

Interim Police Complaints Information Bulletin: Essex

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

Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hampshire, Hertfordshire, Leicestershire, 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.

Contents

Page 1 Section A1.1: Complaints and allegations logged – totals and per 1,000 employees, Section A1.2: Means of handling – reasons a complaint is recorded under Schedule 3

Page 2 Section A1.3: Allegations logged – what has been complained about

Page 3 Section A1.4: Allegations logged – what has been complained about – top five allegation categories and their subcategories

Page 4 Section A1.5: National complaint factors as a proportion of allegations logged

Page 5 Section A1.6: National complaint factors on the top five allegation categories

Page 6 Section A2: Allegations timeliness

Page 7 Section A3.1: How allegations were finalised and their decisions

Page 8 Section A3.2: Allegation decisions by what was complained about (category)

Page 9 Section B1.1 Allegation actions on allegations handled outside of Schedule 3

Page 10 Section B1.2 Allegation actions on allegations handled under Schedule 3

Page 11 Section C1: Reviews received and timeliness

Page 12 Section C2: Outcomes on reviews

Page 13 Section D1: Complaint cases timeliness on Schedule 3 complaints

Page 14 Section D2: Complaint cases timeliness on Outside Schedule 3 complaints and how complaints are finalised, Section D3: How complaints are handled

Page 15 Section E: Referrals

Page 16 Notes

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

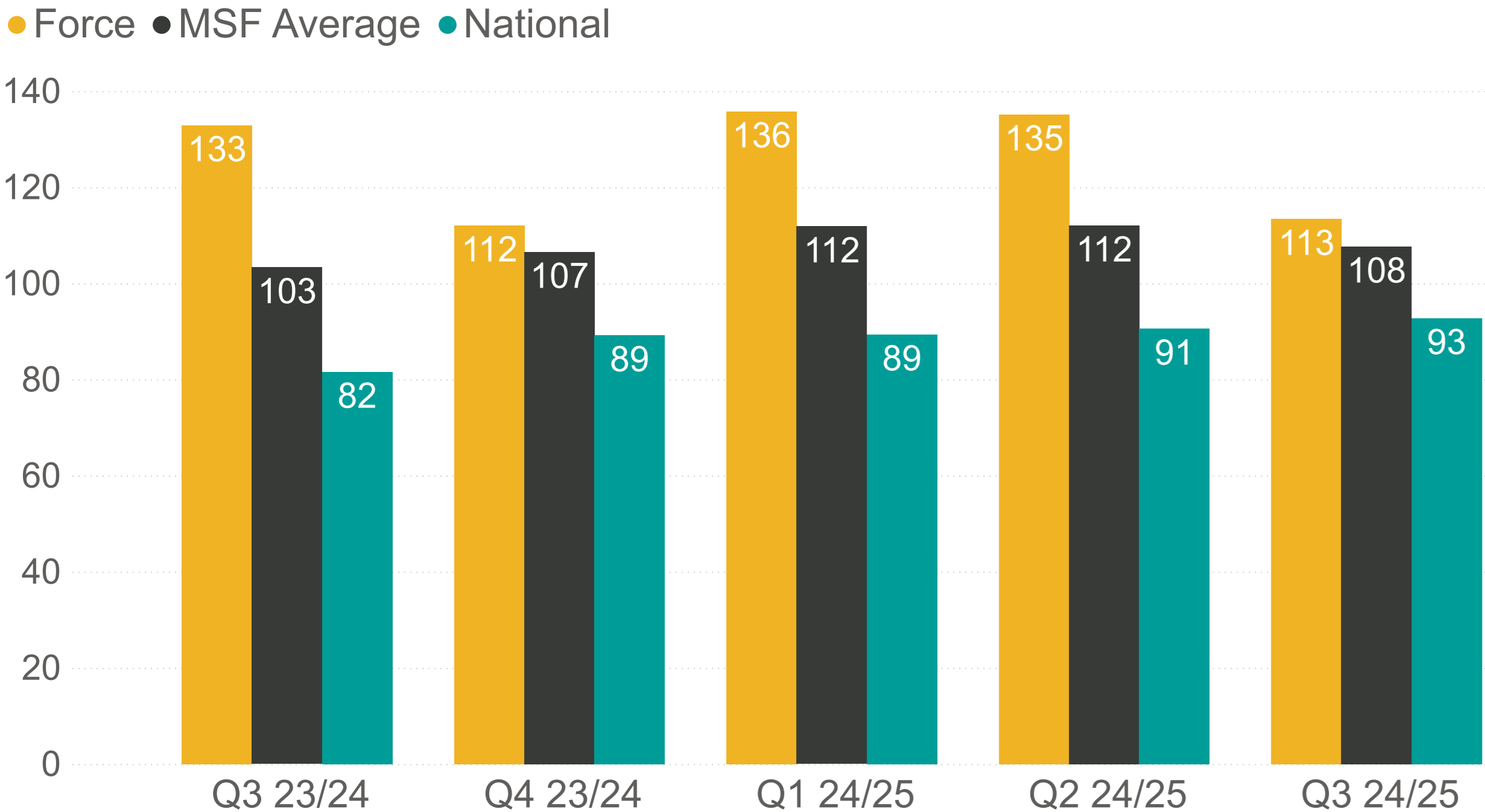
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

