

Interim Police Complaints Information Bulletin: Avon And Somerset

Reporting Period: 01 April 2024 - 31 December 2024 (Q3 2024/25)

Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hampshire, Hertfordshire, Kent, Staffordshire, Sussex

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.

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.

Please note: Due to one force being unable to submit data for this quarter, national figures are incomplete. Therefore these figures should not be considered definitive.

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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

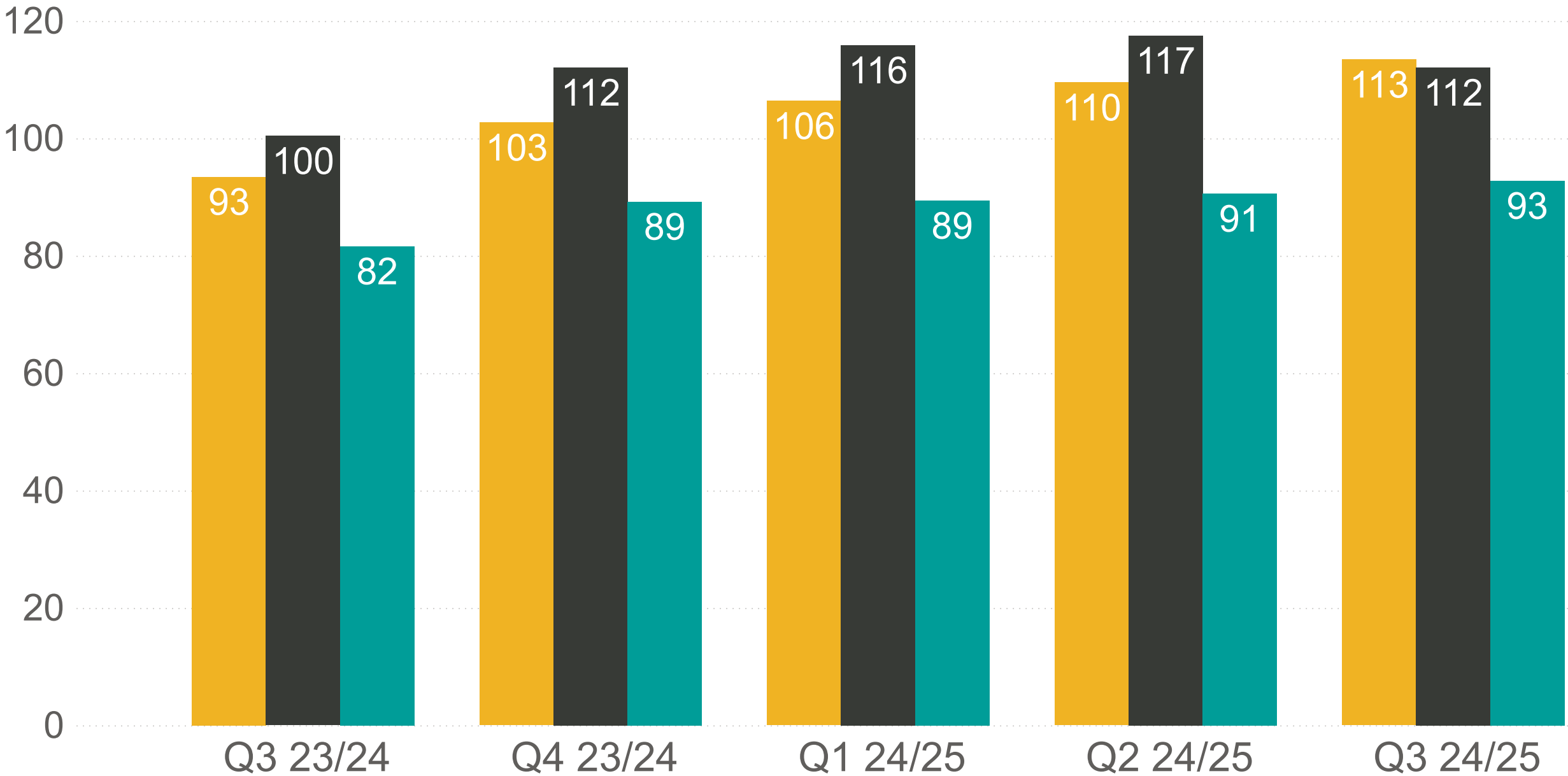
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	2,192	329	4,638	697	8	5
SPLY	1,958	292	3,848	573	11	6
MSF Average	1,946	345	3,533	634	7	6
National	69,504	273	122,348	480	8	7

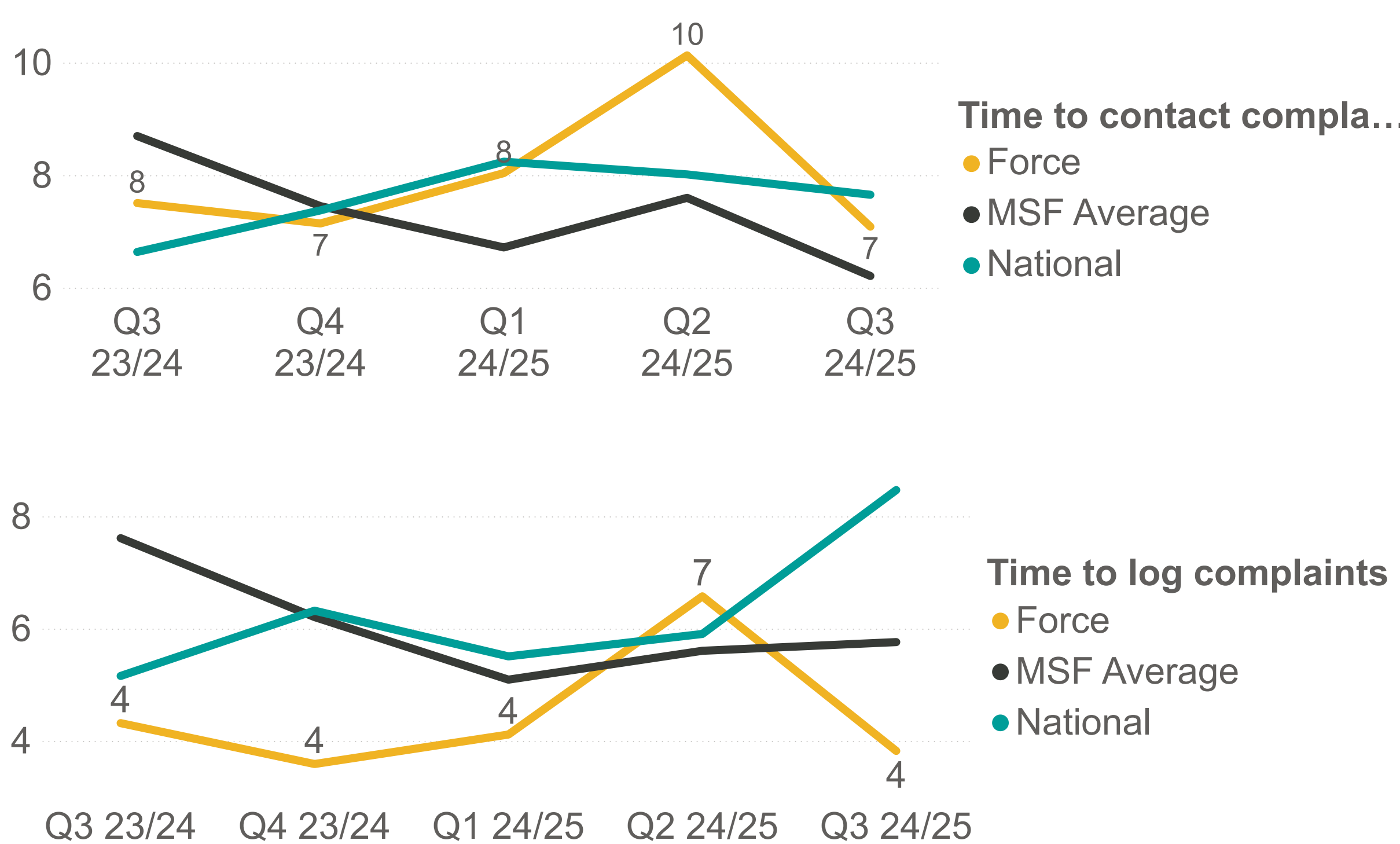
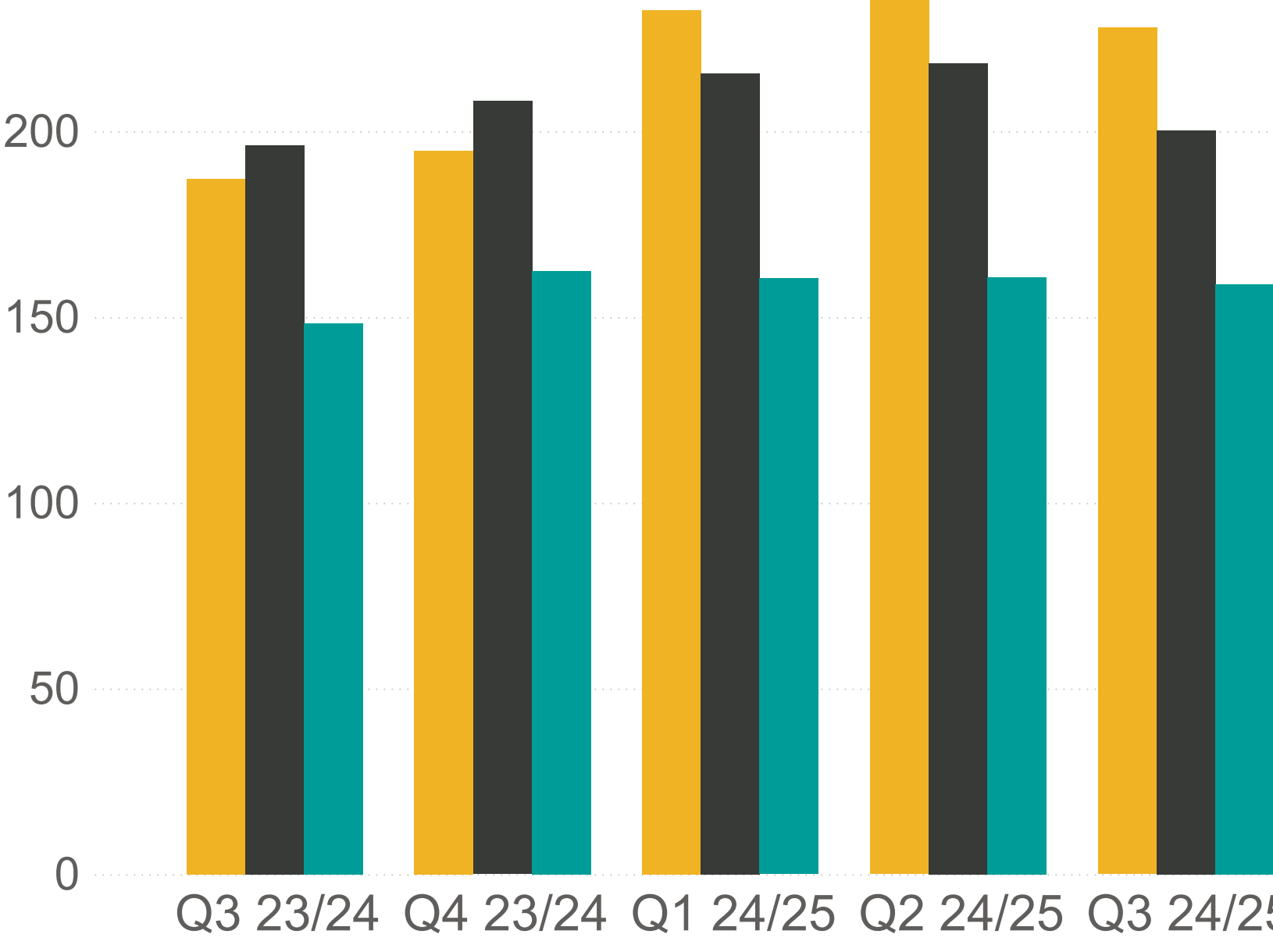
Complaints logged per 1,000 employees

