

Police Complaints Information Bulletin: Surrey

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

Most Similar Force (MSF) Group: Cambridgeshire, Dorset, Surrey, Thames Valley

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

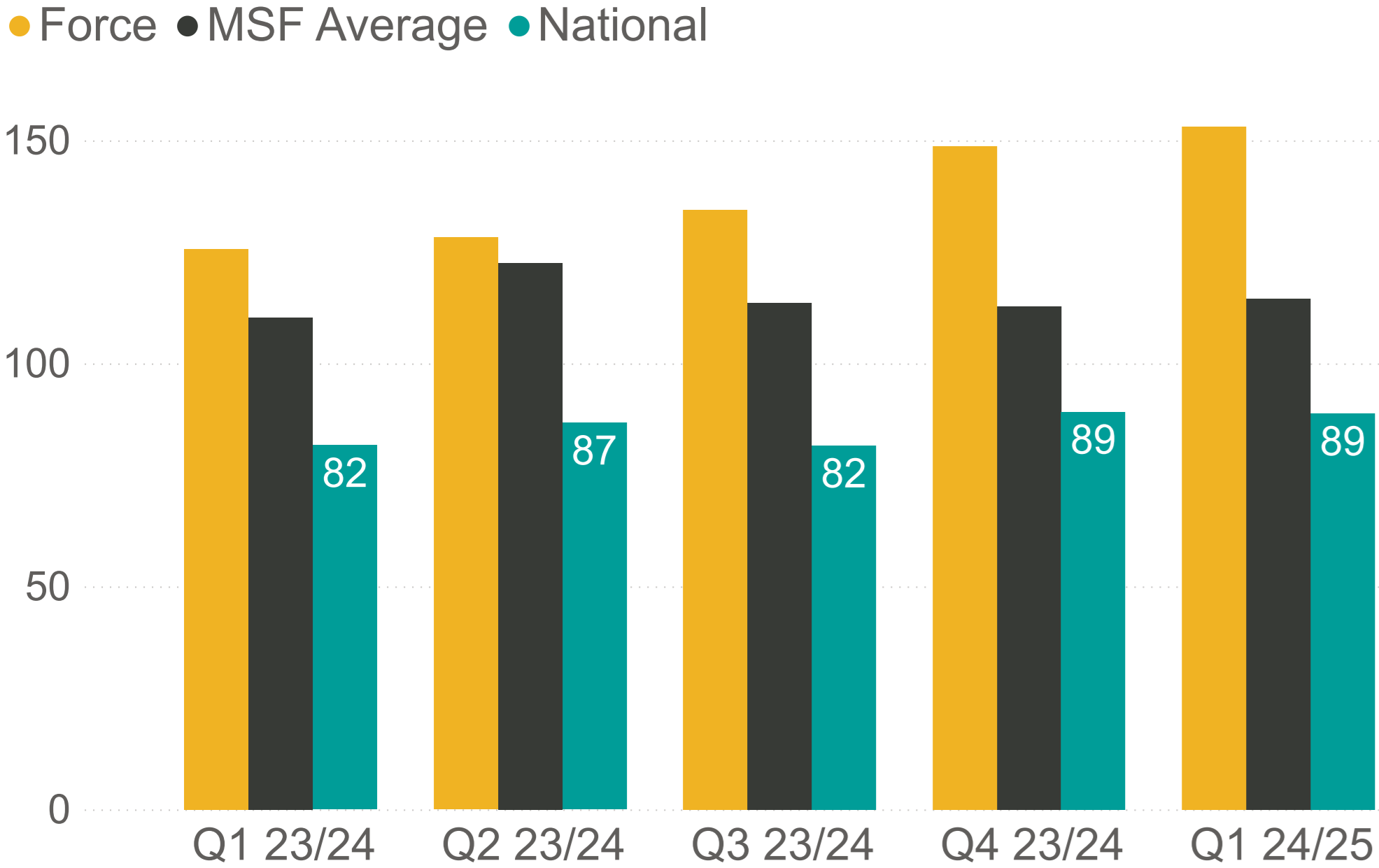
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

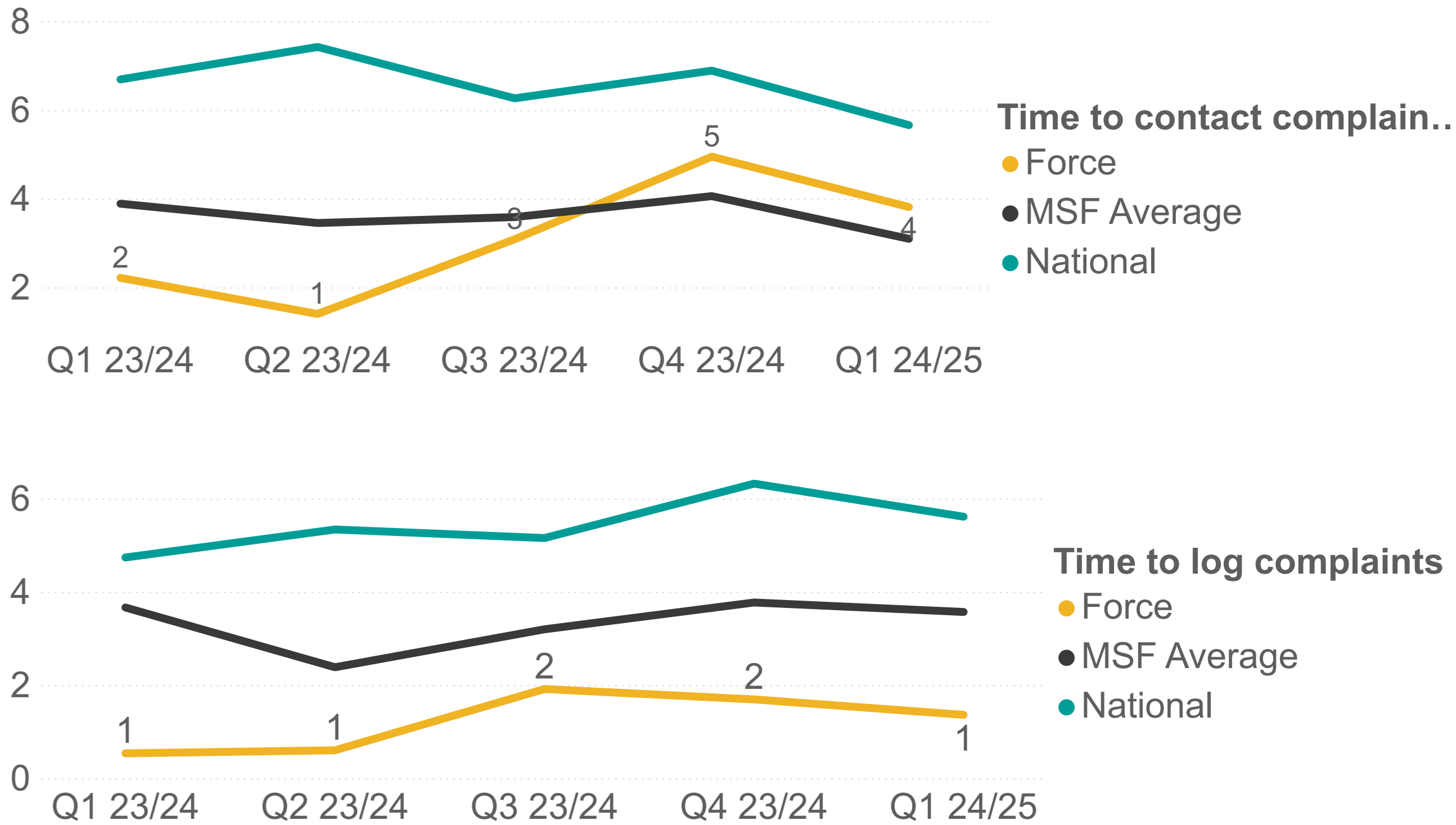
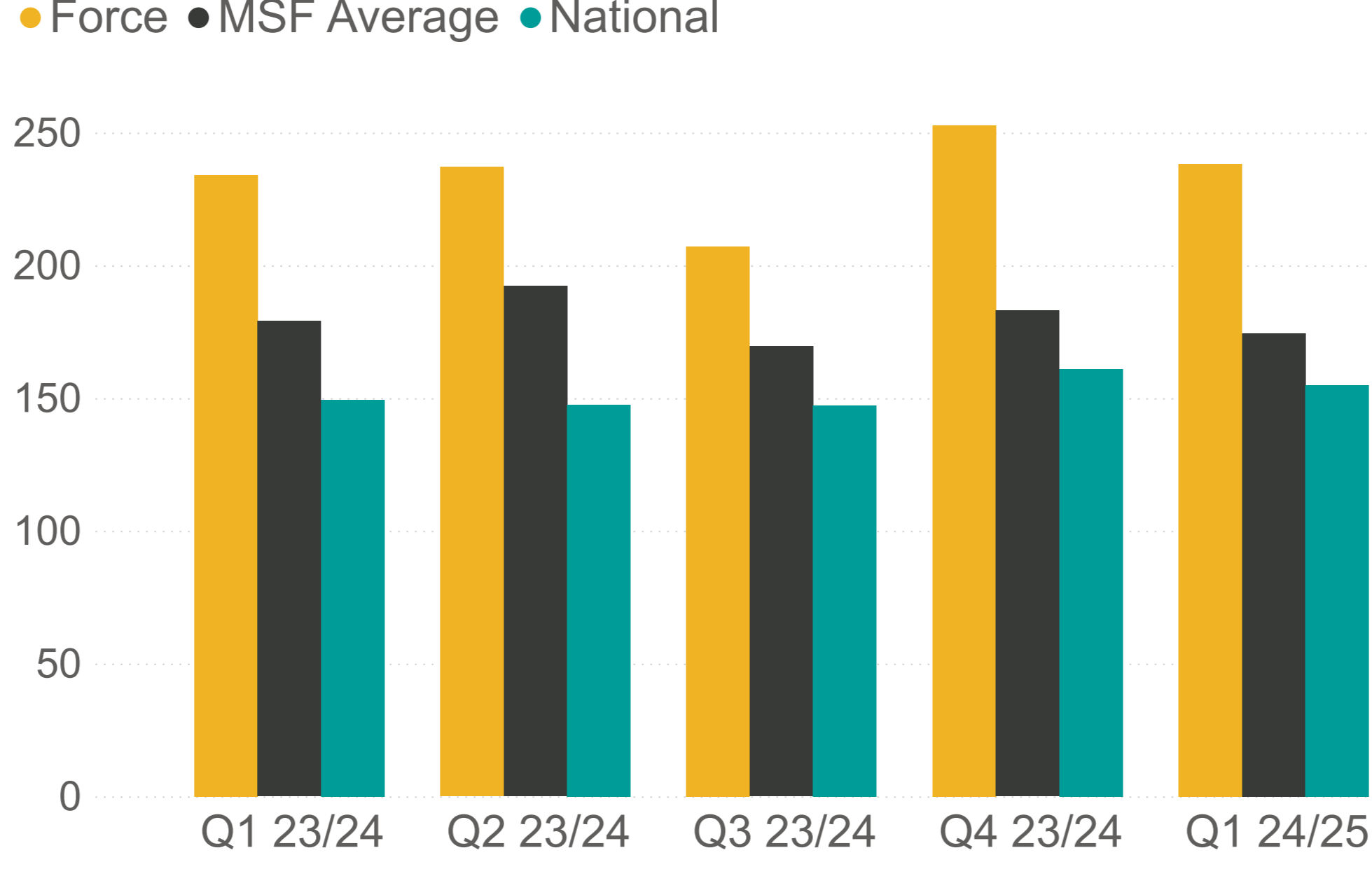
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	673	153	1,048	238	4	1
SPLY	546	126	1,017	234	2	1
MSF Average	553	115	808	174	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	15	9	87	3,426
Complainant wishes the complaint be recorded	46	106	26	1,294
Dissatisfaction after initial handling	39	55	26	1,062
Nature of the allegation(s) in the complaint	16	24	18	1,571
Total	116	194	156	7,353