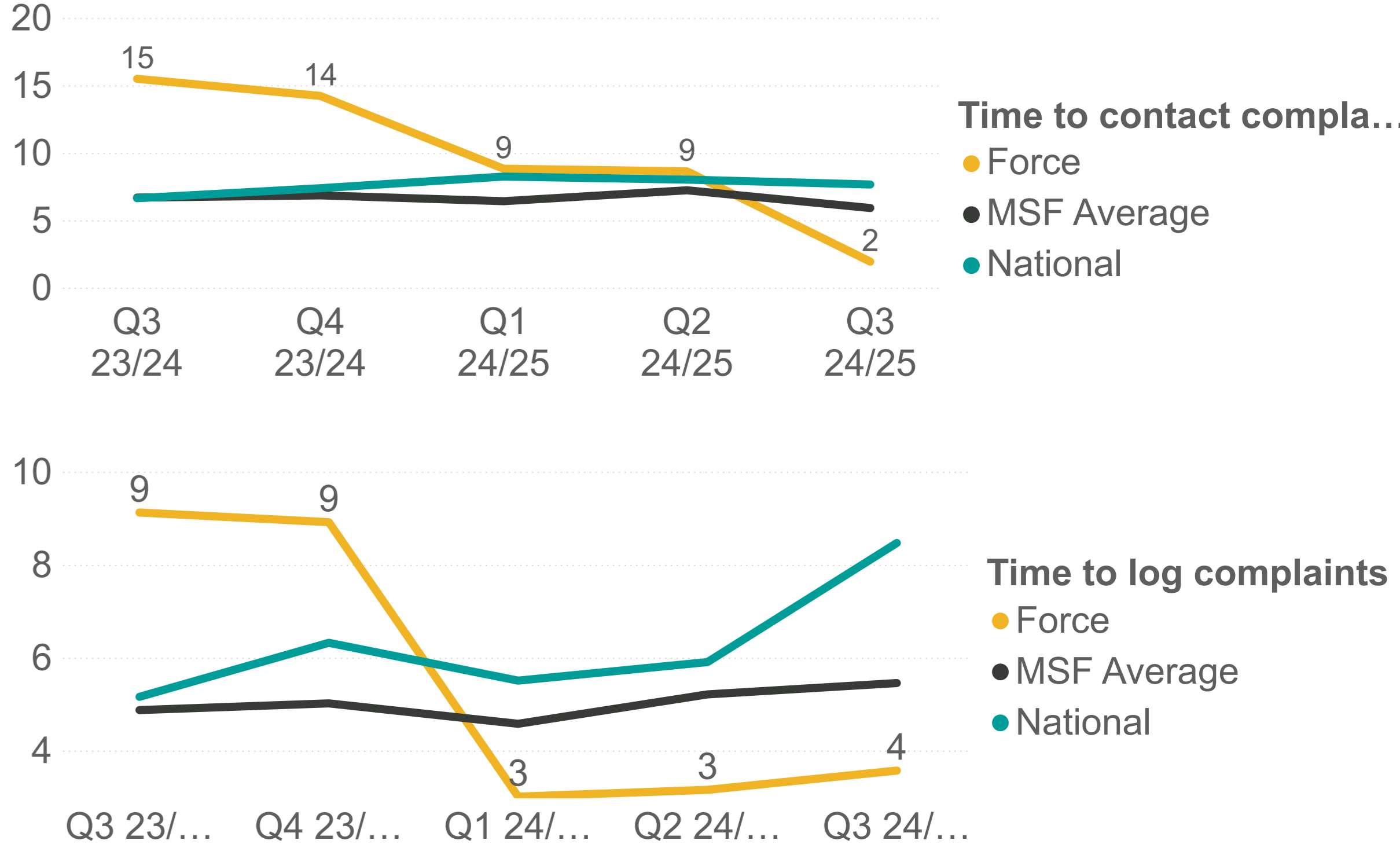
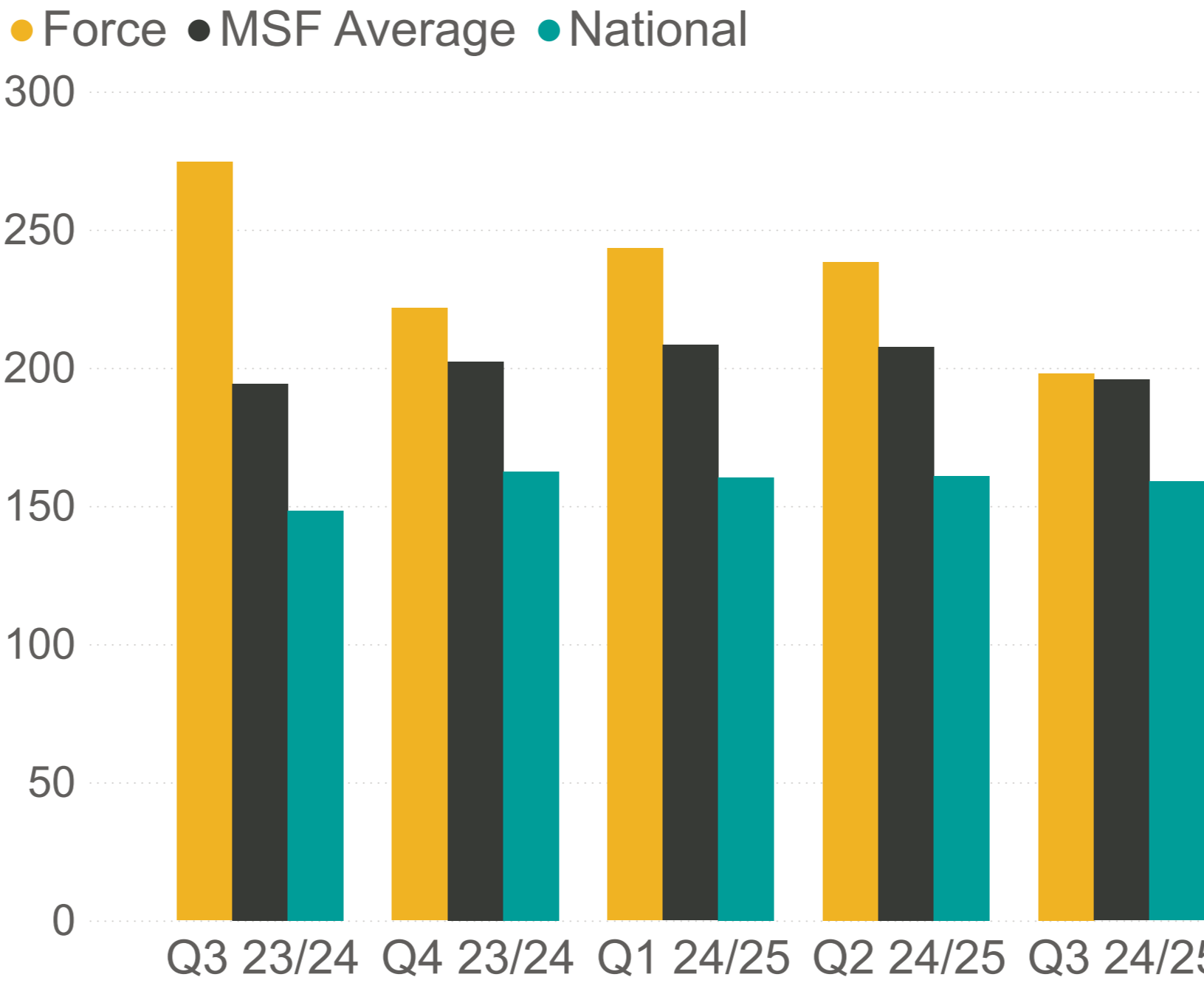
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	2,457	384	4,344	679	7	3
SPLY	1,542	238	4,275	661	13	14
MSF Average	1,756	332	3,195	612	7	5
National	69,504	273	122,348	480	8	7

Complaints logged per 1,000 employees



Allegations logged per 1,000 employees



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

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

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

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

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

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

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

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	466	1,065	336	9,603
Complainant wishes the complaint be recorded	230	4	78	4,564
Dissatisfaction after initial handling	161	3	89	3,723
Nature of the allegation(s) in the complaint	399	3	185	5,364
Total	1,256	1,075	689	23,254

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	37 %	99 %	47 %	41 %
Complainant wishes the complaint be recorded	18 %	0 %	10 %	20 %
Dissatisfaction after initial handling	13 %	0 %	17 %	16 %
Nature of the allegation(s) in the complaint	32 %	0 %	26 %	23 %