● Force ● MSF Average ● National



Allegations logged per 1,000 employees

● Force ● MSF Average ● National



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	267	329	329	9,603
Complainant wishes the complaint be recorded	175	193	79	4,564
Dissatisfaction after initial handling	98	74	108	3,723
Nature of the allegation(s) in the complaint	441	352	189	5,364
Total	981	948	704	23,254

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	27 %	35 %	45 %	41 %
Complainant wishes the complaint be recorded	18 %	20 %	10 %	20 %
Dissatisfaction after initial handling	10 %	8 %	19 %	16 %
Nature of the allegation(s) in the complaint	45 %	37 %	26 %	23 %

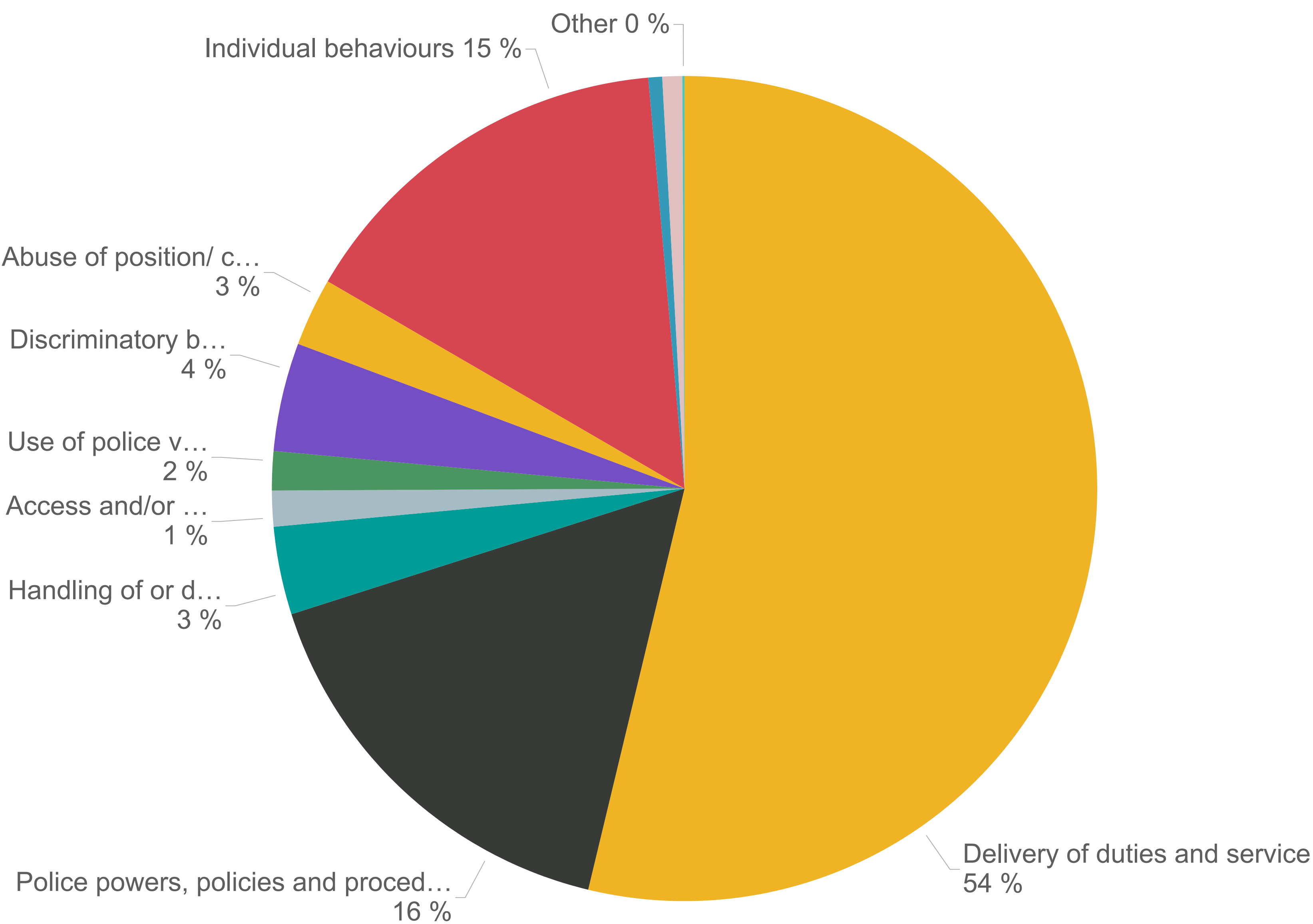
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

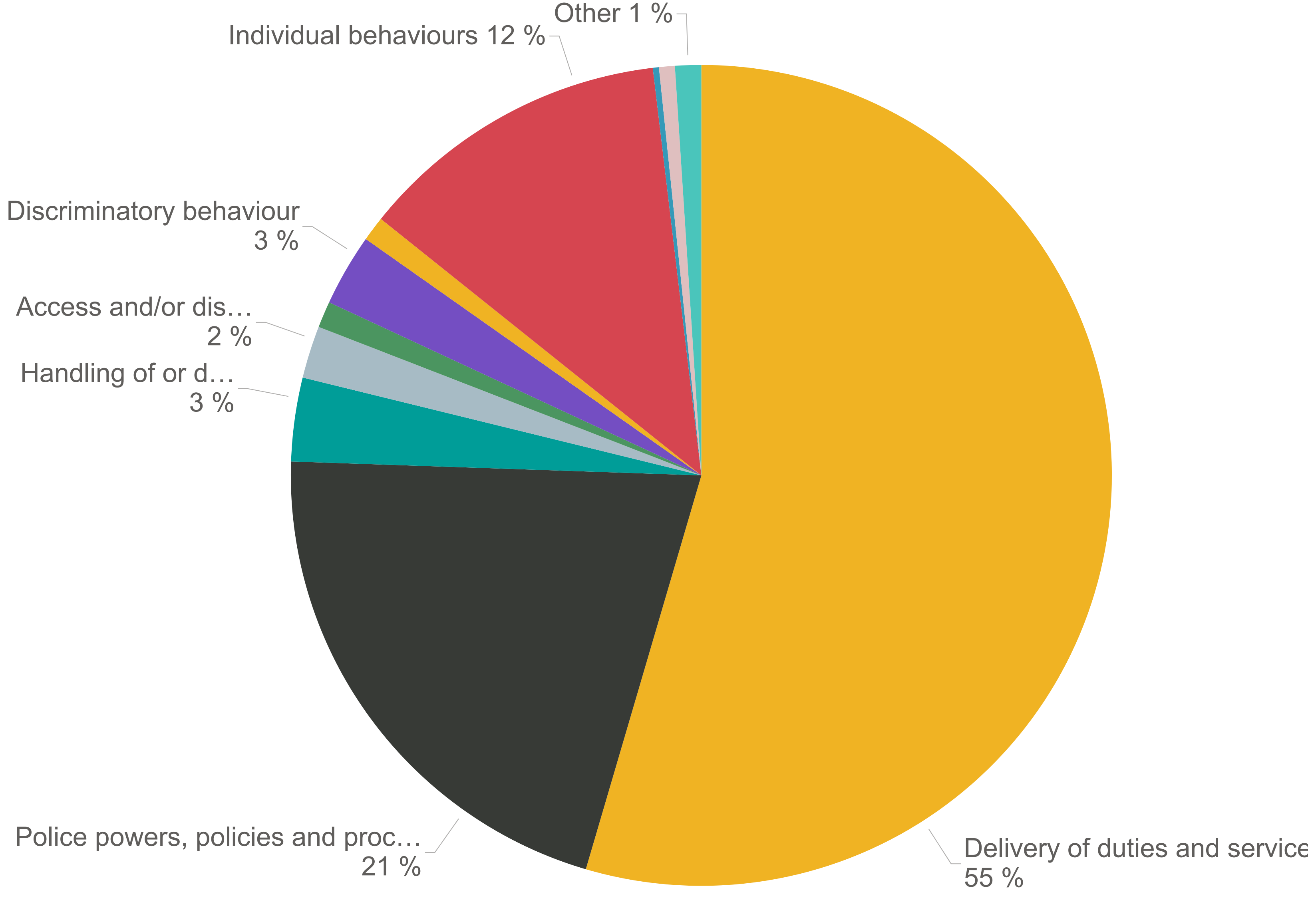
What has been complained about (YTD)