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	13 %	5 %	44 %	47 %
Complainant wishes the complaint be recorded	40 %	55 %	18 %	18 %
Dissatisfaction after initial handling	34 %	28 %	20 %	14 %
Nature of the allegation(s) in the complaint	14 %	12 %	17 %	21 %

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

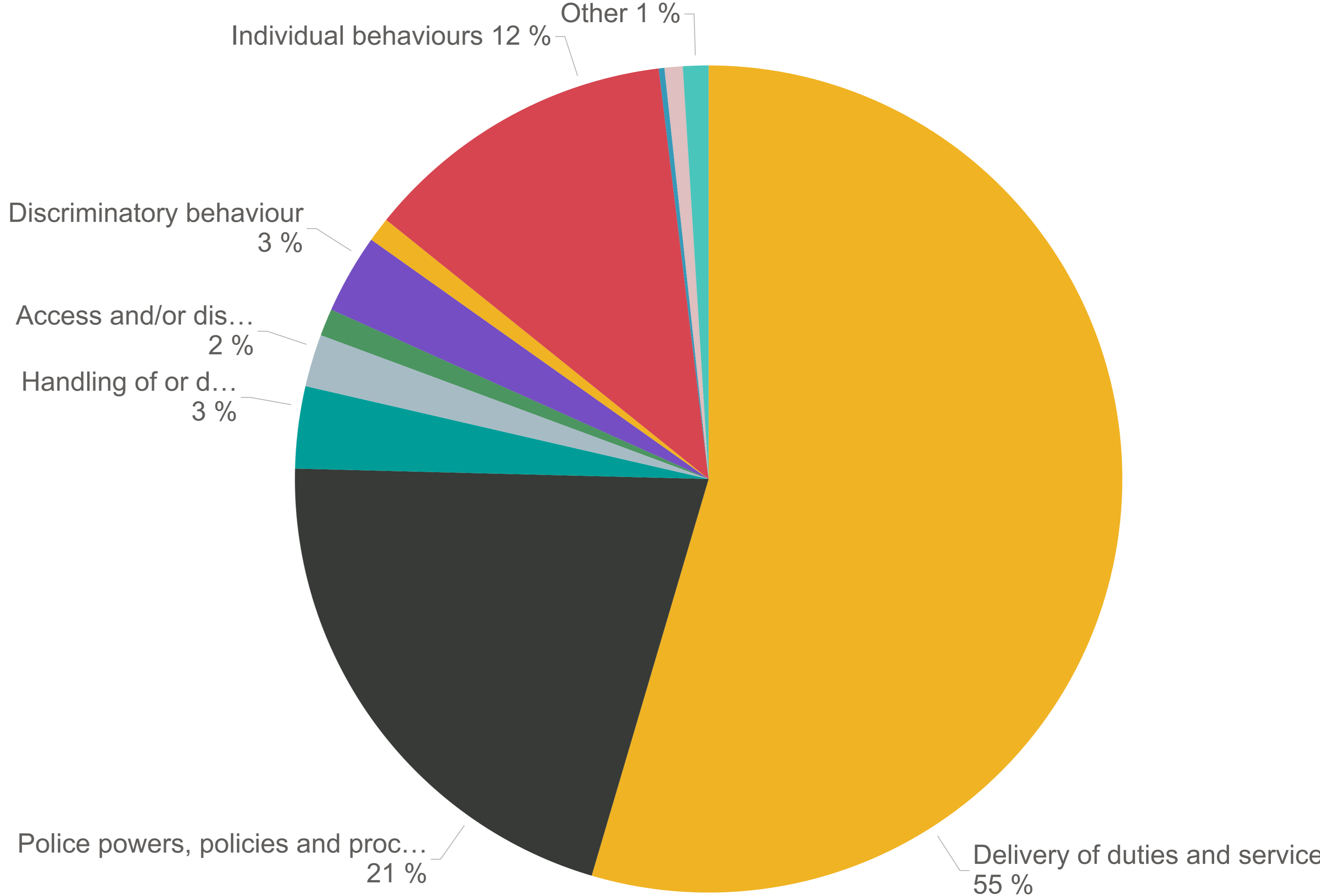
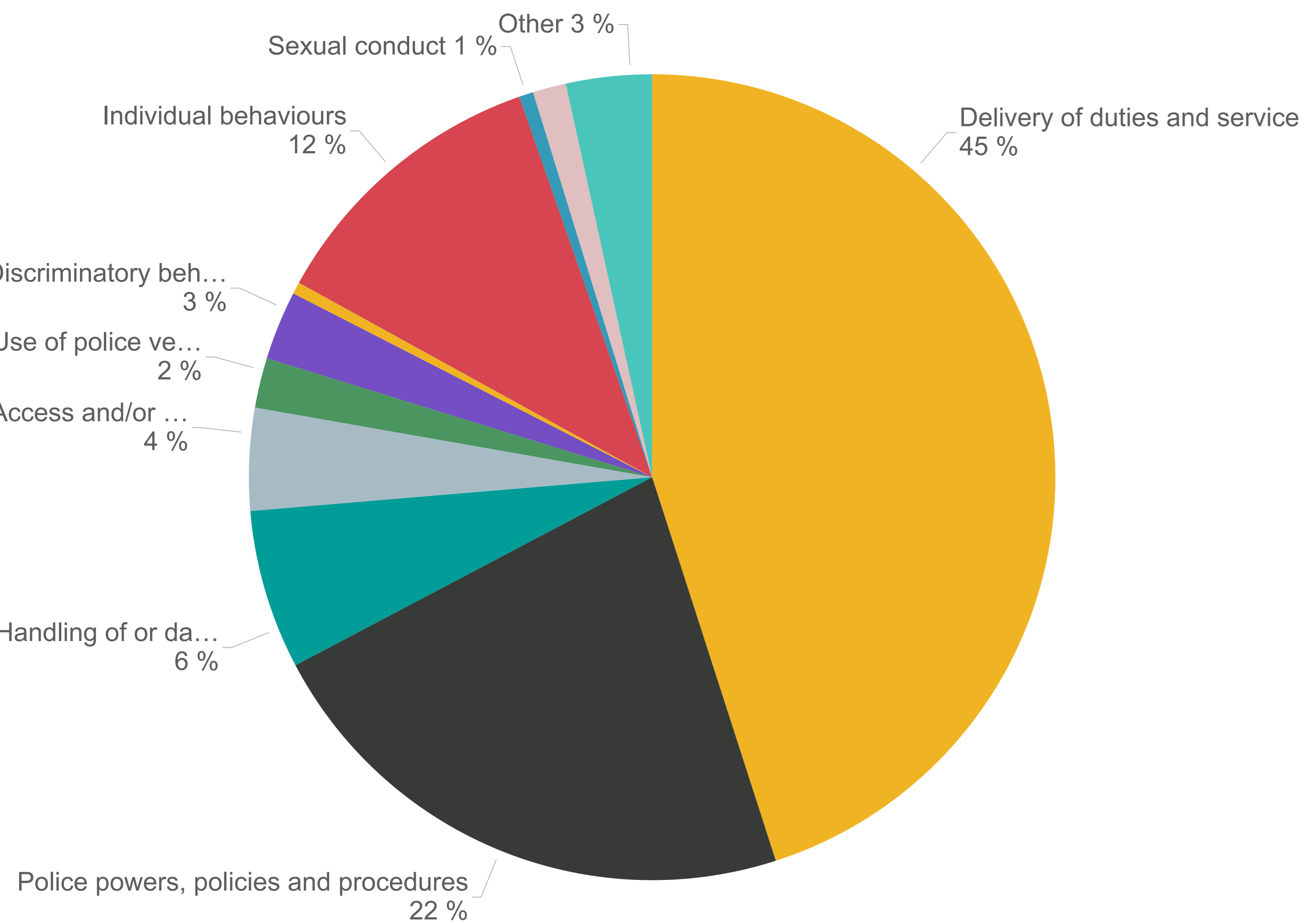
This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. 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	472	233	67	43	21	29	5	122	6	14	36	1,048
SPLY	541	198	65	20	20	26	8	117	2	5	15	1,017
MSF Average	401	185	35	24	11	32	7	94	3	5	11	808
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	472	45 %	541	53 %	401	49 %	21,534	55 %	
	Police action following contact	250	53 %	48	9 %	142	38 %	8,745	41 %	
	General level of service	122	26 %	439	81 %	159	32 %	7,280	34 %	
	Information	68	14 %	19	4 %	44	12 %	2,468	11 %	
	Decisions	32	7 %	35	6 %	56	17 %	3,041	14 %	
Police powers, policies and procedures	Total	233	22 %	198	19 %	185	23 %	8,223	21 %	
	Power to arrest and detain	73	31 %	45	23 %	35	18 %	1,454	18 %	
	Other policies and procedures	33	14 %	24	12 %	38	21 %	800	10 %	
	Use of force	30	13 %	50	25 %	33	18 %	2,145	26 %	
	Searches of premises and seizure of property	29	12 %	22	11 %	22	12 %	1,035	13 %	
	Detention in police custody	27	12 %	18	9 %	16	10 %	1,145	14 %	
	Bail, identification and interview procedures	18	8 %	16	8 %	17	10 %	485	6 %	
	Evidential procedures	10	4 %	11	6 %	14	7 %	638	8 %	
	Stops, and stop and search	9	4 %	8	4 %	7	4 %	386	5 %	
	Out of court disposals	4	2 %	4	2 %	3	2 %	135	2 %	
	Individual behaviours	Total	122	12 %	117	12 %	94	14 %	4,853	12 %
		Unprofessional attitude and disrespect	41	34 %	36	31 %	30	33 %	1,338	28 %
		Overbearing or harassing behaviours	34	28 %	25	21 %	19	19 %	912	19 %
Lack of fairness and impartiality		17	14 %	10	9 %	15	16 %	686	14 %	
Impolite and intolerant actions		17	14 %	20	17 %	15	15 %	727	15 %	
Impolite language / tone		13	11 %	26	22 %	15	17 %	1,190	25 %	
Handling of or damage to property/ premises	Total	67	6 %	65	6 %	34	4 %	1,236	3 %	
	Handling of or damage to property/ premises	67	100 %	65	100 %	34	88 %	1,235	98 %	
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	
Access and/or disclosure of information	Total	43	4 %	20	2 %	24	3 %	809	2 %	
	Disclosure of information	35	81 %	10	50 %	16	68 %	547	68 %	
	Use of police systems	5	12 %	2	10 %	2	10 %	68	8 %	
	Handling of information	3	7 %	7	35 %	5	20 %	163	20 %	
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %	
	Accessing and handling of information from other sources	0	0 %	1	5 %	1	2 %	30	4 %	