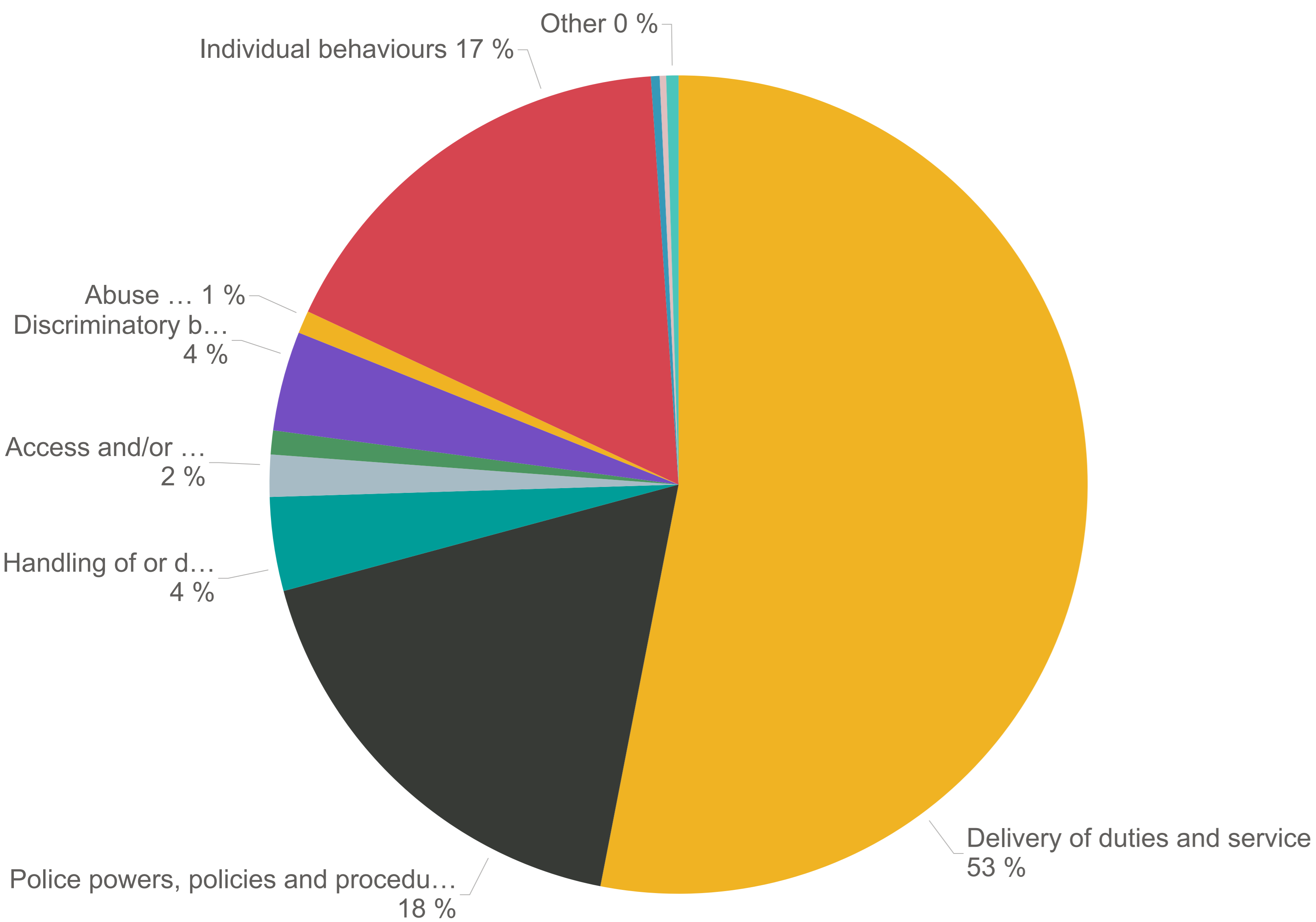
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

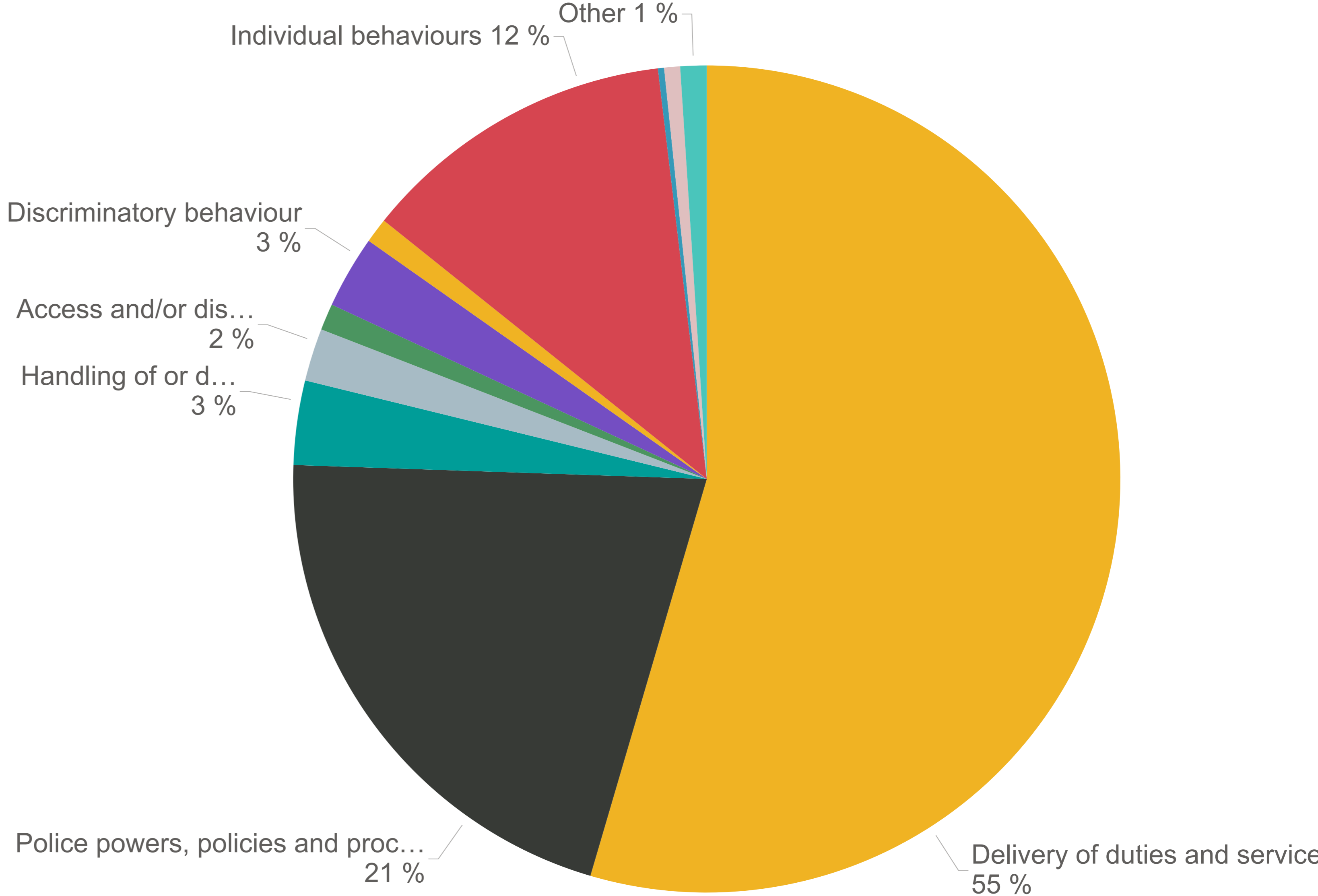
What has been complained about (YTD)