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	2,493	757	160	65	71	197	124	706	25	36	4	4,638
SPLY	1,972	649	112	72	51	170	132	656	3	27	4	3,848
MSF Average	1,926	720	107	68	36	99	38	483	9	23	25	3,533
National	66,729	25,690	4,027	2,522	1,266	3,476	1,192	15,133	293	761	1,257	122,346

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	2,493	54 %	1,972	51 %	1,926	55 %	66,726	55 %	
	Police action following contact	1,268	51 %	1,085	55 %	872	47 %	27,618	41 %	
	Information	438	18 %	303	15 %	281	15 %	7,682	12 %	
	Decisions	408	16 %	260	13 %	321	16 %	9,699	15 %	
	General level of service	379	15 %	324	16 %	452	21 %	21,727	33 %	
Police powers, policies and procedures	Total	757	16 %	649	17 %	719	20 %	25,687	21 %	
	Use of force	197	26 %	182	28 %	164	23 %	6,584	26 %	
	Detention in police custody	165	22 %	121	19 %	103	15 %	3,661	14 %	
	Power to arrest and detain	159	21 %	117	18 %	139	20 %	4,643	18 %	
	Searches of premises and seizure of property	86	11 %	81	12 %	96	13 %	3,261	13 %	
	Bail, identification and interview procedures	46	6 %	29	4 %	49	7 %	1,489	6 %	
	Other policies and procedures	38	5 %	35	5 %	70	10 %	2,576	10 %	
	Stops, and stop and search	25	3 %	14	2 %	25	3 %	1,218	5 %	
	Evidential procedures	21	3 %	19	3 %	57	7 %	1,861	7 %	
	Out of court disposals	20	3 %	51	8 %	18	3 %	393	2 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	Total	706	15 %	656	17 %	483	14 %	15,132	12 %
		Unprofessional attitude and disrespect	184	26 %	178	27 %	129	27 %	4,272	28 %
		Lack of fairness and impartiality	176	25 %	144	22 %	86	17 %	2,089	14 %
Overbearing or harassing behaviours		174	25 %	152	23 %	86	17 %	2,570	17 %	
Impolite language / tone		115	16 %	115	18 %	127	28 %	3,890	26 %	
Impolite and intolerant actions		57	8 %	67	10 %	56	12 %	2,311	15 %	
Discriminatory behaviour	Total	197	4 %	170	4 %	99	3 %	3,476	3 %	
	Race	91	46 %	83	49 %	44	44 %	1,655	48 %	
	Disability	45	23 %	40	24 %	20	21 %	663	19 %	
	Sex	37	19 %	30	18 %	19	18 %	561	16 %	
	Age	9	5 %	5	3 %	2	2 %	53	2 %	
	Other	8	4 %	5	3 %	7	7 %	316	9 %	
	Sexual orientation	5	3 %	3	2 %	3	4 %	105	3 %	
	Religion or belief	2	1 %	3	2 %	3	3 %	84	2 %	
	Gender reassignment	0	0 %	1	1 %	1	1 %	36	1 %	
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	2	0 %	
Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %		
Handling of or damage to property/ premises	Total	160	3 %	112	3 %	100	3 %	3,932	3 %	
	Handling of or damage to property/ premises	160	100 %	112	100 %	100	92 %	3,931	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	1,407	30 %	1,198	31 %	1,392	41 %	46,292	38 %
None	1,219	26 %	759	20 %	629	16 %	22,863	19 %
Arrest	465	10 %	440	11 %	401	12 %	15,683	13 %
Roads/traffic	248	5 %	279	7 %	197	6 %	7,298	6 %
Custody	239	5 %	147	4 %	174	5 %	7,020	6 %
Neighbourhood policing	232	5 %	186	5 %	197	6 %	5,699	5 %
Call Handling	208	4 %	271	7 %	179	5 %	5,209	4 %
VAWG - dissatisfaction handling	172	4 %	139	4 %	116	3 %	5,179	4 %
Mental health	103	2 %	82	2 %	94	3 %	3,667	3 %
Premises search	95	2 %	64	2 %	68	2 %	2,989	2 %
Domestic / gender abuse	84	2 %	126	3 %	198	6 %	6,828	6 %
Public order incident	73	2 %	47	1 %	29	1 %	972	1 %
Missing persons	53	1 %	31	1 %	22	1 %	771	1 %
Child protection / CSA / CSE	49	1 %	31	1 %	61	2 %	2,199	2 %
Stop and/or search	31	1 %	28	1 %	46	1 %	2,543	2 %
Restraint equipment	23	0 %	30	1 %	30	1 %	1,321	1 %
Death	18	0 %	30	1 %	28	1 %	1,105	1 %
VAWG - police perpetrated	18	0 %	67	2 %	23	1 %	848	1 %
Drugs / alcohol	14	0 %	30	1 %	31	1 %	1,408	1 %
Hate Crime	8	0 %	28	1 %	20	1 %	699	1 %
Social media	7	0 %	12	0 %	12	0 %	506	0 %
Covert policing	4	0 %	3	0 %	2	0 %	66	0 %
Taser	4	0 %	0	0 %	4	0 %	146	0 %
Firearms	3	0 %	25	1 %	14	0 %	559	0 %
Fraud	1	0 %	8	0 %	10	0 %	779	1 %
Police dogs or horses	1	0 %	1	0 %	1	0 %	76	0 %
Serious injury	1	0 %	1	0 %	3	0 %	256	0 %
VAWG - police victim	1	0 %	4	0 %	6	0 %	107	0 %
Coronavirus - other	0	0 %	0	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 %
PPDA	0	0 %	0	0 %	1	0 %	27	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	3	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %	4	0 %
Unknown	0	0 %	0	0 %	1	0 %	23	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	16	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	23	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	1	0	0	0	0
VAWG - dissatisfaction handling	137	6	0	4	20
Taser	0	4	0	0	0
Stop and/or search	3	18	0	5	5
Social media	2	0	0	1	0
Serious injury	0	1	0	0	0
Roads/traffic	117	18	6	8	35
Restraint equipment	2	18	1	0	2
Public order incident	50	3	1	2	16
Premises search	13	62	8	1	10
None	643	80	72	62	252
Neighbourhood policing	149	3	0	4	68
Missing persons	42	1	3	0	6
Mental health	46	26	0	5	22
Investigation	1,031	65	44	60	136
Hate Crime	5	1	0	2	0
Fraud	1	0	0	0	0
Firearms	3	0	0	0	0
Drugs / alcohol	12	0	0	0	1
Domestic / gender abuse	60	2	0	6	11
Death	15	0	3	0	0
Custody	17	179	4	9	19
Covert policing	2	0	0	0	0
Child protection / CSA / CSE	38	1	0	2	4
Call Handling	176	0	1	3	27
Arrest	54	277	16	22	81
Total	2,480	744	159	191	698

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
Q3 23/24	50	1	0	51
Q4 23/24	64	8	0	72
Q1 24/25	83	0	0	83
Q2 24/25	48	3	0	50
Q3 24/25	41	15	1	56
Total	286	27	1	312

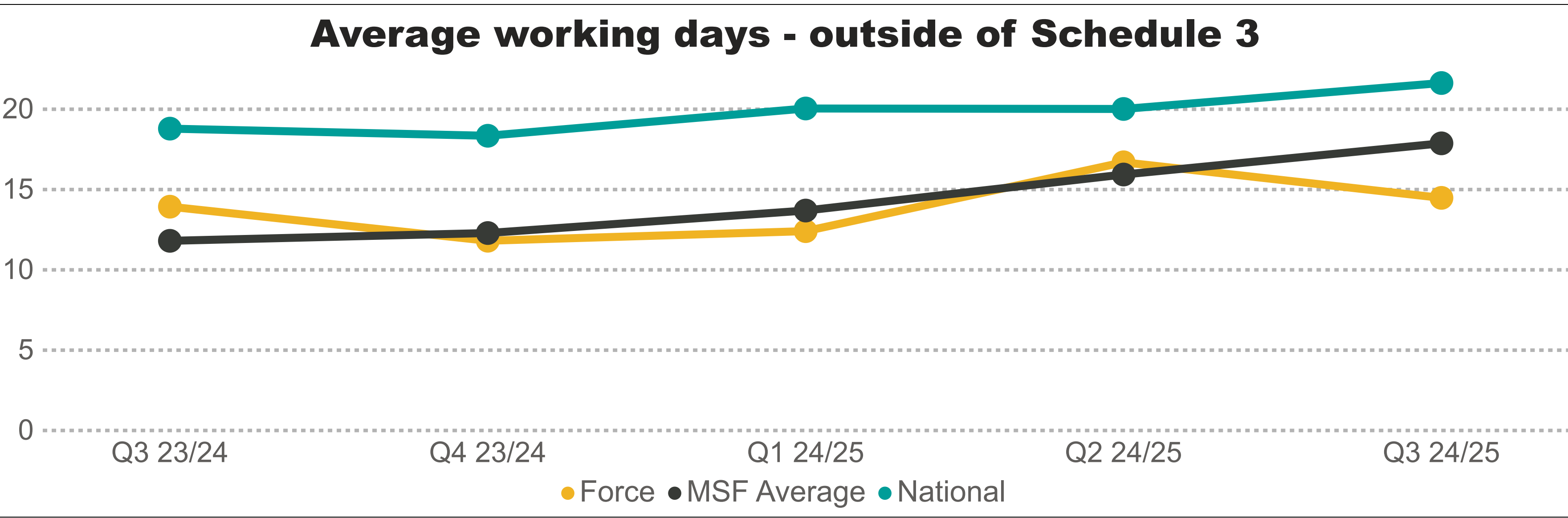
Section A2: Allegations timeliness

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.

