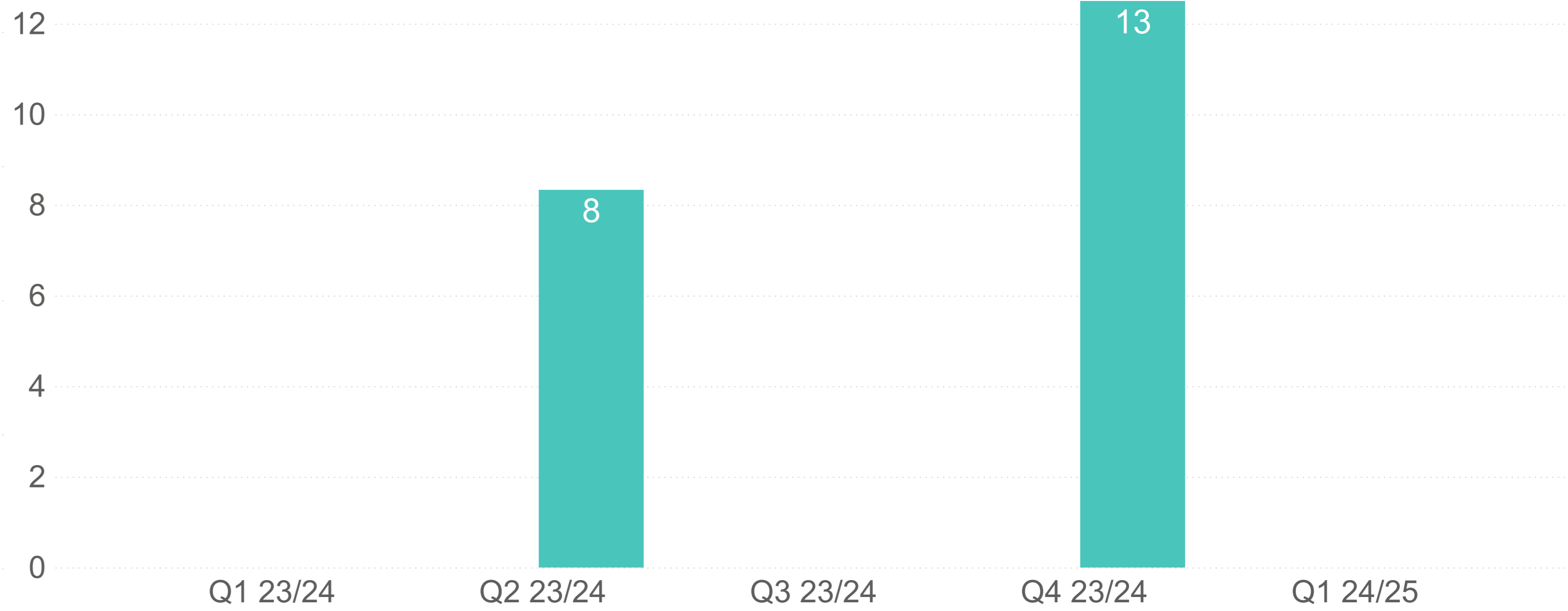
% IOPC reviews upheld - Force

● Investigation ● Non-investigation



% LPB Reviews upheld - Force

● Investigation ● Non-investigation



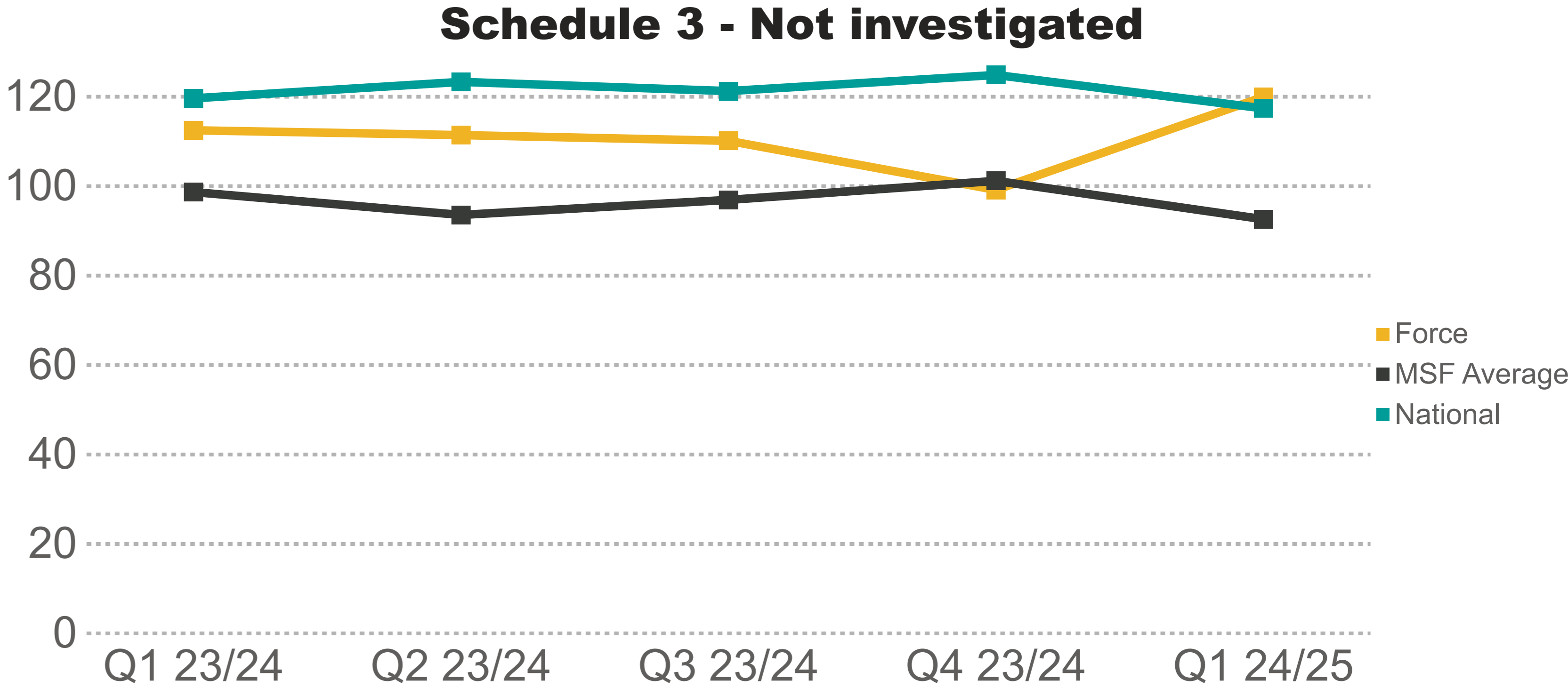
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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.