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	2,305	771	161	72	41	171	39	737	15	11	21	4,344
SPLY	2,276	811	141	67	34	170	38	675	14	7	42	4,275
MSF Average	1,713	640	106	60	36	92	34	463	9	20	23	3,195
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	2,305	53 %	2,276	53 %	1,713	54 %	66,726	55 %	
	Police action following contact	1,409	61 %	1,231	54 %	901	53 %	27,618	41 %	
	Information	526	23 %	432	19 %	286	17 %	7,682	12 %	
	Decisions	246	11 %	380	17 %	258	15 %	9,699	15 %	
	General level of service	124	5 %	233	10 %	269	15 %	21,727	33 %	
Police powers, policies and procedures	Total	770	18 %	811	19 %	640	20 %	25,687	21 %	
	Use of force	217	28 %	256	32 %	154	24 %	6,584	26 %	
	Power to arrest and detain	152	20 %	167	21 %	131	21 %	4,643	18 %	
	Detention in police custody	118	15 %	150	18 %	100	17 %	3,661	14 %	
	Searches of premises and seizure of property	112	15 %	70	9 %	84	13 %	3,261	13 %	
	Bail, identification and interview procedures	53	7 %	50	6 %	43	7 %	1,489	6 %	
	Other policies and procedures	47	6 %	45	6 %	56	8 %	2,576	10 %	
	Evidential procedures	32	4 %	44	5 %	33	5 %	1,861	7 %	
	Stops, and stop and search	27	4 %	22	3 %	23	3 %	1,218	5 %	
	Out of court disposals	12	2 %	7	1 %	16	3 %	393	2 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	Total	737	17 %	675	16 %	463	15 %	15,132	12 %
		Unprofessional attitude and disrespect	210	28 %	203	30 %	115	24 %	4,272	28 %
		Impolite language / tone	181	25 %	123	18 %	124	28 %	3,890	26 %
Lack of fairness and impartiality		150	20 %	121	18 %	79	16 %	2,089	14 %	
Overbearing or harassing behaviours		134	18 %	167	25 %	93	20 %	2,570	17 %	
Impolite and intolerant actions		62	8 %	61	9 %	52	12 %	2,311	15 %	
Discriminatory behaviour	Total	171	4 %	170	4 %	92	3 %	3,476	3 %	
	Race	84	49 %	67	39 %	42	45 %	1,655	48 %	
	Sex	36	21 %	31	18 %	18	19 %	561	16 %	
	Disability	33	19 %	35	21 %	18	20 %	663	19 %	
	Other	8	5 %	20	12 %	6	7 %	316	9 %	
	Religion or belief	6	4 %	5	3 %	2	3 %	84	2 %	
	Sexual orientation	3	2 %	7	4 %	3	4 %	105	3 %	
	Age	1	1 %	5	3 %	2	2 %	53	2 %	
	Gender reassignment	0	0 %	0	0 %	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	161	4 %	141	3 %	99	3 %	3,932	3 %	
	Handling of or damage to property/ premises	161	100 %	141	100 %	99	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	1,853	43 %	629	15 %	1,245	40 %	46,292	38 %
None	799	18 %	2,525	59 %	531	17 %	22,863	19 %
Arrest	465	11 %	266	6 %	382	12 %	15,683	13 %
Roads/traffic	239	6 %	101	2 %	184	5 %	7,298	6 %
Domestic / gender abuse	223	5 %	9	0 %	194	6 %	6,828	6 %
Custody	204	5 %	140	3 %	174	6 %	7,020	6 %
Call Handling	183	4 %	61	1 %	156	5 %	5,209	4 %
VAWG - dissatisfaction handling	166	4 %	350	8 %	115	3 %	5,179	4 %
Mental health	108	2 %	5	0 %	86	3 %	3,667	3 %
Premises search	81	2 %	31	1 %	66	2 %	2,989	2 %
Stop and/or search	60	1 %	25	1 %	40	1 %	2,543	2 %
Hate Crime	54	1 %	25	1 %	20	1 %	699	1 %
VAWG - police perpetrated	52	1 %	94	2 %	15	0 %	848	1 %
Neighbourhood policing	43	1 %	9	0 %	190	6 %	5,699	5 %
Child protection / CSA / CSE	31	1 %	2	0 %	52	2 %	2,199	2 %
Restraint equipment	26	1 %	19	0 %	29	1 %	1,321	1 %
Drugs / alcohol	24	1 %	3	0 %	29	1 %	1,408	1 %
Firearms	19	0 %	5	0 %	14	0 %	559	0 %
Public order incident	18	0 %	1	0 %	28	1 %	972	1 %
Missing persons	13	0 %	1	0 %	21	1 %	771	1 %
Death	12	0 %	2	0 %	29	1 %	1,105	1 %
Fraud	7	0 %	0	0 %	8	0 %	779	1 %
Taser	6	0 %	4	0 %	3	0 %	146	0 %
Social media	3	0 %	0	0 %	11	0 %	506	0 %
VAWG - police victim	3	0 %	0	0 %	1	0 %	107	0 %
Serious injury	2	0 %	1	0 %	3	0 %	256	0 %
Covert policing	1	0 %	0	0 %	2	0 %	66	0 %
Police dogs or horses	1	0 %	0	0 %	1	0 %	76	0 %
Unknown	1	0 %	1	0 %	1	0 %	23	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 %
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 victim	1	1	0	0	0
VAWG - police perpetrated	2	39	0	1	2
VAWG - dissatisfaction handling	102	10	2	8	37
Unknown	1	0	0	0	0
Taser	2	4	0	0	0
Stop and/or search	4	36	2	7	11
Social media	2	0	0	0	0
Serious injury	1	1	0	0	0
Roads/traffic	92	32	18	7	52
Restraint equipment	0	24	0	0	2
Public order incident	8	6	0	1	2
Premises search	11	46	15	0	8
Police dogs or horses	1	0	0	0	0
None	388	84	50	25	186
Neighbourhood policing	24	2	0	2	14
Missing persons	8	1	0	1	3
Mental health	42	26	2	11	23
Investigation	1,384	108	46	50	218
Hate Crime	16	1	0	30	6
Fraud	6	0	0	0	1
Firearms	8	8	2	0	1
Drugs / alcohol	11	7	0	0	5
Domestic / gender abuse	135	20	2	21	32
Death	7	1	0	0	3
Custody	23	130	3	4	42
Covert policing	0	0	0	0	1
Child protection / CSA / CSE	18	0	0	1	11
Call Handling	130	2	1	4	46
Arrest	90	274	21	8	60
Total	2,282	765	158	168	725