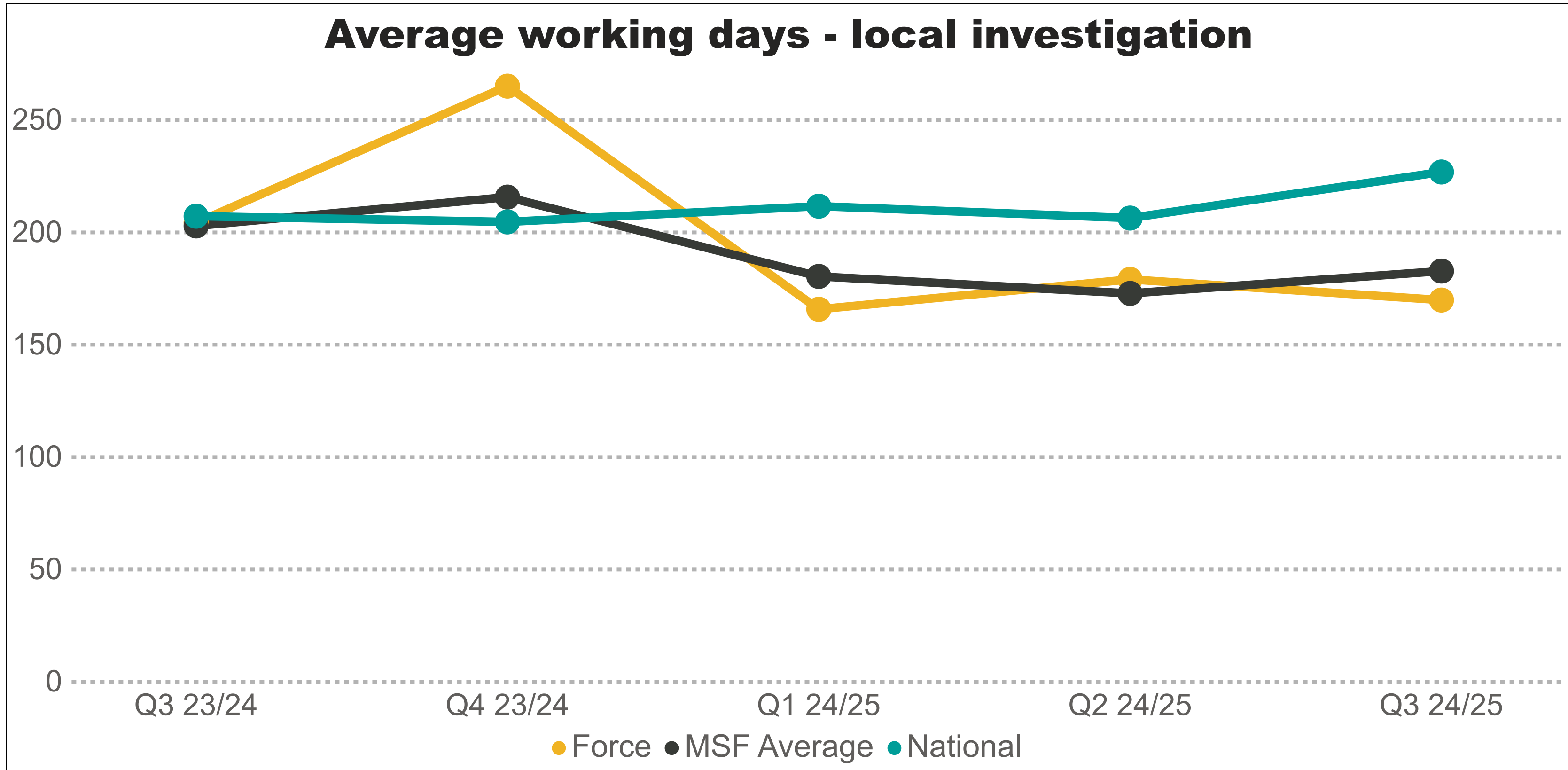
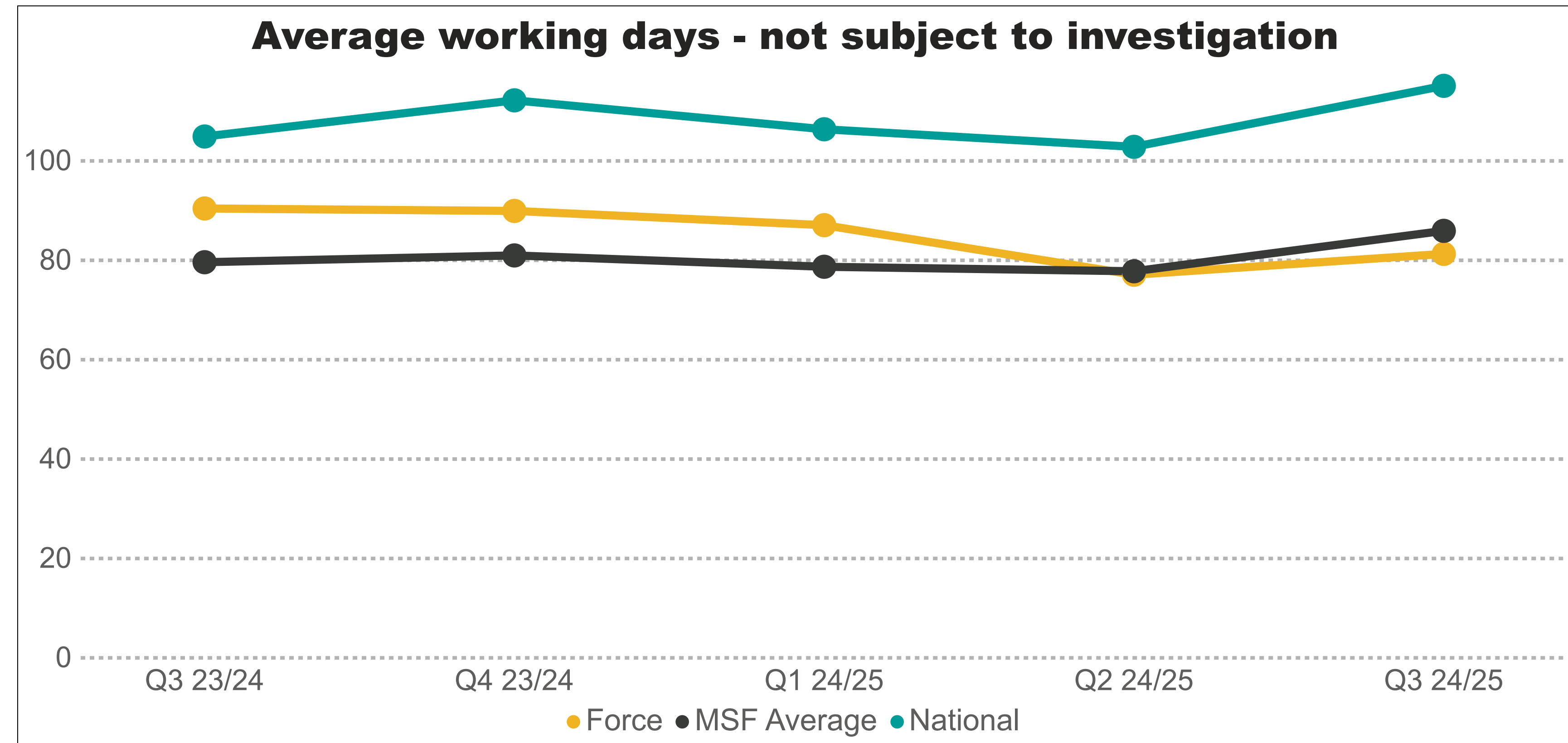
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	1,564	14	2,217	81	416	171	2	524
SPLY	1,230	14	1,805	103	447	181	5	186
MSF Average	1,402	16	1,609	81	306	176	1	90
National	51,937	20	53,990	108	13,259	214	224	307



Year to date Allegations	Under Schedule 3 - by directed investigation	
	Number Finalised	Average days
Force	0	0
SPLY	1	465
MSF Average	0	0
National	17	574



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.