	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	365	35 %	309	30 %	293	36 %	14,194	36 %
None	283	27 %	366	36 %	132	14 %	7,961	20 %
Arrest	112	11 %	95	9 %	81	10 %	4,881	12 %
Roads/traffic	86	8 %	83	8 %	69	9 %	2,358	6 %
Domestic / gender abuse	68	6 %	55	5 %	67	9 %	2,010	5 %
Custody	63	6 %	65	6 %	41	5 %	2,207	6 %
VAWG - dissatisfaction handling	46	4 %	31	3 %	38	5 %	1,405	4 %
Call Handling	39	4 %	34	3 %	43	7 %	1,621	4 %
Child protection / CSA / CSE	33	3 %	31	3 %	15	2 %	687	2 %
Premises search	33	3 %	27	3 %	17	2 %	941	2 %
Neighbourhood policing	28	3 %	39	4 %	39	5 %	1,815	5 %
Mental health	19	2 %	19	2 %	24	3 %	1,083	3 %
Drugs / alcohol	17	2 %	20	2 %	11	1 %	442	1 %
Stop and/or search	16	2 %	11	1 %	11	1 %	804	2 %
Death	12	1 %	4	0 %	11	2 %	351	1 %
Firearms	10	1 %	12	1 %	12	2 %	196	0 %
Missing persons	9	1 %	3	0 %	8	1 %	255	1 %
Fraud	8	1 %	5	0 %	6	1 %	249	1 %
Hate Crime	7	1 %	8	1 %	6	1 %	252	1 %
Restraint equipment	5	0 %	6	1 %	6	1 %	365	1 %
Serious injury	5	0 %	4	0 %	1	0 %	93	0 %
Social media	3	0 %	3	0 %	3	0 %	170	0 %
VAWG - police perpetrated	3	0 %	4	0 %	2	0 %	304	1 %
Public order incident	2	0 %	2	0 %	6	1 %	296	1 %
Taser	1	0 %	7	1 %	0	0 %	43	0 %
VAWG - police victim	1	0 %	0	0 %	1	0 %	61	0 %
Coronavirus - other	0	0 %	1	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	1	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 %
Police dogs or horses	0	0 %	2	0 %	0	0 %	16	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %	0	0 %
Unknown	0	0 %	1	0 %	0	0 %	8	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	8	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	9	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	Access and/or disclosure of information	Individual behaviours
VAWG - dissatisfaction handling	31	2	0	2	10
Taser	0	1	0	0	0
Stop and/or search	0	8	0	0	4
Social media	1	1	0	1	0
Serious injury	1	3	0	0	0
Roads/traffic	25	14	4	2	10
Restraint equipment	0	5	0	0	0
Public order incident	1	0	0	0	1
Premises search	2	18	7	0	5
None	121	21	35	22	44
Neighbourhood policing	19	5	0	1	3
Missing persons	7	1	1	0	0
Mental health	1	14	1	0	0
Investigation	248	42	13	10	37
Hate Crime	2	2	0	0	2
Fraud	5	1	0	0	2
Firearms	2	4	4	0	0
Drugs / alcohol	6	5	2	2	0
Domestic / gender abuse	42	4	0	8	7
Death	7	2	0	1	1
Custody	11	38	4	0	4
Child protection / CSA / CSE	17	7	0	4	4
Call Handling	27	3	0	0	6
Arrest	7	89	5	0	4
Total	472	233	67	43	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
Q1 23/24	31	4	0	35
Q2 23/24	38	2	0	40
Q3 23/24	32	4	0	36
Q4 23/24	41	4	0	45
Q1 24/25	46	3	1	49
Total	188	17	1	205

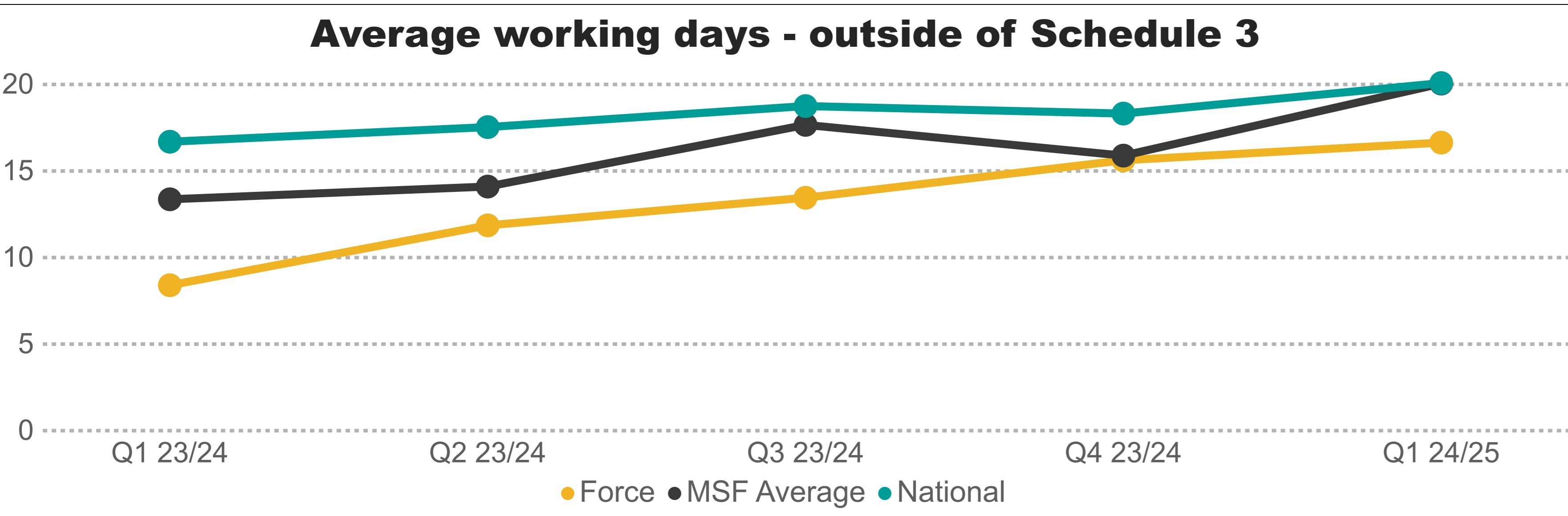
Section A2: Allegations timeliness

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.