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	60	33	0	93
Q4 23/24	43	22	8	70
Q1 24/25	49	25	0	74
Q2 24/25	64	8	3	73
Q3 24/25	53	19	0	72
Total	269	107	11	382

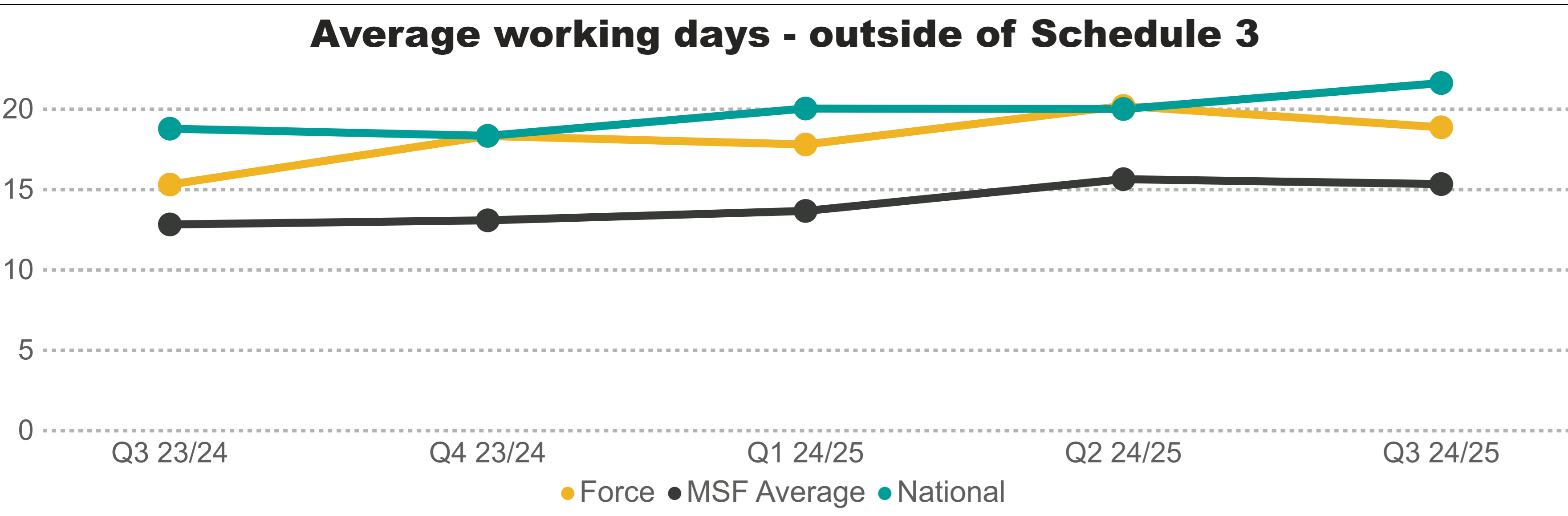
Section A2: Allegations timeliness

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.