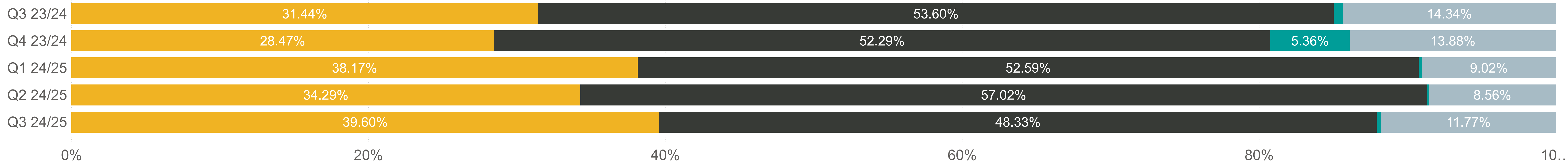
The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside 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)	409	10 %	294	8 %	12,092	10 %
Under Schedule 3 investigated (subject to special procedures)	9	0 %	12	0 %	1,408	1 %
Under Schedule 3 - not investigated	2,217	53 %	1609	48 %	53,990	45 %
Outside of Schedule 3	1,564	37 %	1402	44 %	51,937	43 %
Total	4,199	100 %	3317	100 %	119,427	100 %

Force: percent of allegations finalised by handling method

Handling Method • 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)



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					250	11 %	4,006	7 %			22	2 %	25	6 %	347	3 %
Regulation 41 applies							77	0 %			3	0 %			155	1 %
Service provided - unable to determine					185	8 %	4,930	9 %			18	1 %	69	17 %	1,148	9 %
Service provided - not acceptable					254	11 %	7,176	13 %			43	3 %	49	12 %	1,461	12 %
Service provided - acceptable					1451	65 %	36,299	67 %			199	14 %	250	61 %	8,649	72 %
Not Resolved	42	3 %	2,767	5 %												
Resolved	1522	97 %	49,169	95 %												
No Case to Answer									5	56 %	796	57 %				
Case to Answer									4	44 %	301	21 %				
Withdrawal					77	3 %	1,501	3 %			26	2 %	16	4 %	332	3 %

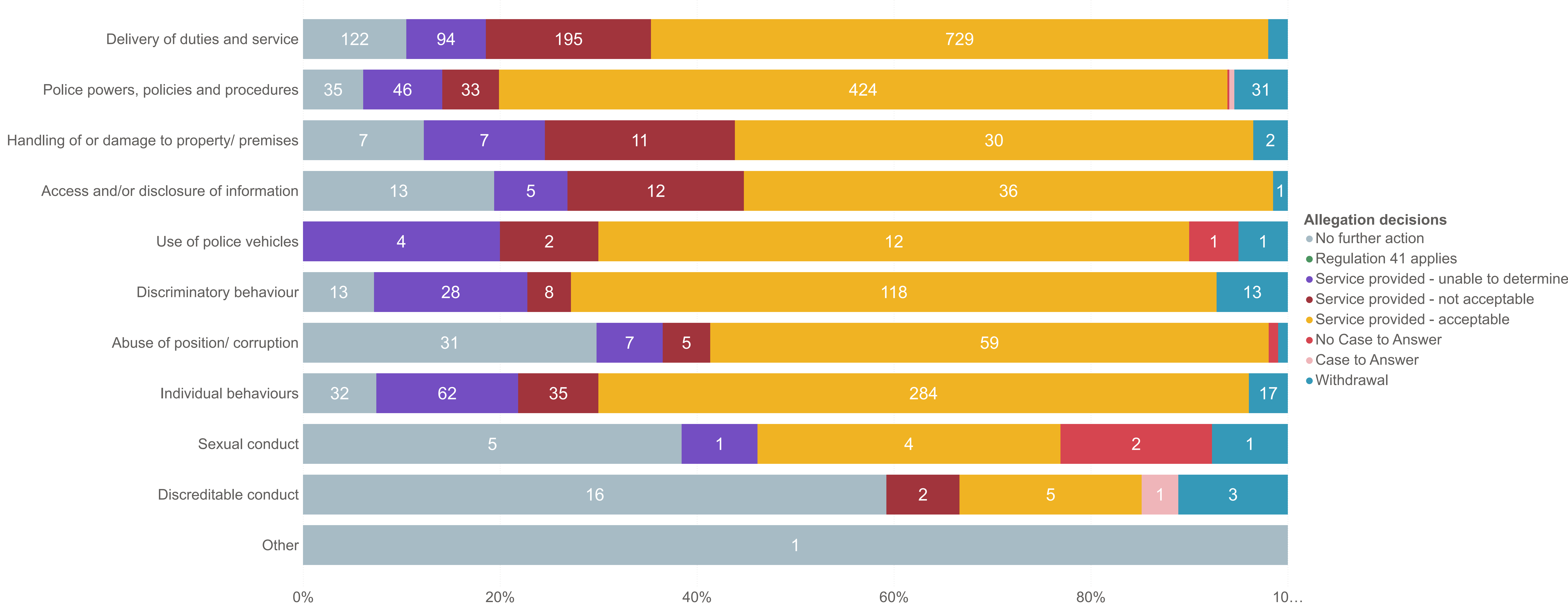
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	1,120	71	97	4	44	1	1	179	0	3	2	1,522
Not Resolved	22	1	1	0	3	1	1	12	0	0	1	42

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 %	2	0 %	8	1 %	199	0 %
Learning from reflection	11	1 %	10	1 %	70	5 %	1,462	3 %
Policy review	0	0 %	1	0 %	2	0 %	48	0 %
Goodwill gesture	1	0 %	0	0 %	1	0 %	80	0 %
Apology	119	8 %	89	7 %	116	8 %	4,995	10 %
Debrief	3	0 %	0	0 %	14	1 %	436	1 %
Explanation	1,231	79 %	974	79 %	988	70 %	32,190	62 %
No further action	104	7 %	78	6 %	135	10 %	5,660	11 %
Other action	89	6 %	71	6 %	55	4 %	6,288	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	30	1 %	16	1 %	13	1 %	586	1 %
Apology	96	4 %	101	4 %	97	5 %	2,663	4 %
Debrief	4	0 %	1	0 %	3	0 %	1,928	3 %
Explanation	923	35 %	552	24 %	1,064	62 %	41,875	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	2	0 %	27	0 %
No further action	1,400	53 %	1,388	61 %	576	25 %	14,539	22 %
Other action	13	0 %	12	1 %	50	2 %	670	1 %
Learning from reflection	139	5 %	144	6 %	87	5 %	3,600	5 %
Referral to RPRP	17	1 %	30	1 %	13	1 %	1,026	2 %

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

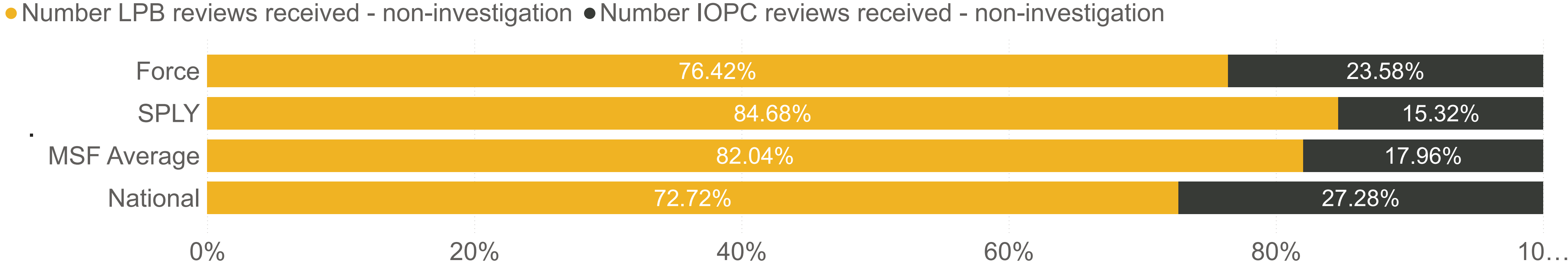
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	11 %	1	4 %	157	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	1	4 %	10	1 %
Other actions following a case to answer decision	2	22 %	0	0 %	2	11 %	93	7 %
Referral to RPRP	1	11 %	20	45 %	3	33 %	230	16 %

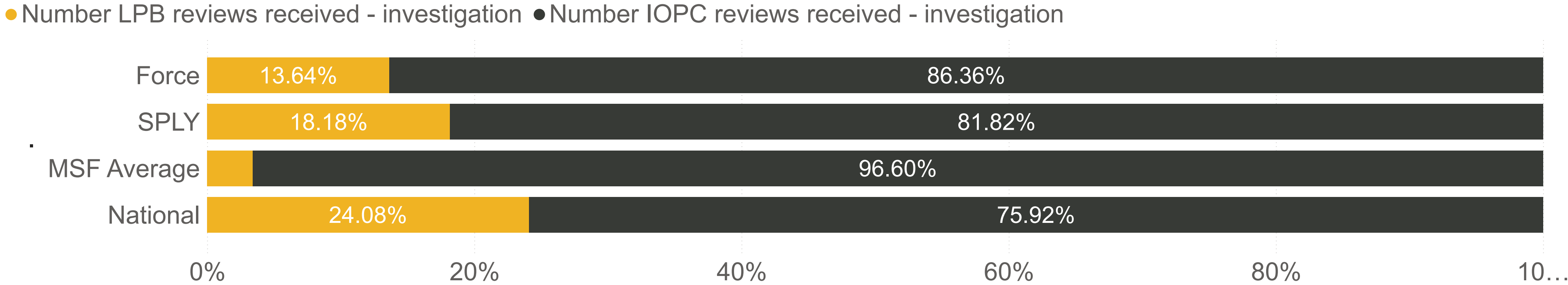
Section C1: Reviews received and timeliness (Year to date)

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	94	29
SPLY	105	19
MSF Average	93	20
National	2,868	1,076