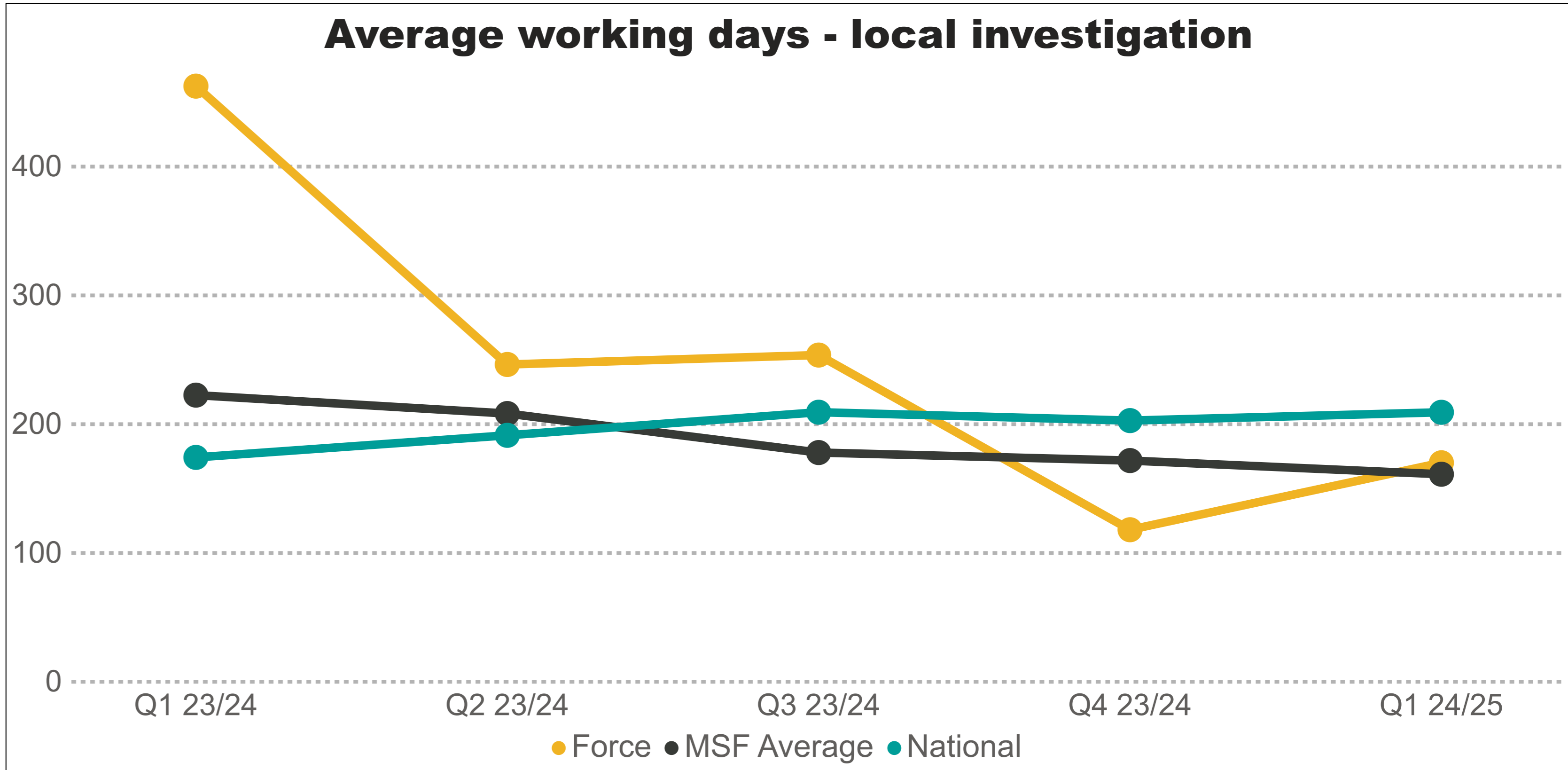
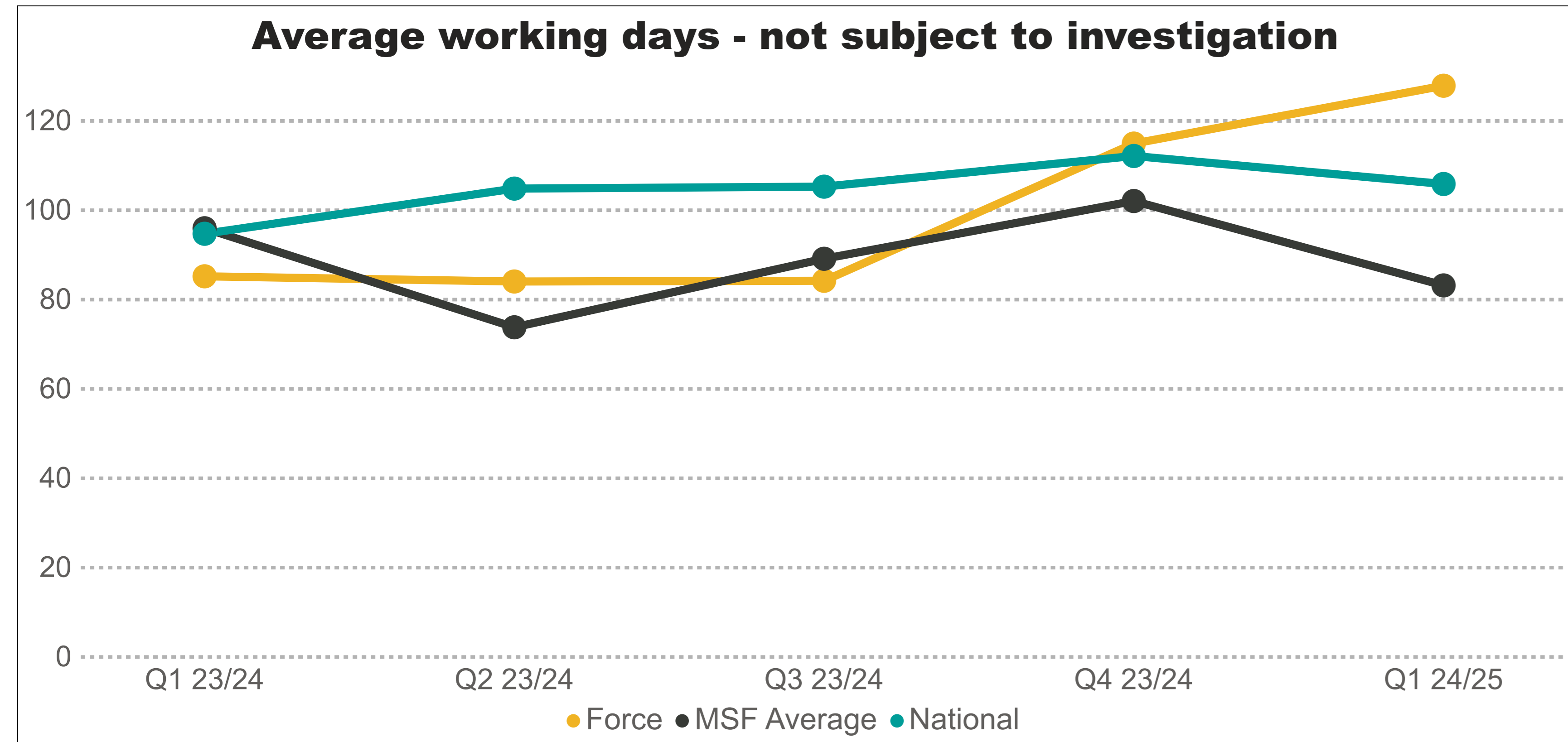
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	542	17	477	128	57	170	0	0
SPLY	353	8	478	85	39	462	0	0
MSF Average	387	20	222	83	177	161	0	0
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