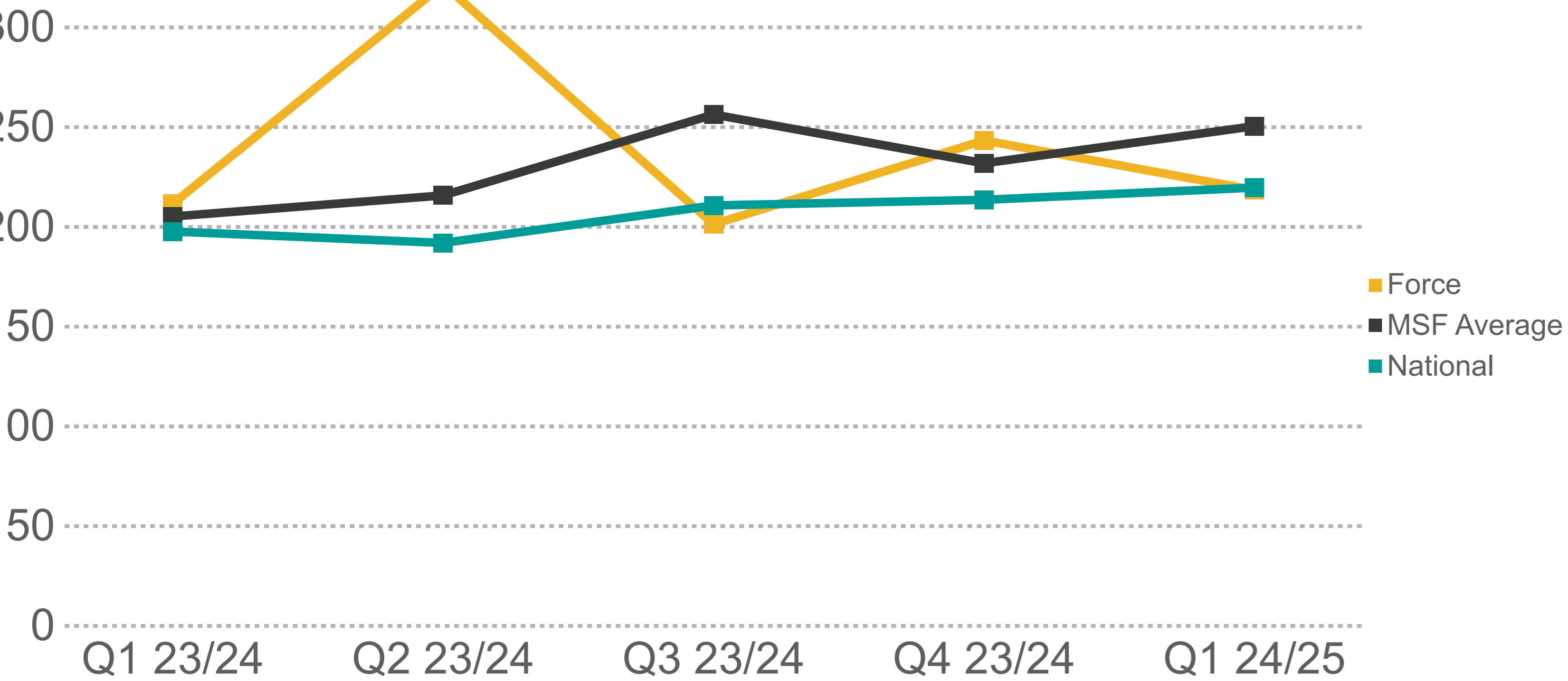
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with 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)	125	151	300	308
Under Schedule 3 investigated (not subject to special procedures)	218	211	250	219
Under Schedule 3 - not investigated	120	112	93	117
Total	146	127	117	140