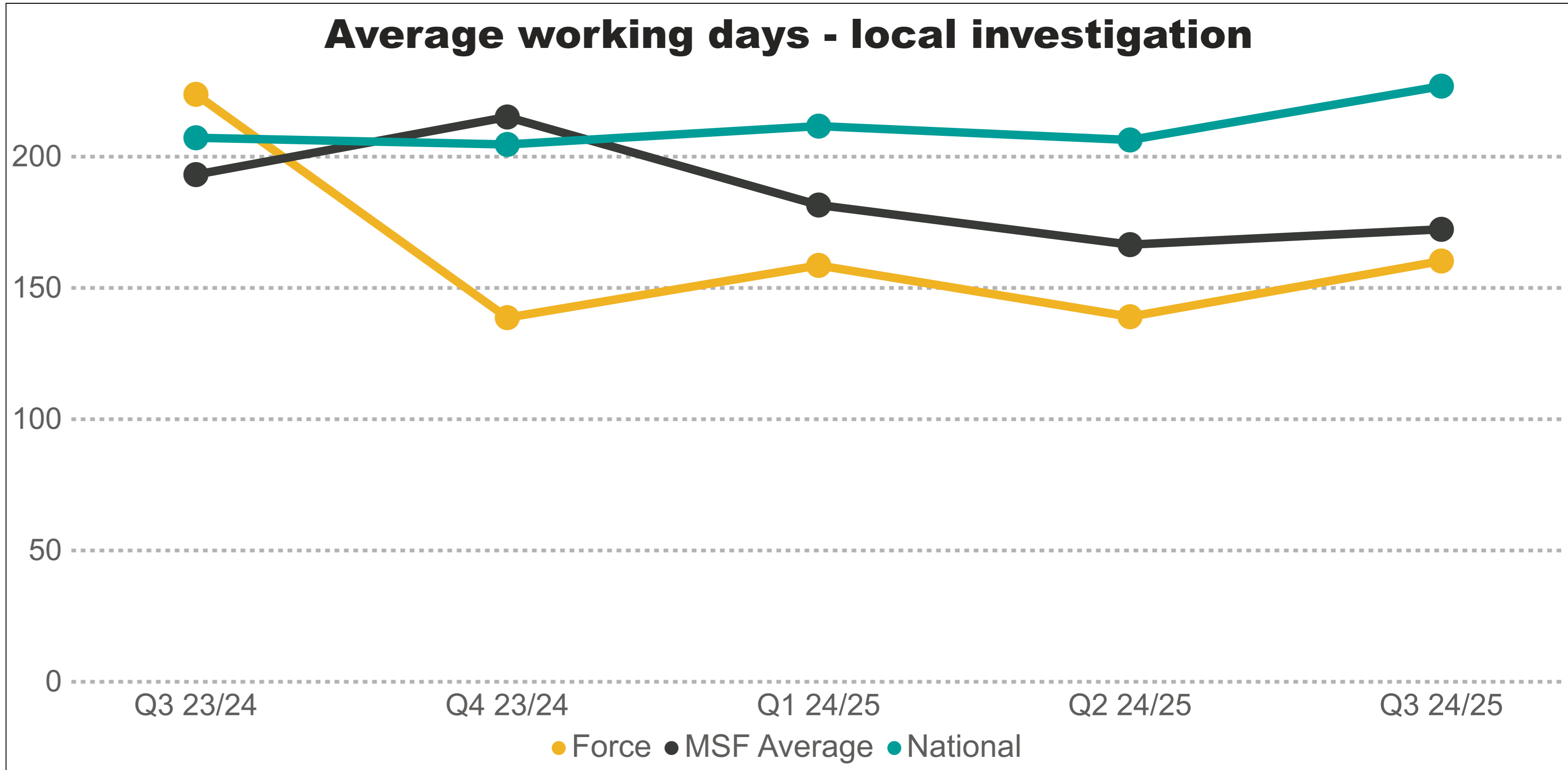
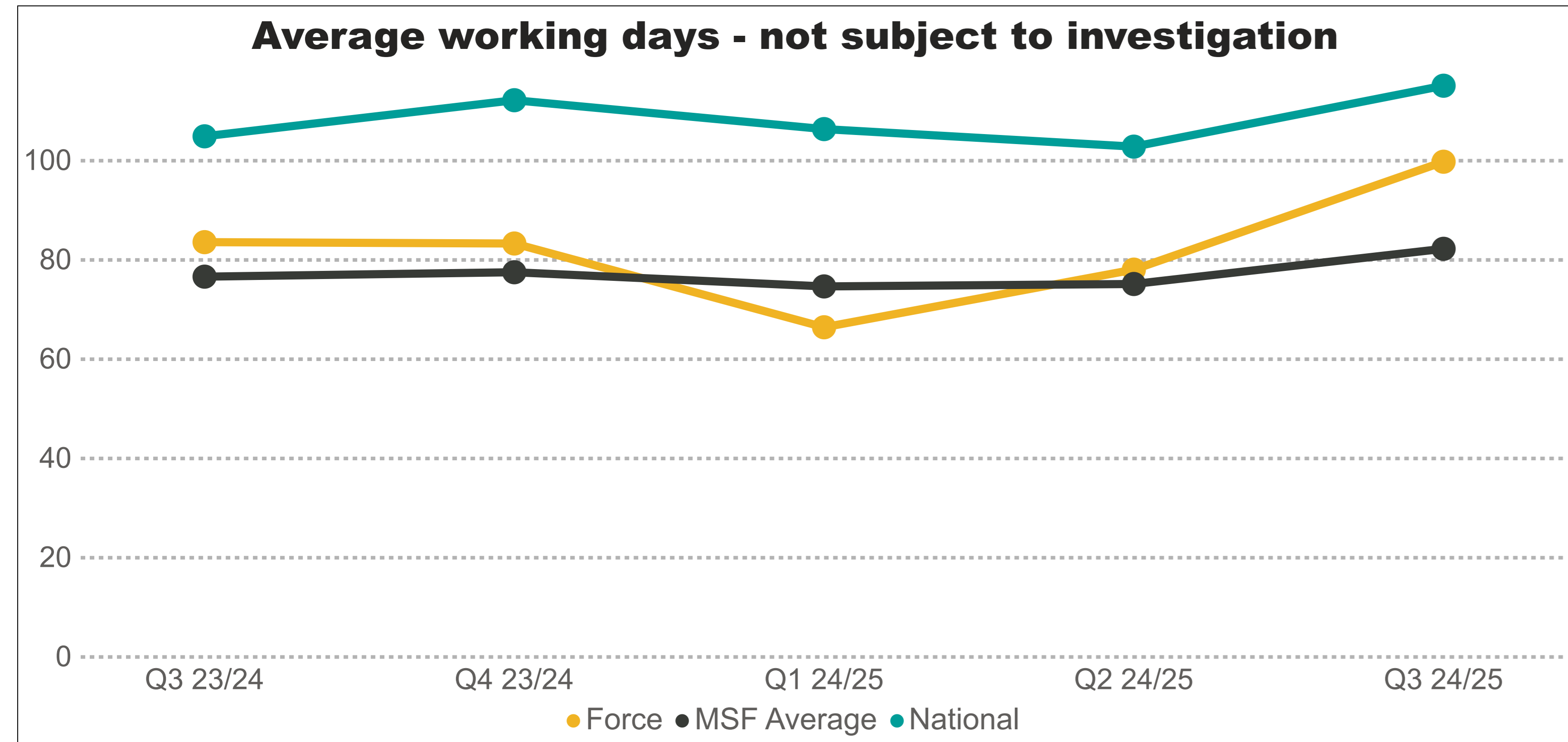
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	1,181	19	1,930	79	797	151	0	0
SPLY	327	15	2,467	86	1,261	177	3	164
MSF Average	1,254	15	1,527	77	251	172	3	120
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	0	0
MSF Average	0	0
National	17	574

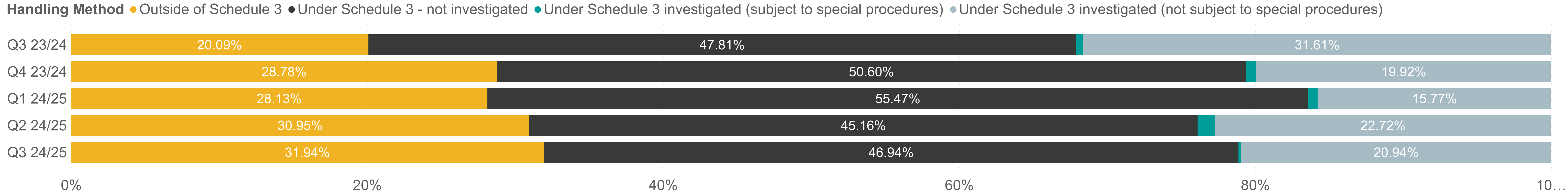


Section A3.1: How allegations were handled and their decisions

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)	770	20 %	241	7 %	12,092	10 %
Under Schedule 3 investigated (subject to special procedures)	27	1 %	13	0 %	1,408	1 %
Under Schedule 3 - not investigated	1,930	49 %	1527	51 %	53,990	45 %
Outside of Schedule 3	1,181	30 %	1254	41 %	51,937	43 %
Total	3,908	100 %	3035	100 %	119,427	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					374	19 %	4,006	7 %	1	4 %	22	2 %	37	5 %	347	3 %
Regulation 41 applies					6	0 %	77	0 %			3	0 %	10	1 %	155	1 %
Service provided - unable to determine					114	6 %	4,930	9 %			18	1 %	85	11 %	1,148	9 %
Service provided - not acceptable					264	14 %	7,176	13 %			43	3 %	97	13 %	1,461	12 %
Service provided - acceptable					1069	55 %	36,299	67 %	1	4 %	199	14 %	534	69 %	8,649	72 %
Not Resolved	25	2 %	2,767	5 %												
Resolved	1156	98 %	49,169	95 %												
No Case to Answer									17	63 %	796	57 %				
Case to Answer									8	30 %	301	21 %				
Withdrawal					103	5 %	1,501	3 %			26	2 %	7	1 %	332	3 %