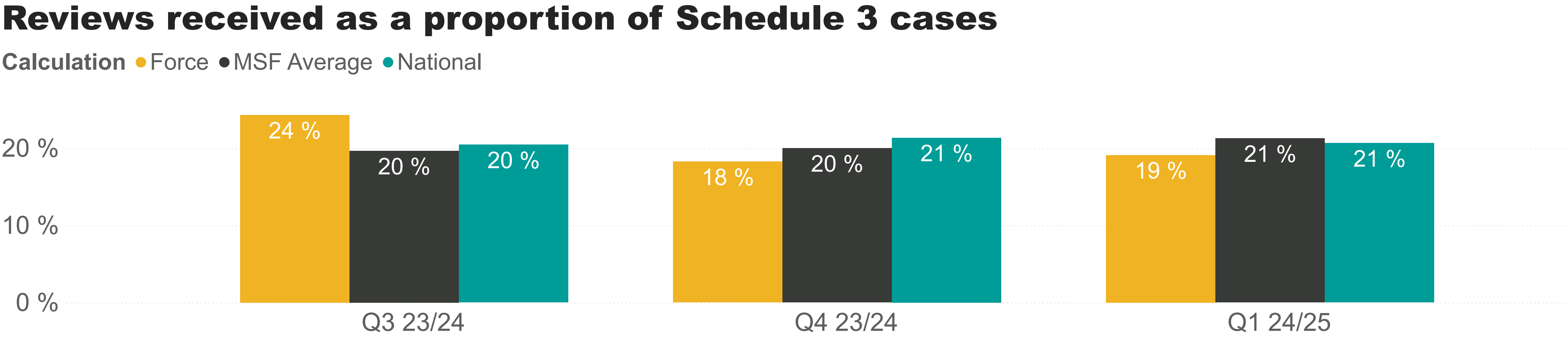


Investigation reviews received	LPB	IOPC
Force	3	19
SPLY	4	18
MSF Average	1	18
National	230	725



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	145	691
SPLY	146	808
MSF Average	131	649
National	4,899	23,364



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	5	10	55	48
Average number of working days to complete IOPC reviews	145	160	138	137

Section C2: Outcomes on reviews

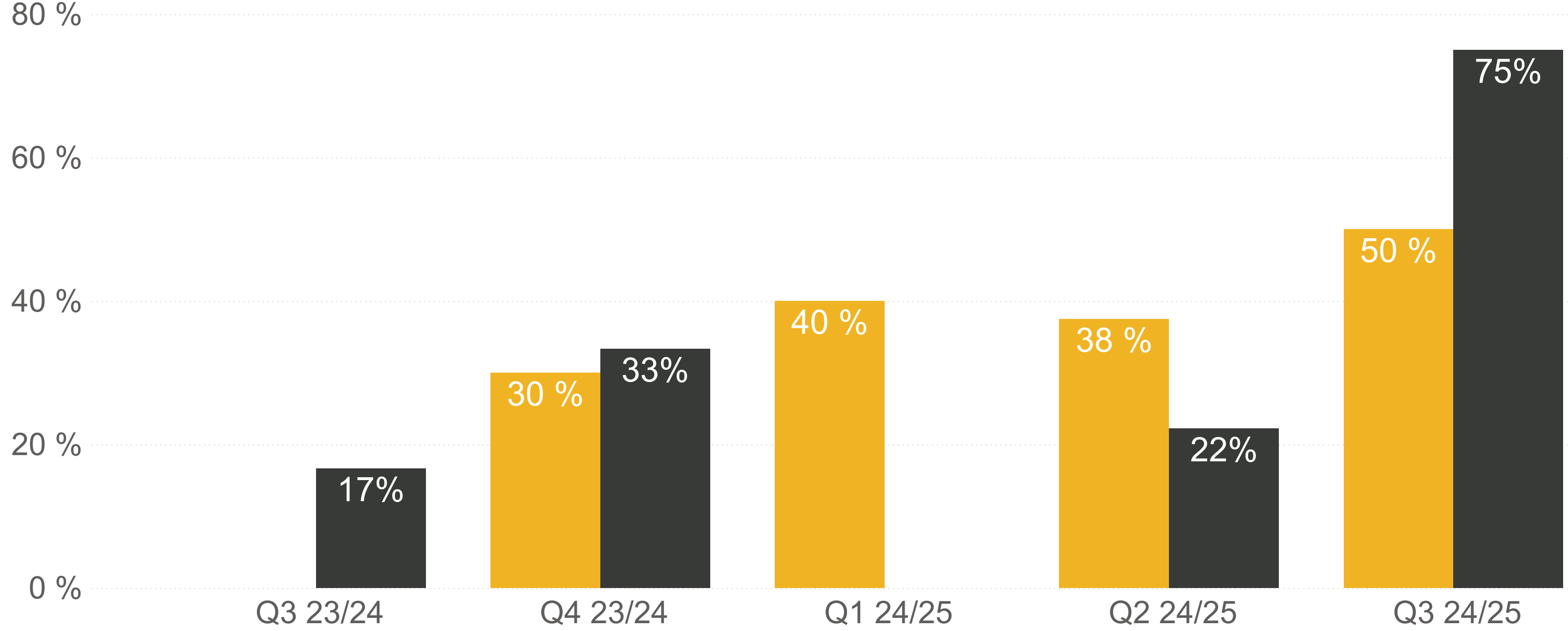
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate leading to the review being upheld.

Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	19	8	3	
SPLY	21	2	4	1
MSF Average	17	6	1	
National	631	201	215	57

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	17	5	85	16
SPLY	17	6	104	19
MSF Average	14	4	83	14
National	729	226	2,774	578