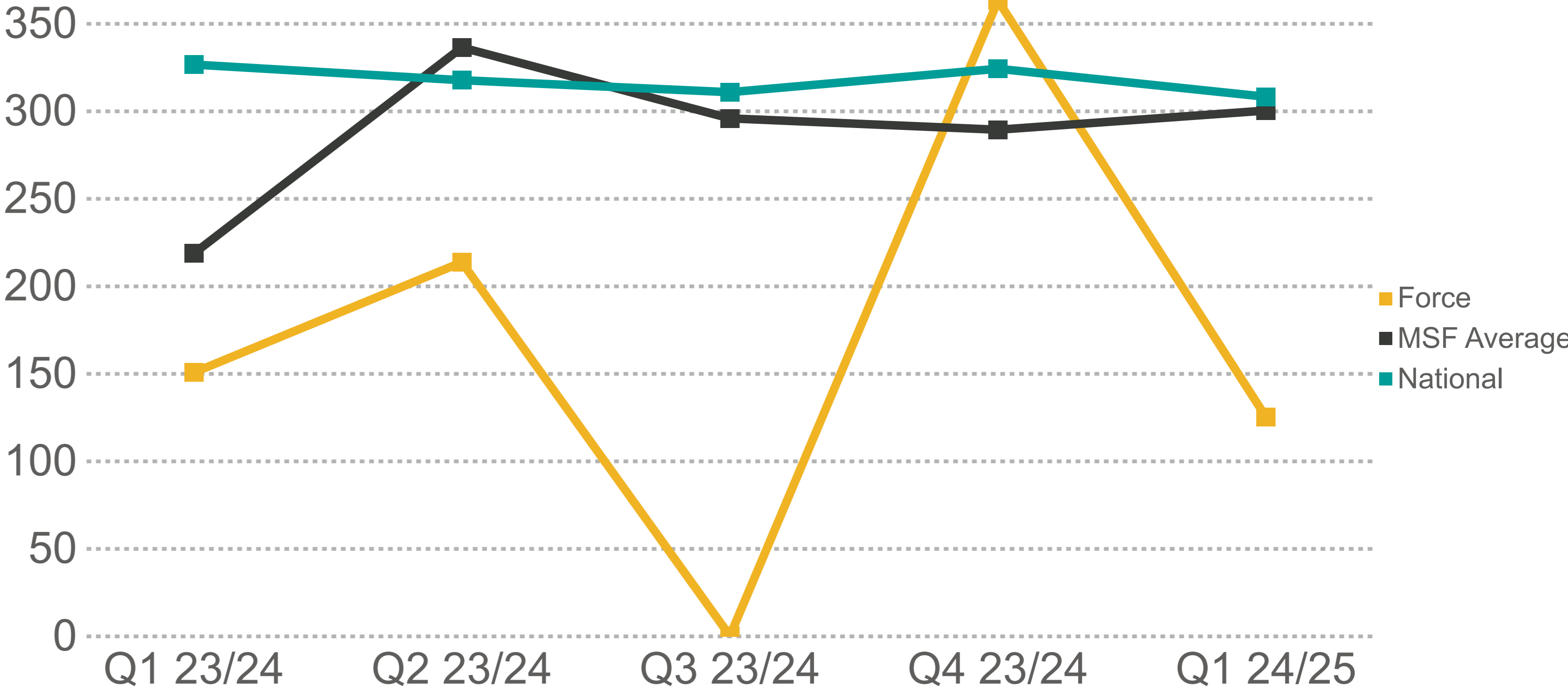
Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	37	67	159	6,264
Under Schedule 3 investigated (not subject to special procedures)	14	11	26	1,416
Under Schedule 3 investigated (subject to special procedures)	1	2	3	171
Total	52	80	188	7,851