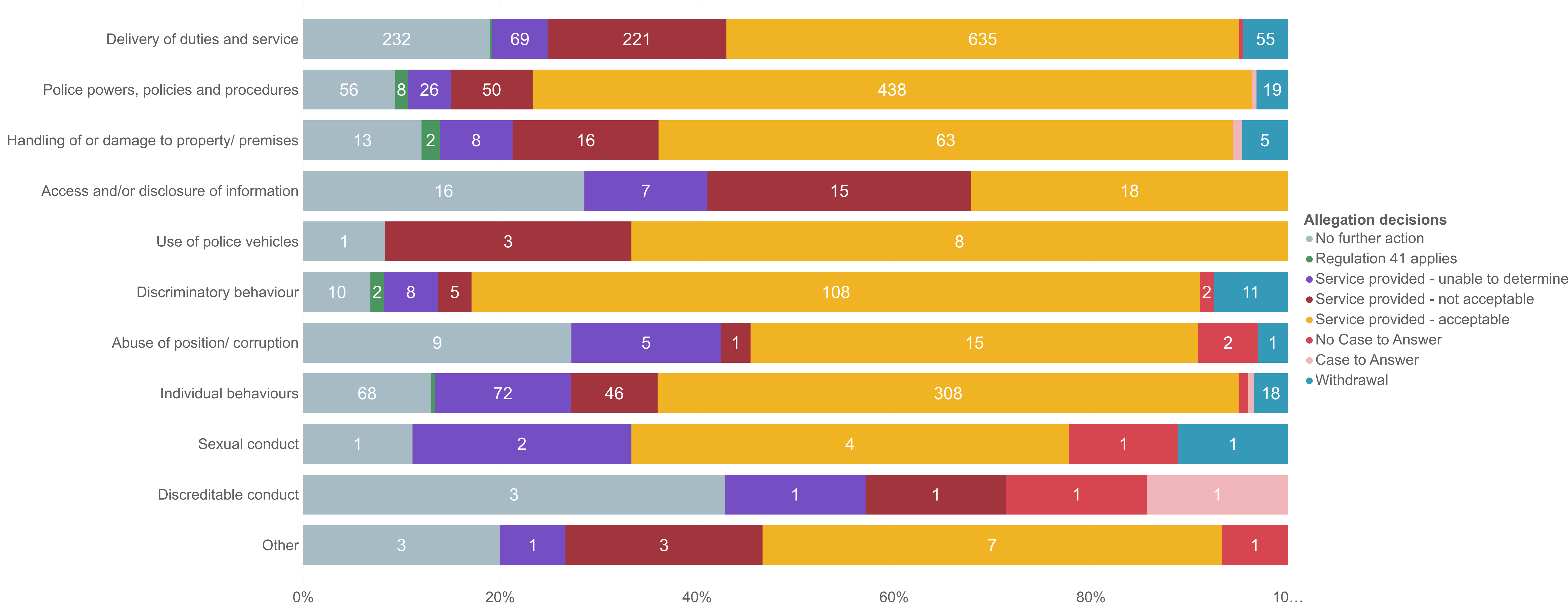
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	832	117	61	5	21	1	0	113	0	0	6	1,156
Not Resolved	19	3	2	0	0	0	0	1	0	0	0	25

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	3	0 %	0	0 %	3	0 %	199	0 %
Learning from reflection	1	0 %	0	0 %	27	3 %	1,462	3 %
Policy review	0	0 %	0	0 %	0	0 %	48	0 %
Goodwill gesture	1	0 %	0	0 %	2	0 %	80	0 %
Apology	50	4 %	1	0 %	89	6 %	4,995	10 %
Debrief	0	0 %	0	0 %	7	1 %	436	1 %
Explanation	389	33 %	42	13 %	940	75 %	32,190	62 %
No further action	494	42 %	27	8 %	123	10 %	5,660	11 %
Other action	188	16 %	3	1 %	52	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	13	0 %	14	0 %	14	1 %	586	1 %
Apology	29	1 %	48	1 %	51	3 %	2,663	4 %
Debrief	5	0 %	0	0 %	2	0 %	1,928	3 %
Explanation	0	0 %	1	0 %	1,014	63 %	41,875	62 %
Unsatisfactory Performance Procedure (UPP)	8	0 %	0	0 %	2	0 %	27	0 %
No further action	2,257	83 %	2,994	80 %	548	25 %	14,539	22 %
Other action	307	11 %	441	12 %	42	2 %	670	1 %
Learning from reflection	82	3 %	151	4 %	88	5 %	3,600	5 %
Referral to RPRP	9	0 %	43	1 %	13	1 %	1,026	2 %

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

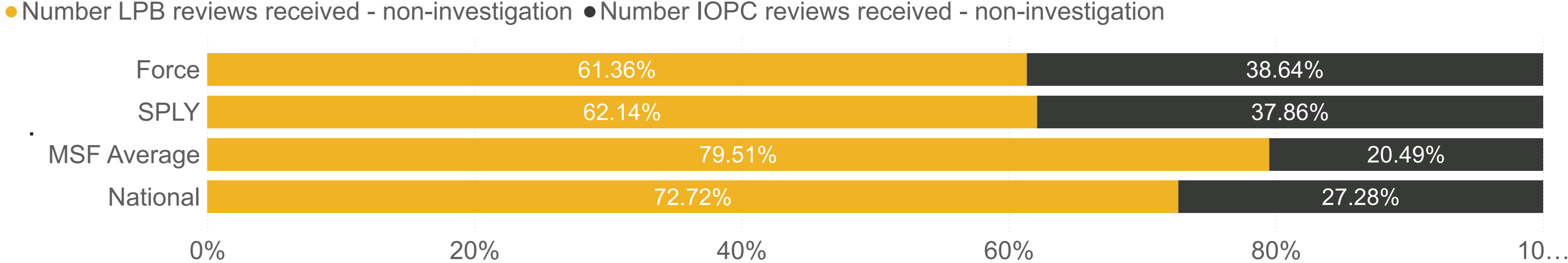
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	1	4 %	3	19 %	0	3 %	157	11 %
Unsatisfactory Performance Procedure (UPP)	8	30 %	0	0 %	1	4 %	10	1 %
Other actions following a case to answer decision	4	15 %	0	0 %	2	11 %	93	7 %
Referral to RPRP	2	7 %	6	38 %	5	40 %	230	16 %