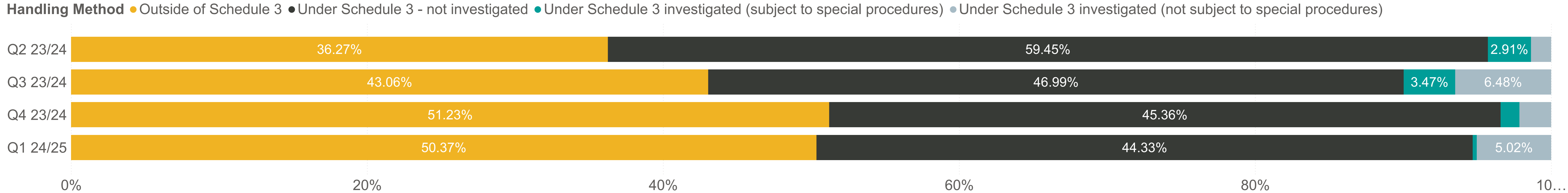


Section A3.1: How allegations were handled and their decisions

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)	54	5 %	174	16 %	4,102	11 %
Under Schedule 3 investigated (subject to special procedures)	3	0 %	2	0 %	425	1 %
Under Schedule 3 - not investigated	477	44 %	222	32 %	17,104	45 %
Outside of Schedule 3	542	50 %	387	51 %	16,487	43 %
Total	1,076	100 %	785	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 %	21	4 %	1,340	4 %			4	0 %	1	2 %	124	0 %
Regulation 41 applies				0 %	3	1 %	31	0 %			1	0 %			45	0 %
Service provided - unable to determine				0 %	20	4 %	1,503	4 %			4	0 %	9	17 %	381	1 %
Service provided - not acceptable				0 %	82	17 %	2,230	6 %			14	0 %	4	7 %	471	1 %
Service provided - acceptable				0 %	341	71 %	11,528	30 %	2	67 %	44	0 %	38	70 %	2,928	8 %
Not Resolved	39	7 %	930	2 %				0 %				0 %				0 %
Resolved	503	93 %	15,557	41 %				0 %				0 %				0 %
No Case to Answer				0 %				0 %	1	33 %	255	1 %				0 %
Case to Answer				0 %				0 %			90	0 %				0 %
Withdrawal				0 %	10	2 %	471	1 %			13	0 %	2	4 %	153	0 %
Total	542	50 %	16,487	43 %	477	44 %	17,103	45 %	3	0 %	425	1 %	54	5 %	4,102	11 %

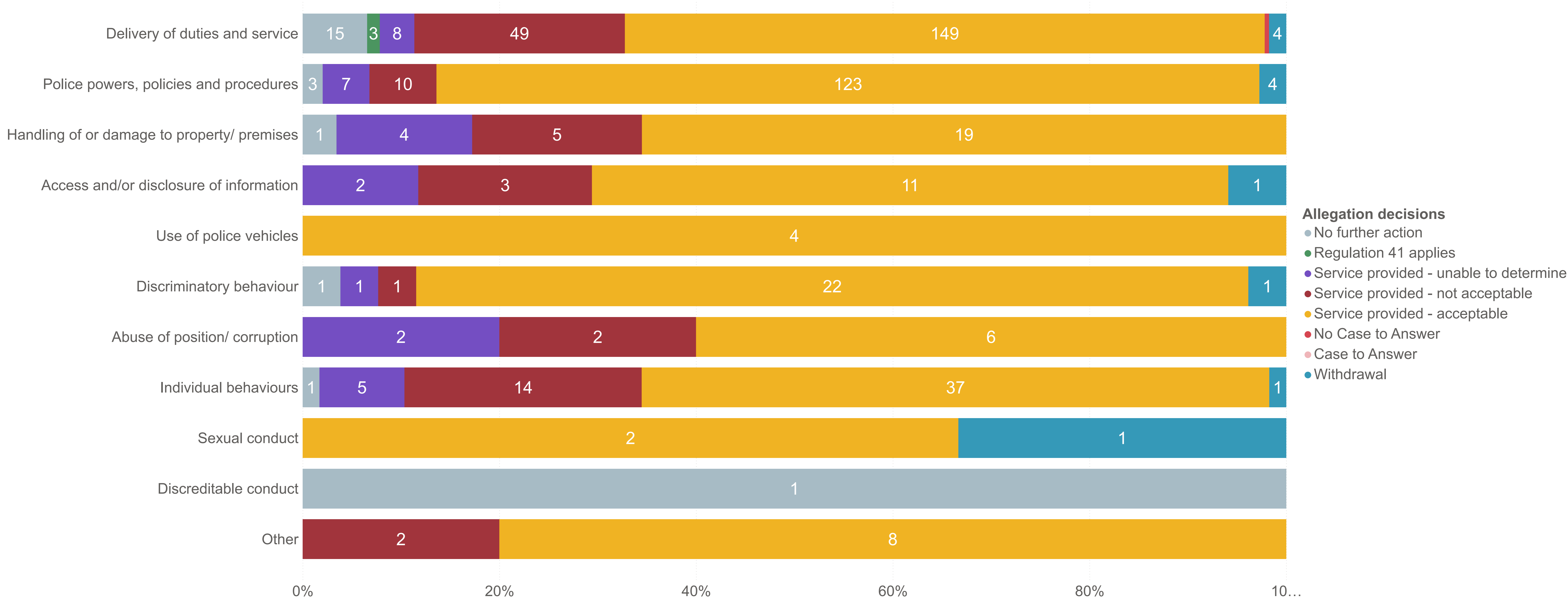
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	261	89	36	17	15	7	0	61	2	1	14	503
Not Resolved	18	11	1	2	0	2	0	3	0	0	2	39

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	0	0 %	0	0 %	3	1 %	69	0 %
Learning from reflection	4	1 %	0	0 %	16	6 %	460	3 %
Policy review	0	0 %	0	0 %	1	0 %	16	0 %
Goodwill gesture	0	0 %	0	0 %	1	0 %	16	0 %
Apology	9	2 %	5	1 %	43	11 %	1,689	10 %
Debrief	8	1 %	5	1 %	8	2 %	155	1 %
Explanation	465	86 %	316	90 %	255	63 %	10,008	61 %
No further action	35	6 %	27	8 %	33	10 %	1,776	11 %
Other action	21	4 %	0	0 %	29	6 %	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	2	0 %	5	1 %	7	1 %	202	1 %
Apology	15	3 %	22	4 %	18	4 %	744	3 %
Debrief	1	0 %	0	0 %	0	0 %	513	2 %
Explanation	411	77 %	419	81 %	276	70 %	13,366	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	5	0 %
No further action	53	10 %	39	8 %	56	14 %	4,931	23 %
Other action	0	0 %	2	0 %	1	0 %	168	1 %
Learning from reflection	31	6 %	11	2 %	25	7 %	1,178	5 %
Referral to RPRP	21	4 %	19	4 %	13	2 %	327	2 %

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

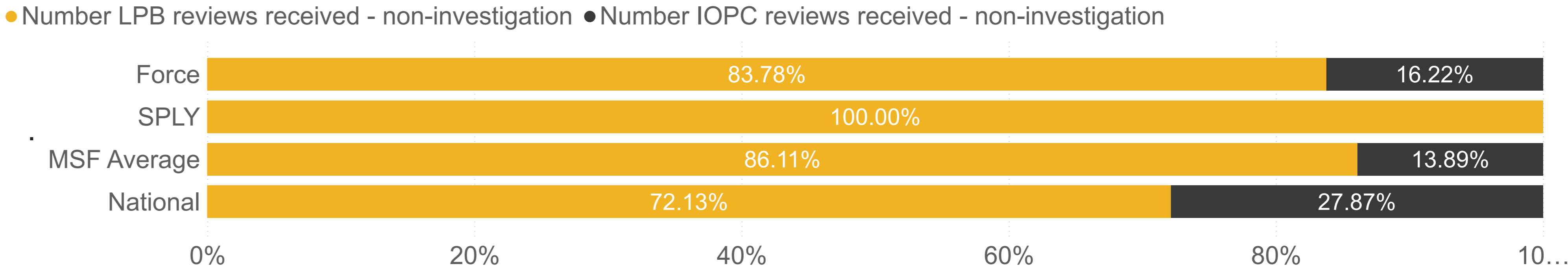
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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 %	0	0 %	0	0 %	39	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 %	0	0 %	45	11 %
Referral to RPRP	0	0 %	4	44 %	0	0 %	81	19 %

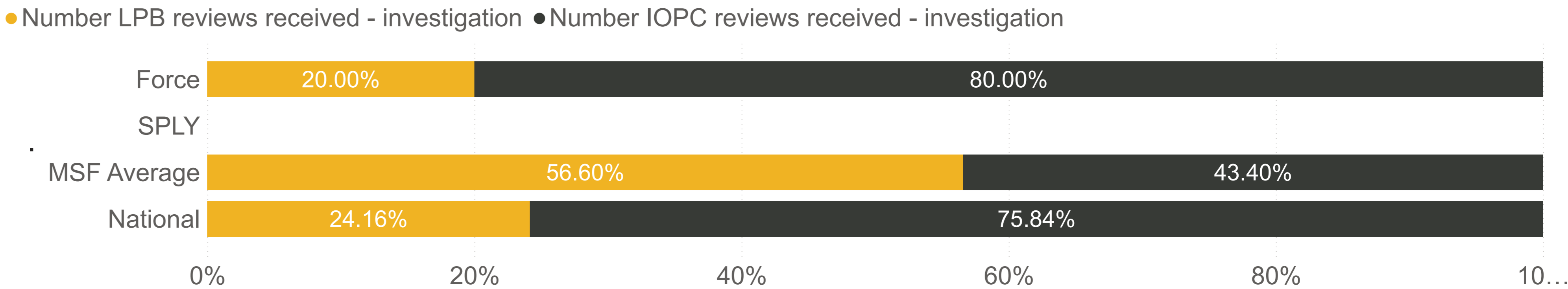
Section C1: Reviews received and timeliness (Year to date)

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	31	6
SPLY	34	0
MSF Average	16	3
National	893	345