Schedule 3 - Investigated (not special procedures)



Schedule 3 - Investigated (special procedures)



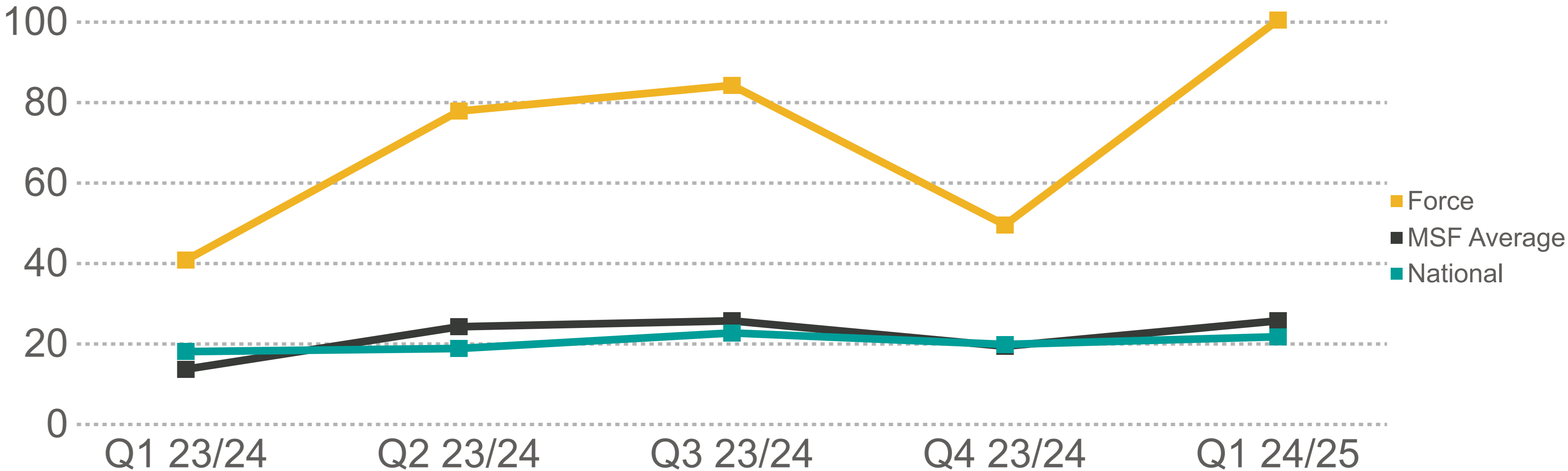
Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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	341	159	349	13766
Average days to finalise complaint cases handled outside of Schedule 3	100	41	26	22

Outside Schedule 3



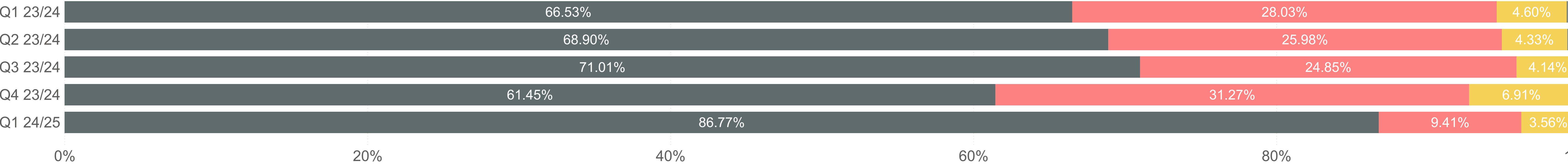
Section D3: How complaint cases handled

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	341	87%	159	67%	349	65%	13,766	64%
Under Schedule 3 - not investigated	37	9%	67	28%	159	30%	6,264	29%
Under Schedule 3 investigated (not subject to special procedures)	14	4%	11	5%	26	5%	1,416	7%
Under Schedule 3 investigated (subject to special procedures)	1	0%	2	1%	3	1%	171	1%
Total	393	100%	239	100%	538	100%	21,617	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.