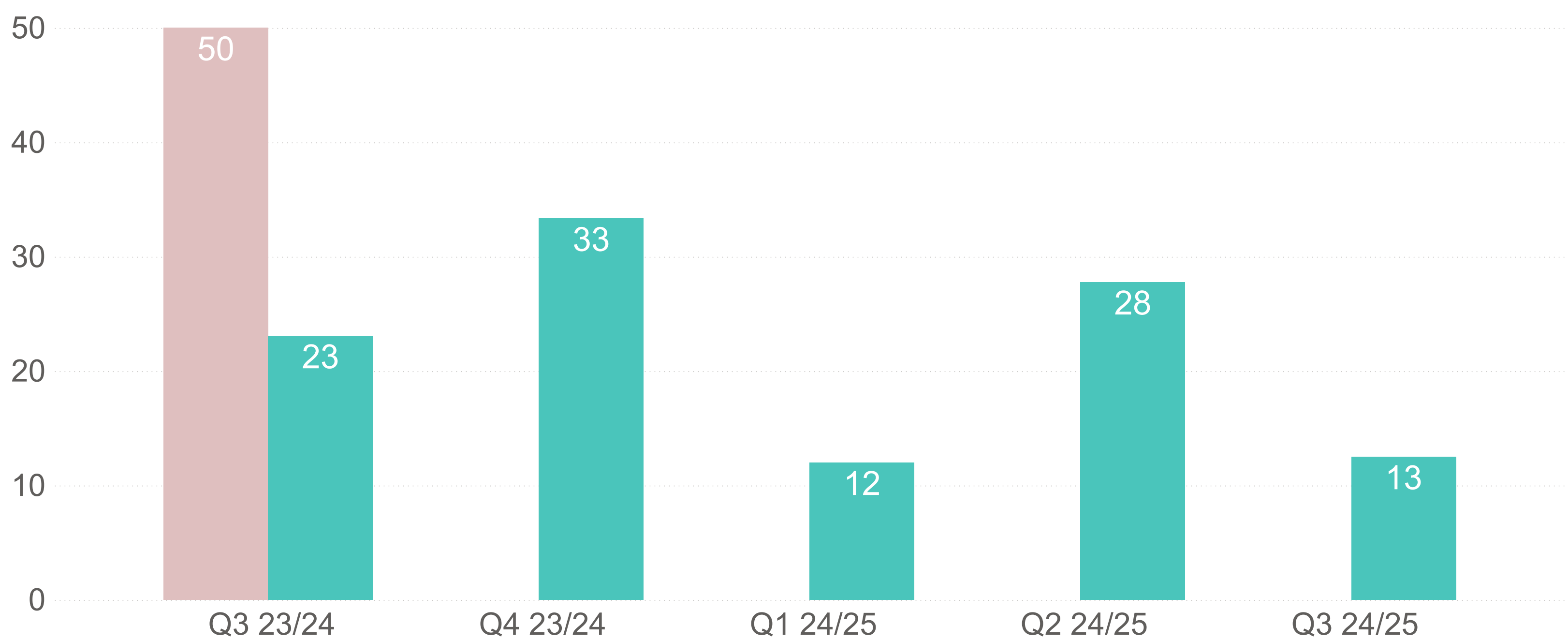
% IOPC reviews upheld - Force

● Investigation ● Non-investigation



% LPB Reviews upheld - Force

● Investigation ● Non-investigation



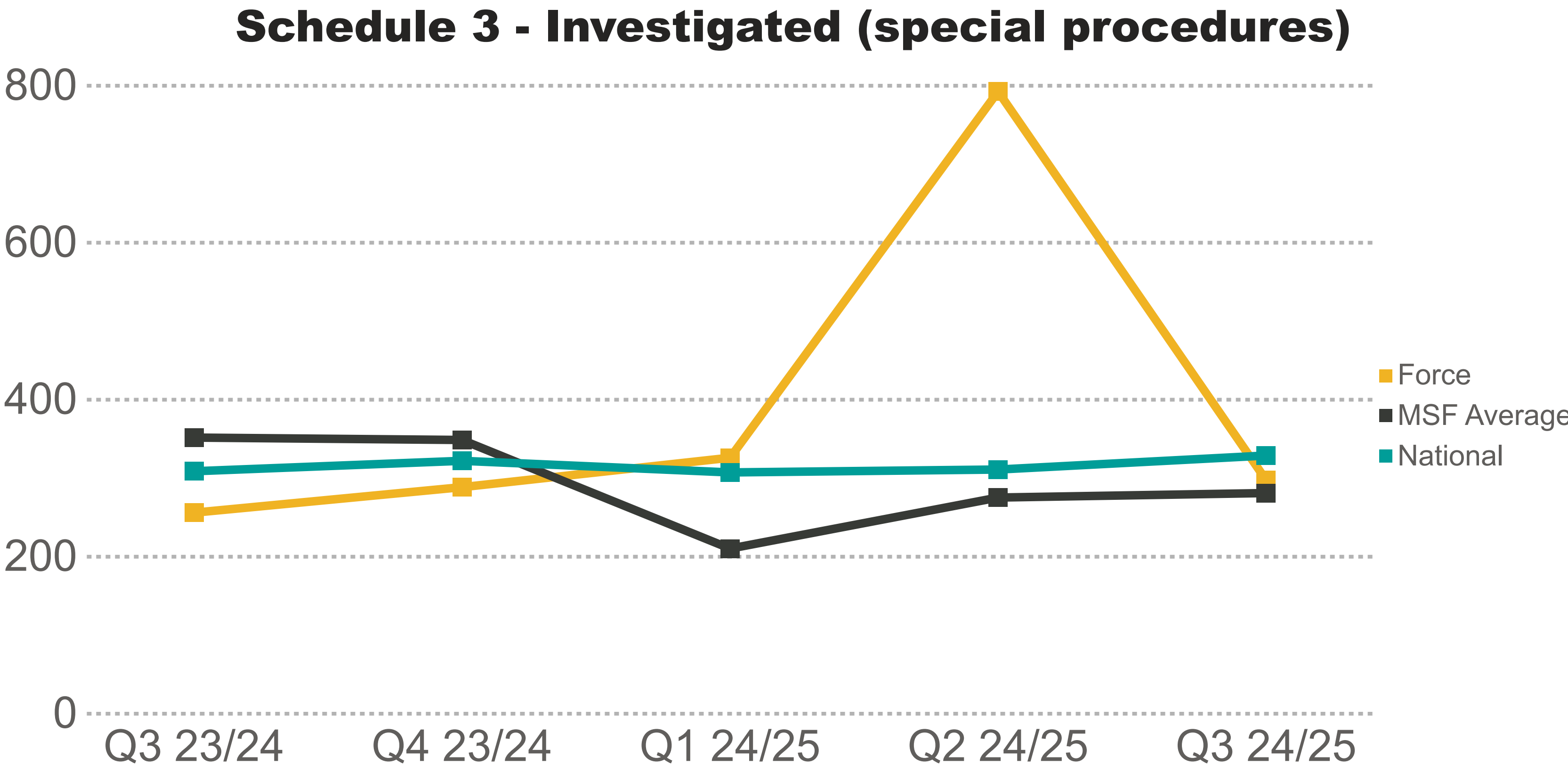
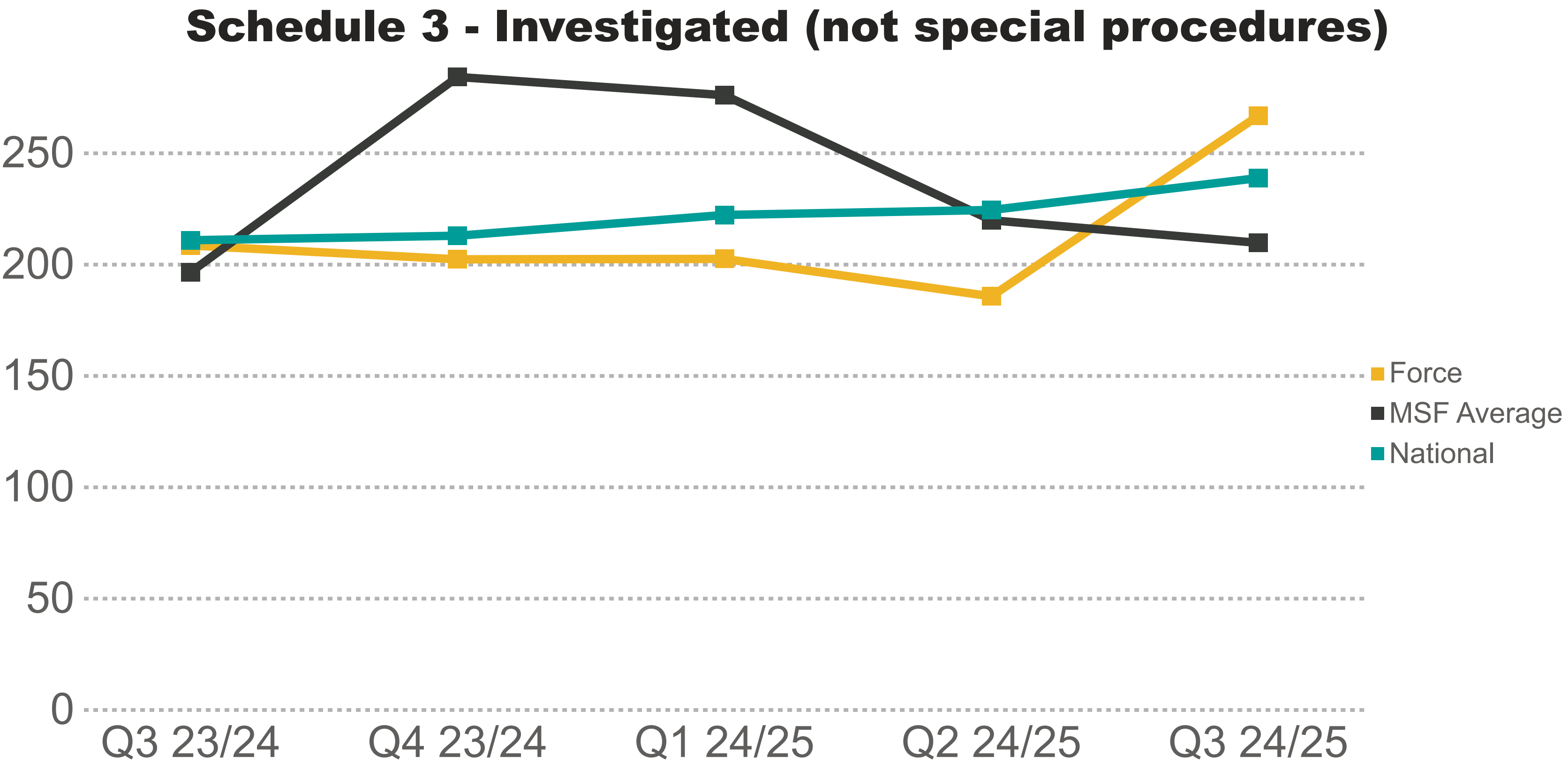
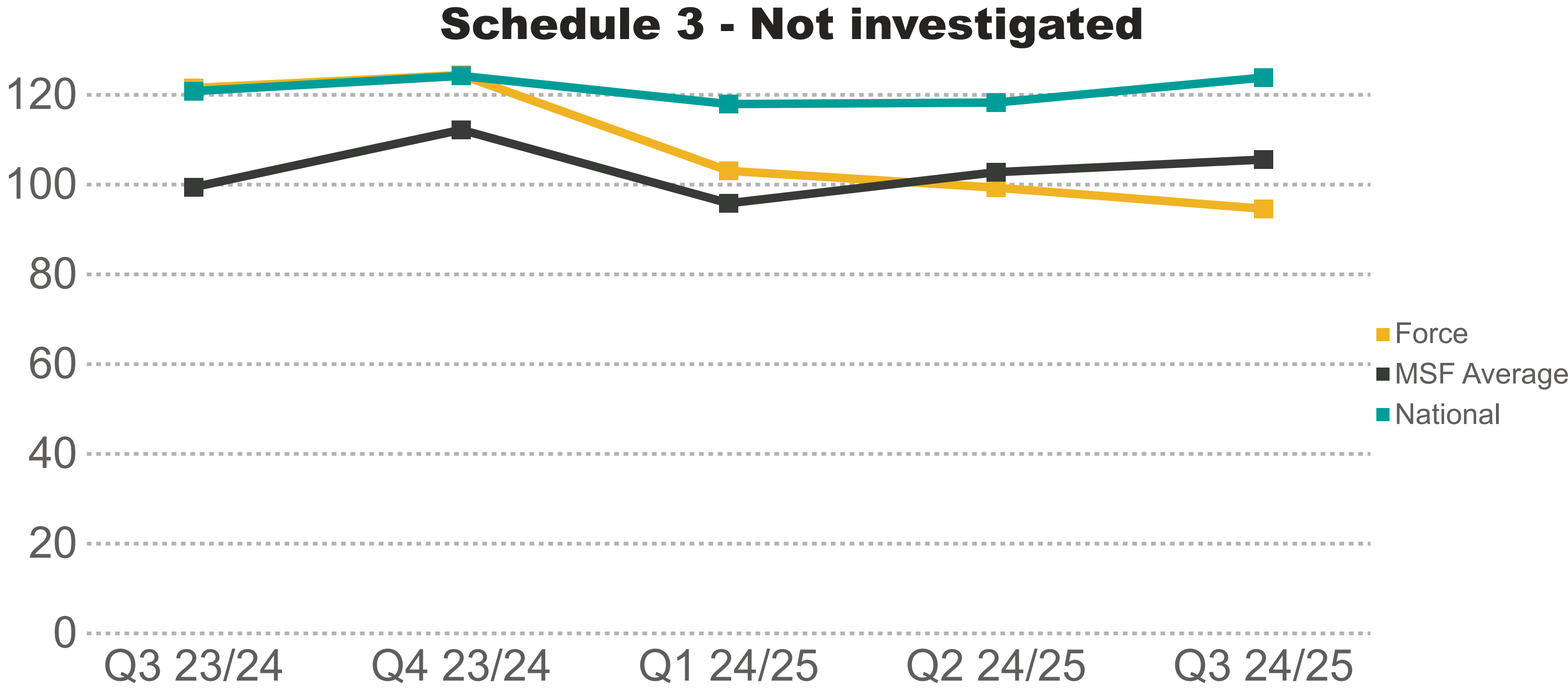
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	426	232	338	315
Under Schedule 3 investigated (not subject to special procedures)	211	217	228	228
Under Schedule 3 - not investigated	100	120	101	120
Total	118	134	118	142