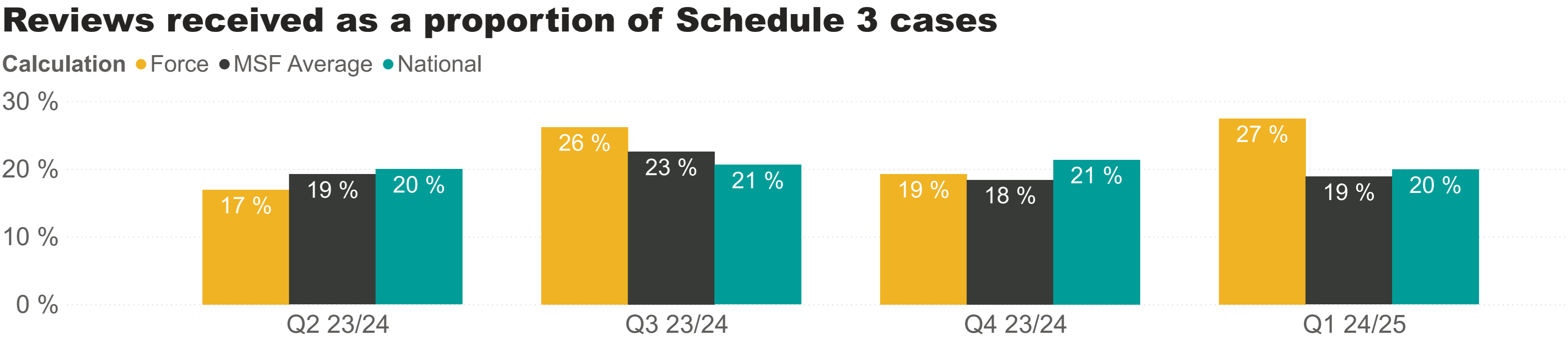


Investigation reviews received	LPB	IOPC
Force	1	4
SPLY	0	0
MSF Average	8	6
National	79	248



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	42	153
SPLY	34	152
MSF Average	31	177
National	1,565	7,851



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	34	37	42	55
Average number of working days to complete IOPC reviews	167	160	133	141

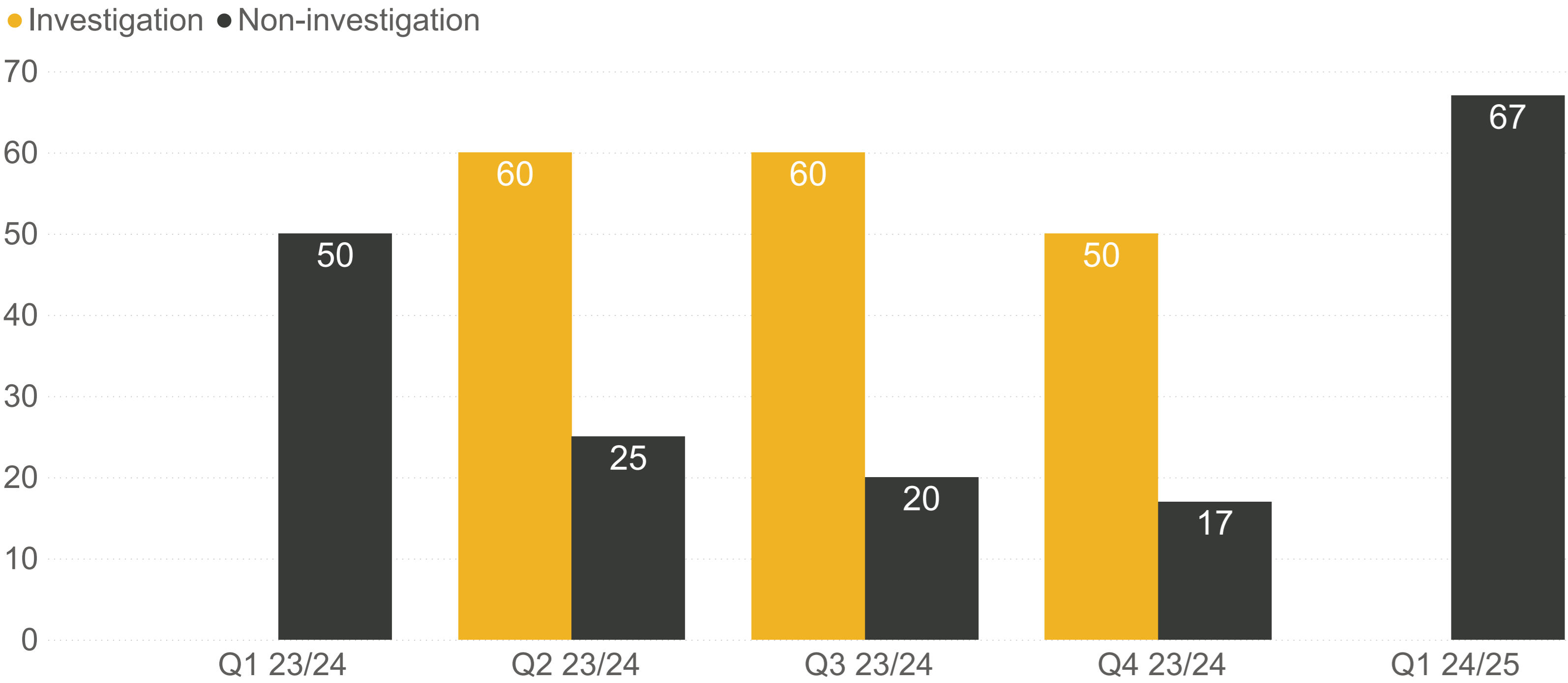
Section C2: Outcomes on reviews

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

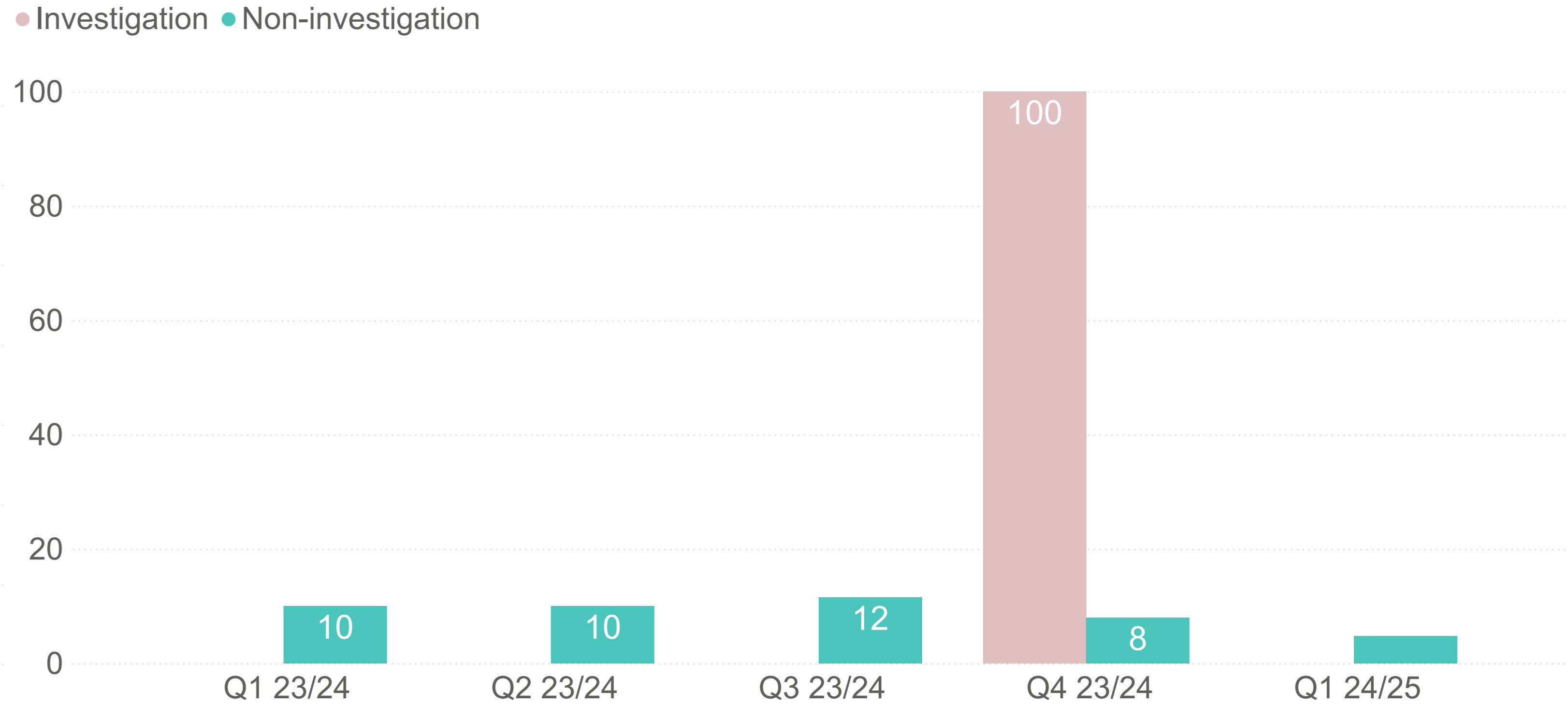
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	0	0	0	
SPLY	2	0	0	
MSF Average	4	1	7	
National	221	68	67	9

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	3	2	21	1
SPLY	2	1	40	4
MSF Average	2	1	14	4
National	225	79	849	156