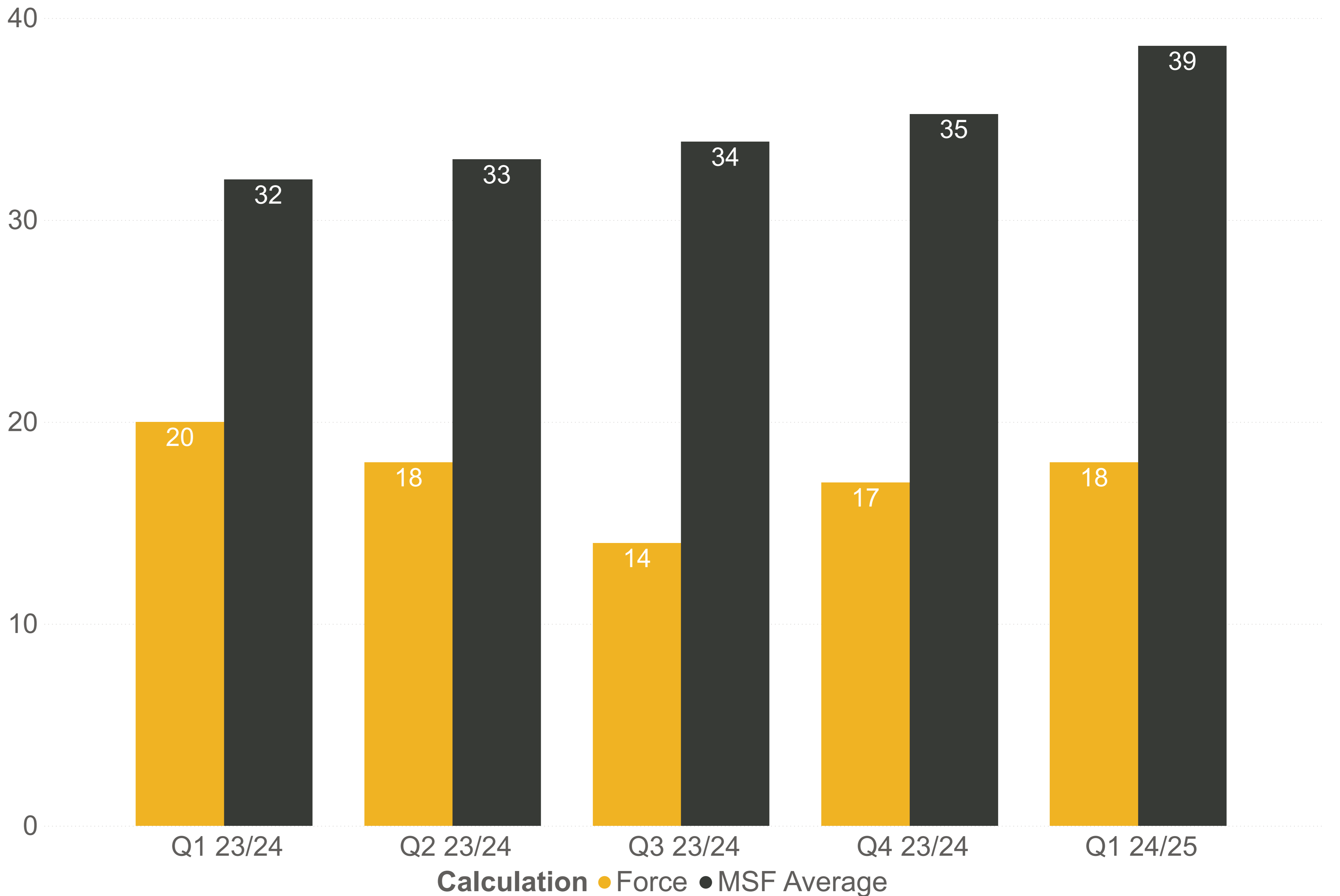
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	18	20	39	1,753
Number referrals completed	15	14	38	1,725
Decision: Independent Investigation	2	0	2	110
Decision: Directed Investigation	0	0	0	4
Decision: Local Investigation	9	11	21	966
Decision: Return to Force	3	2	14	611
Decision: Invalid	1	1	1	34

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Bedfordshire, Essex, Hampshire, Hertfordshire, Kent, Leicestershire, Nottinghamshire, South Yorkshire

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 \(February 2020\)](#).