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	594	697	564	19,007
Under Schedule 3 investigated (not subject to special procedures)	88	99	77	3,833
Under Schedule 3 investigated (subject to special procedures)	9	12	8	524
Total	691	808	649	23,364

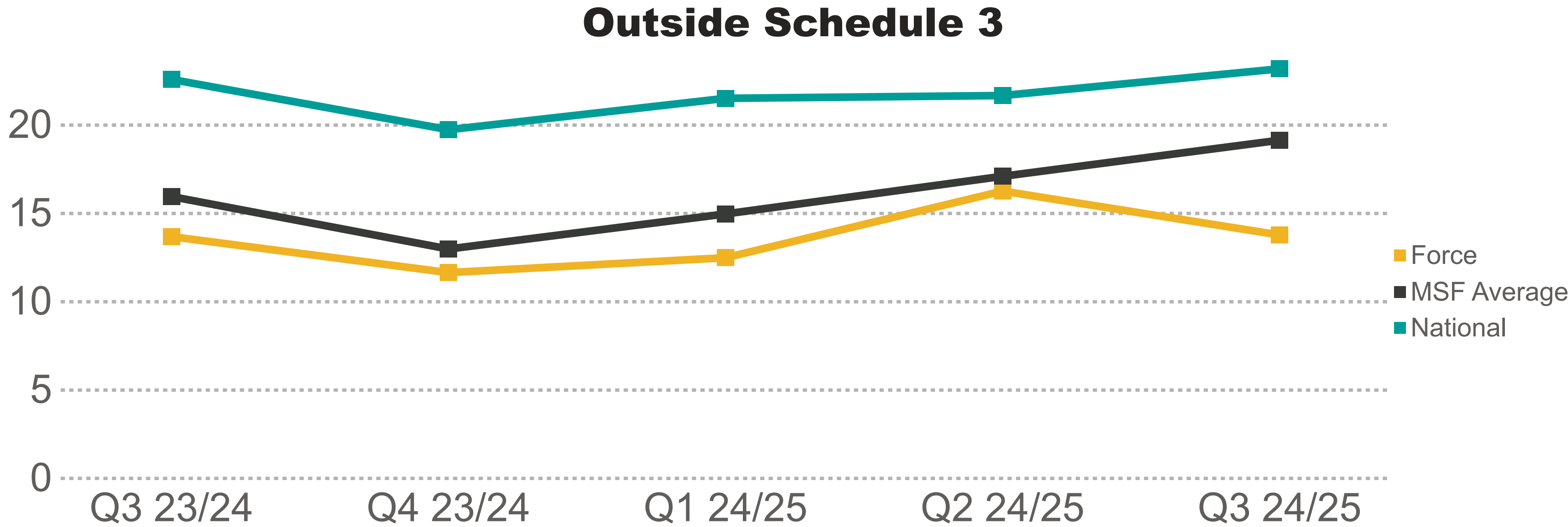


Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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	1194	997	1163	43520
Average days to finalise complaint cases handled outside of Schedule 3	14	14	17	22



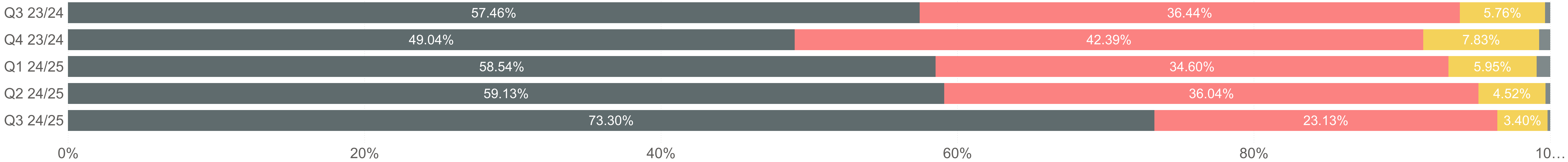
Section D3: How complaint cases handled

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 (YTD)	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	1,194	63%	997	55%	1,163	64%	43,520	65%
Under Schedule 3 - not investigated	594	32%	697	39%	564	31%	19,007	28%
Under Schedule 3 investigated (not subject to special procedures)	88	5%	99	5%	77	4%	3,834	6%
Under Schedule 3 investigated (subject to special procedures)	9	0%	12	1%	8	0%	524	1%
Total	1,885	100%	1,805	100%	1,811	100%	66,885	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.

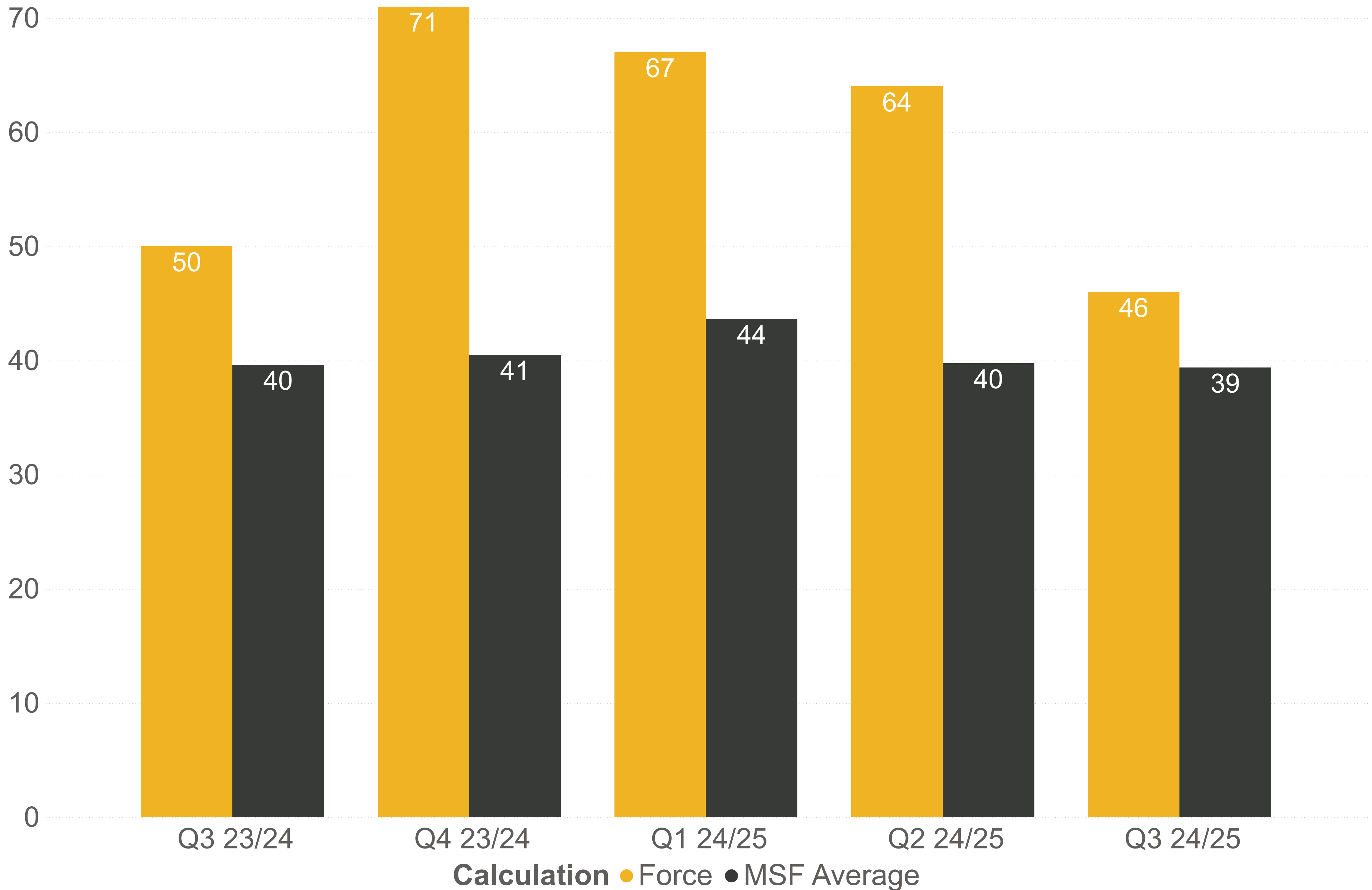
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	177	193	123	5,168
Number referrals completed	172	192	120	5,081
Decision: Independent Investigation	5	15	6	279
Decision: Directed Investigation	0	0	0	23
Decision: Local Investigation	119	144	67	2,754
Decision: Return to Force	46	30	44	1,907
Decision: Invalid	2	3	3	116

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hampshire, Hertfordshire, Kent, Staffordshire, Sussex

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 \(February 2020\)](#).