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



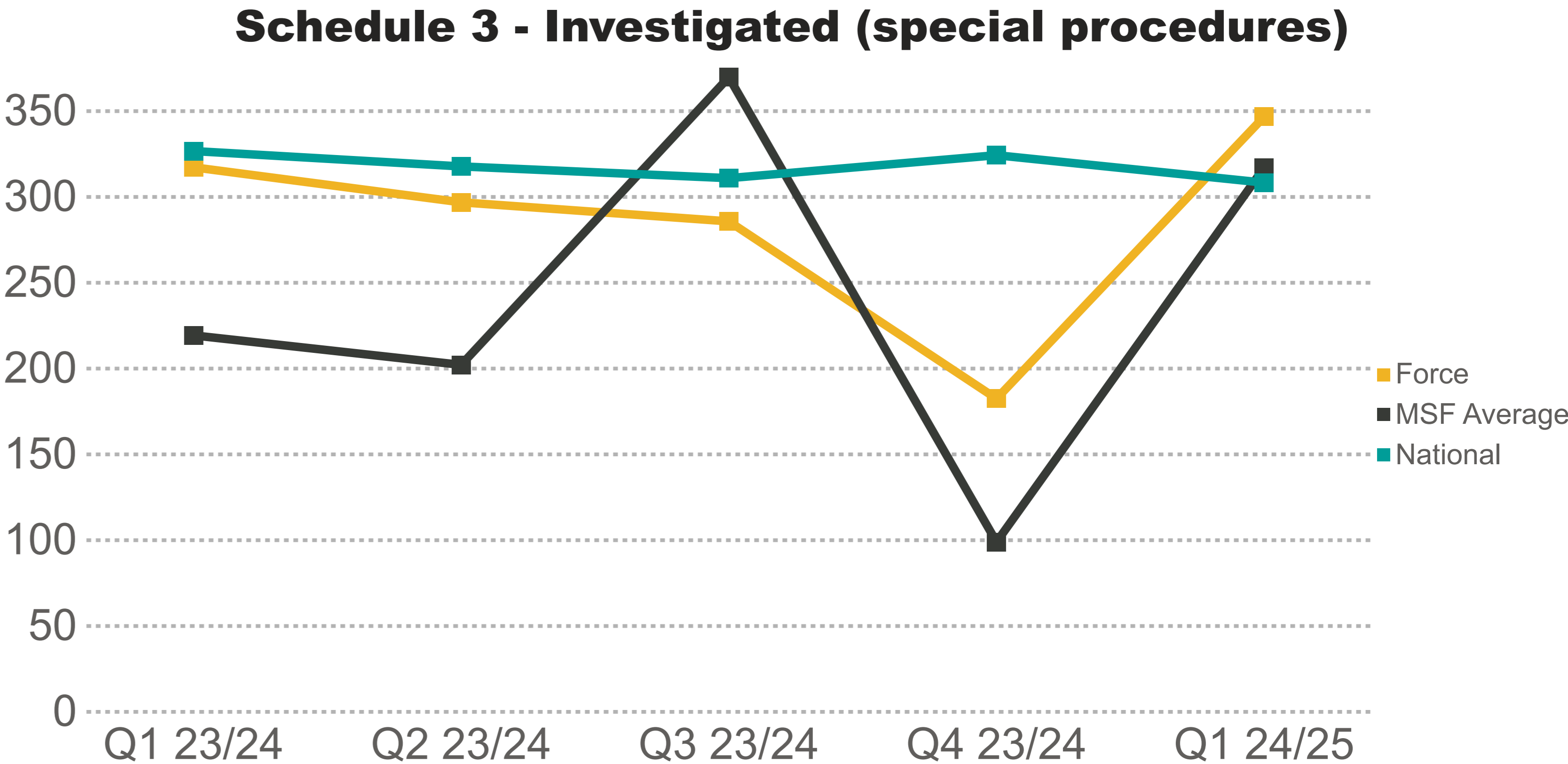
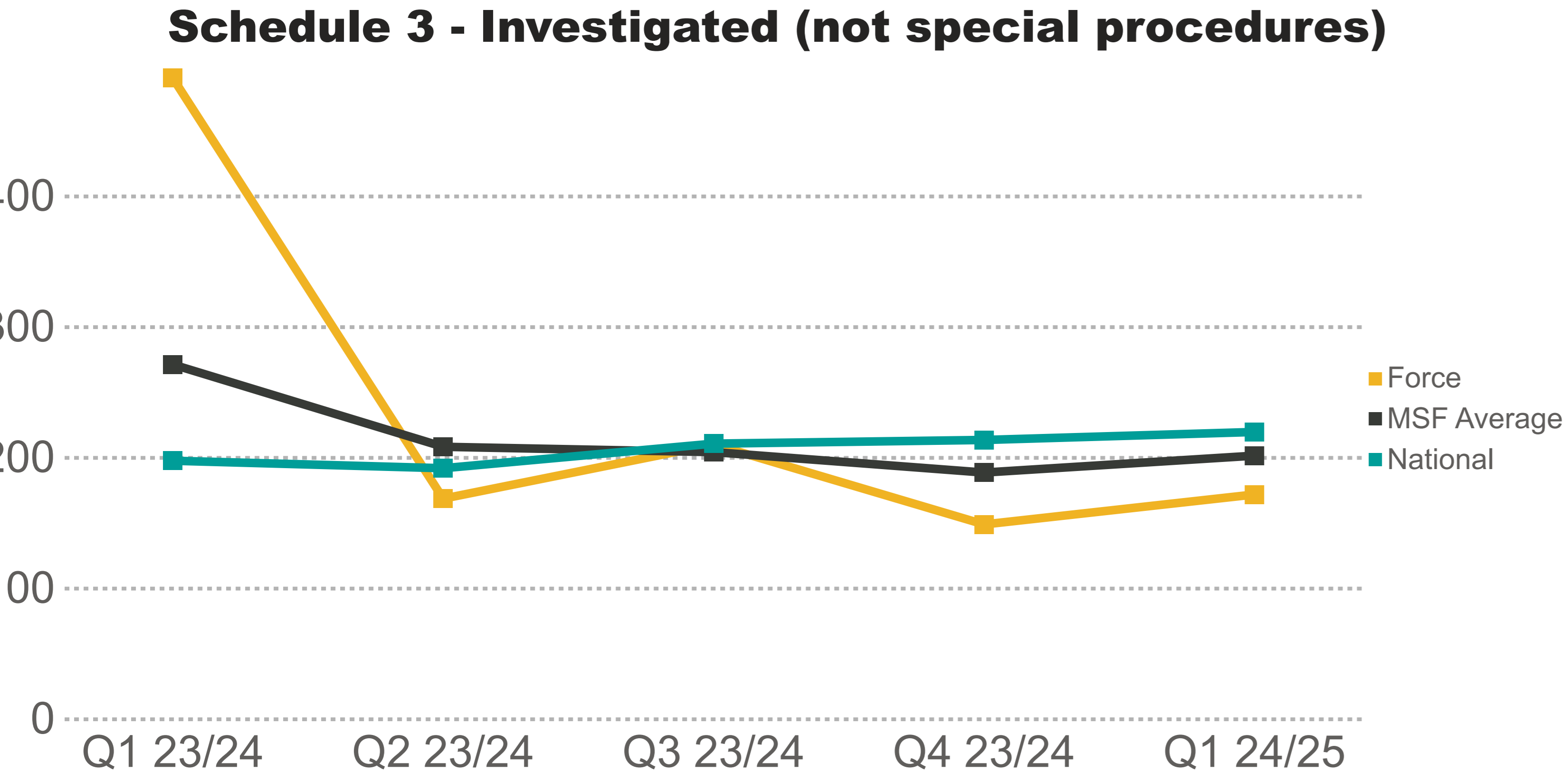
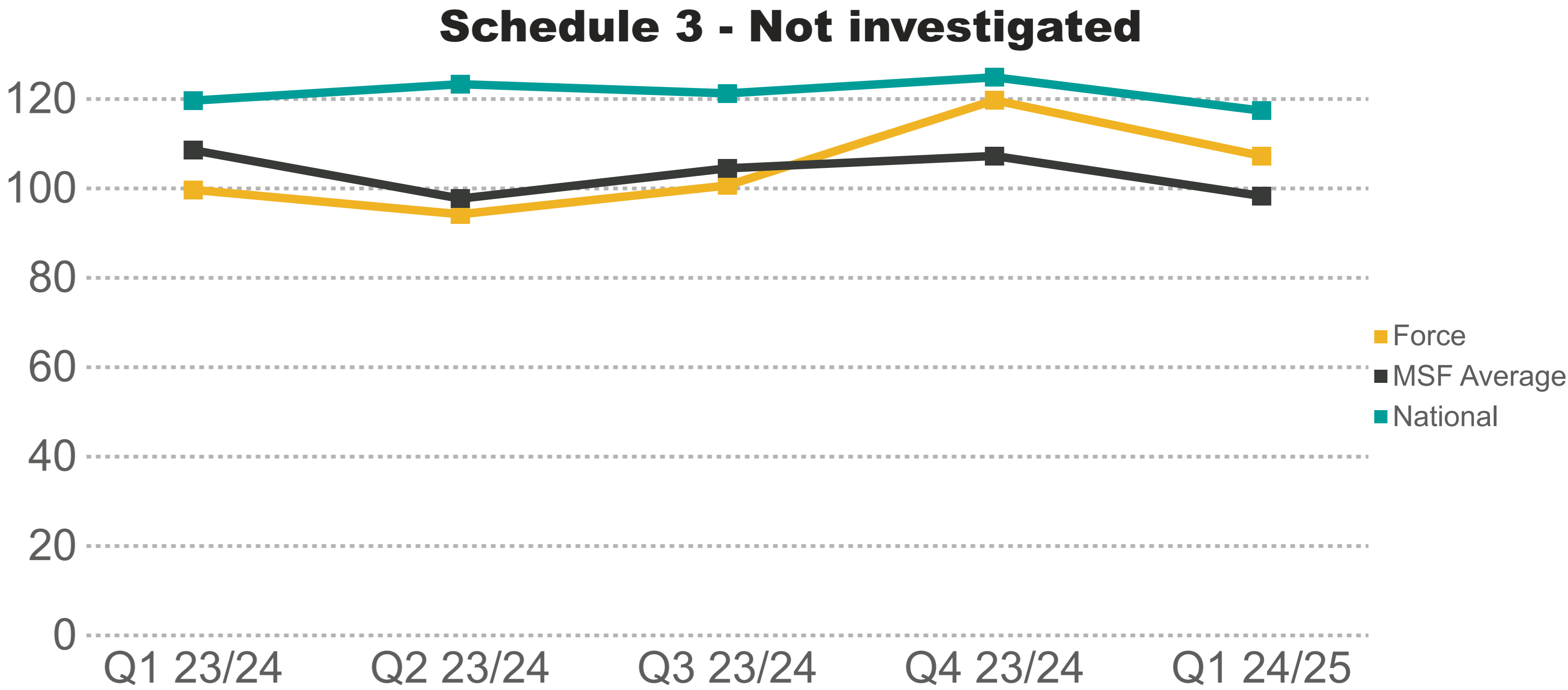
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	347	317	317	308
Under Schedule 3 investigated (not subject to special procedures)	172	490	201	219
Under Schedule 3 - not investigated	107	100	98	117
Total	117	114	137	140

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	141	145	88	6,264
Under Schedule 3 investigated (not subject to special procedures)	8	4	85	1,416
Under Schedule 3 investigated (subject to special procedures)	4	3	3	171
Total	153	152	177	7,851

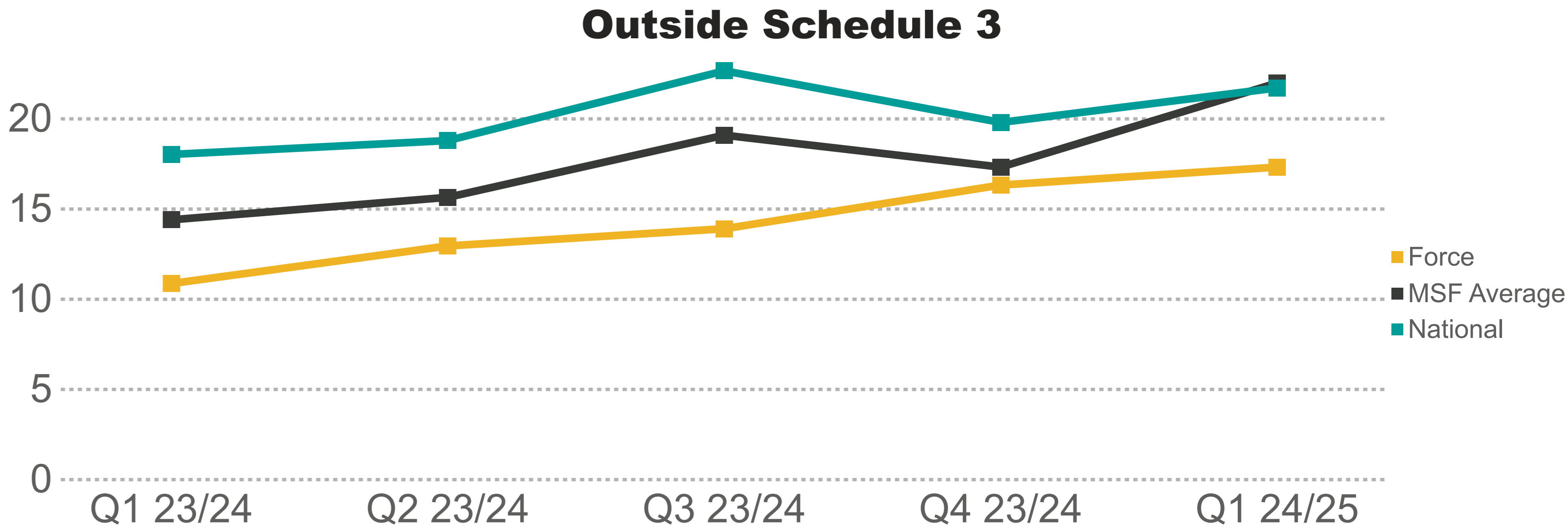


Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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	472	326	346	13766
Average days to finalise complaint cases handled outside of Schedule 3	17	11	22	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	472	76%	326	68%	346	66%	13,766	64%
Under Schedule 3 - not investigated	141	23%	145	30%	88	17%	6,264	29%
Under Schedule 3 investigated (not subject to special procedures)	8	1%	4	1%	85	16%	1,416	7%
Under Schedule 3 investigated (subject to special procedures)	4	1%	3	1%	3	1%	171	1%
Total	625	100%	478	100%	523	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.

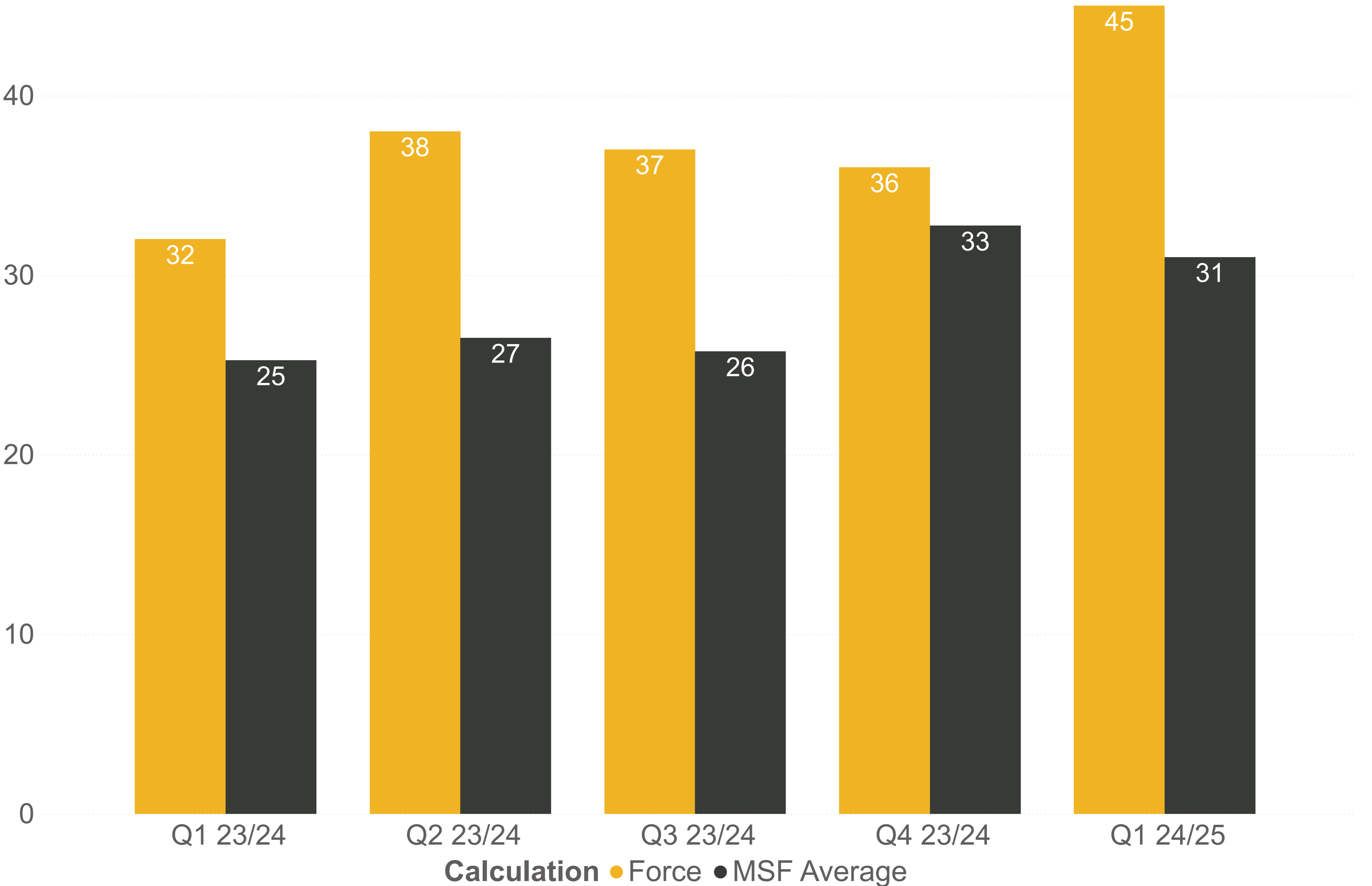
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	45	32	31	1,753
Number referrals completed	40	25	29	1,725
Decision: Independent Investigation	1	0	1	110
Decision: Directed Investigation	0	0	0	4
Decision: Local Investigation	19	19	14	966
Decision: Return to Force	20	6	14	611
Decision: Invalid	0	0	0	34

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Cambridgeshire, Dorset, Surrey, Thames Valley

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 \(February 2020\)](#).