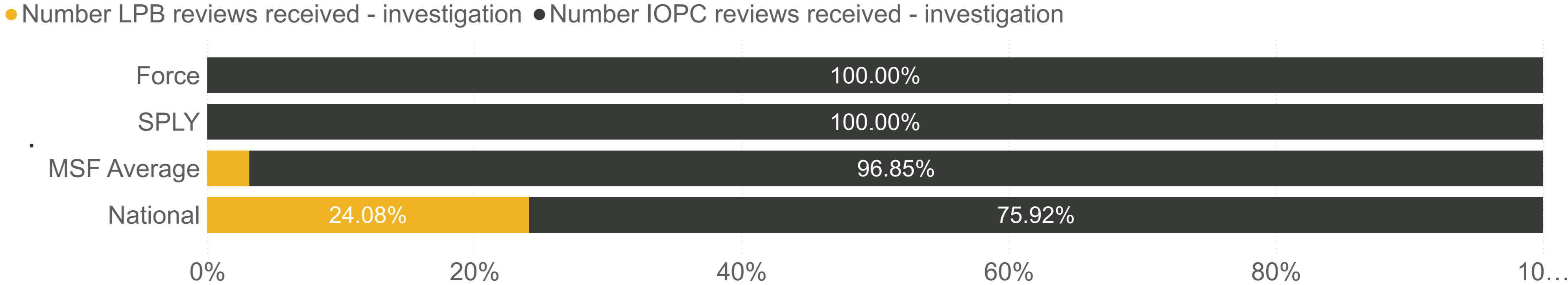
Section C1: Reviews received and timeliness (Year to date)

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	81	51
SPLY	64	39
MSF Average	85	22
National	2,868	1,076

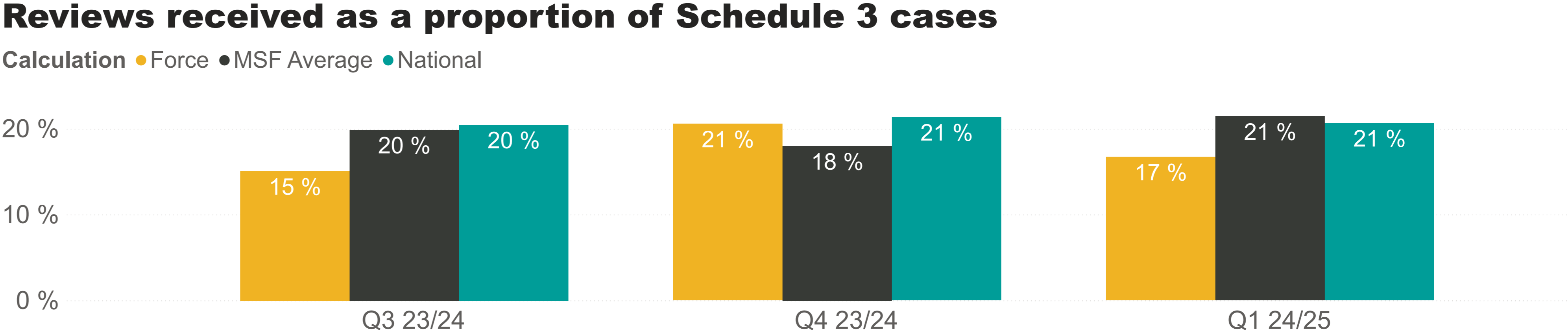


Investigation reviews received	LPB	IOPC
Force	0	38
SPLY	0	42
MSF Average	1	15
National	230	725



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	170	960
SPLY	145	1,011
MSF Average	123	629
National	4,899	23,364



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	137	113	54	48
Average number of working days to complete IOPC reviews	150	152	134	137

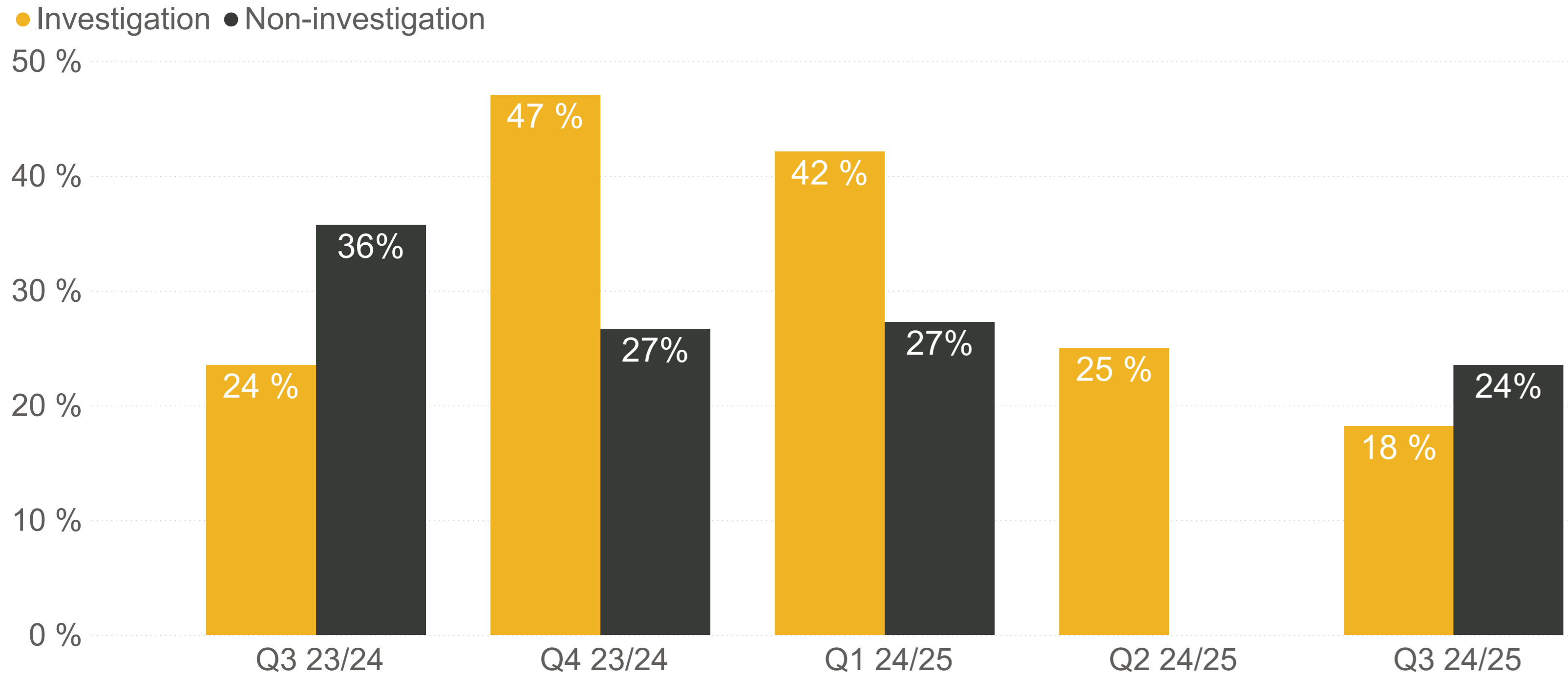
Section C2: Outcomes on reviews

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.

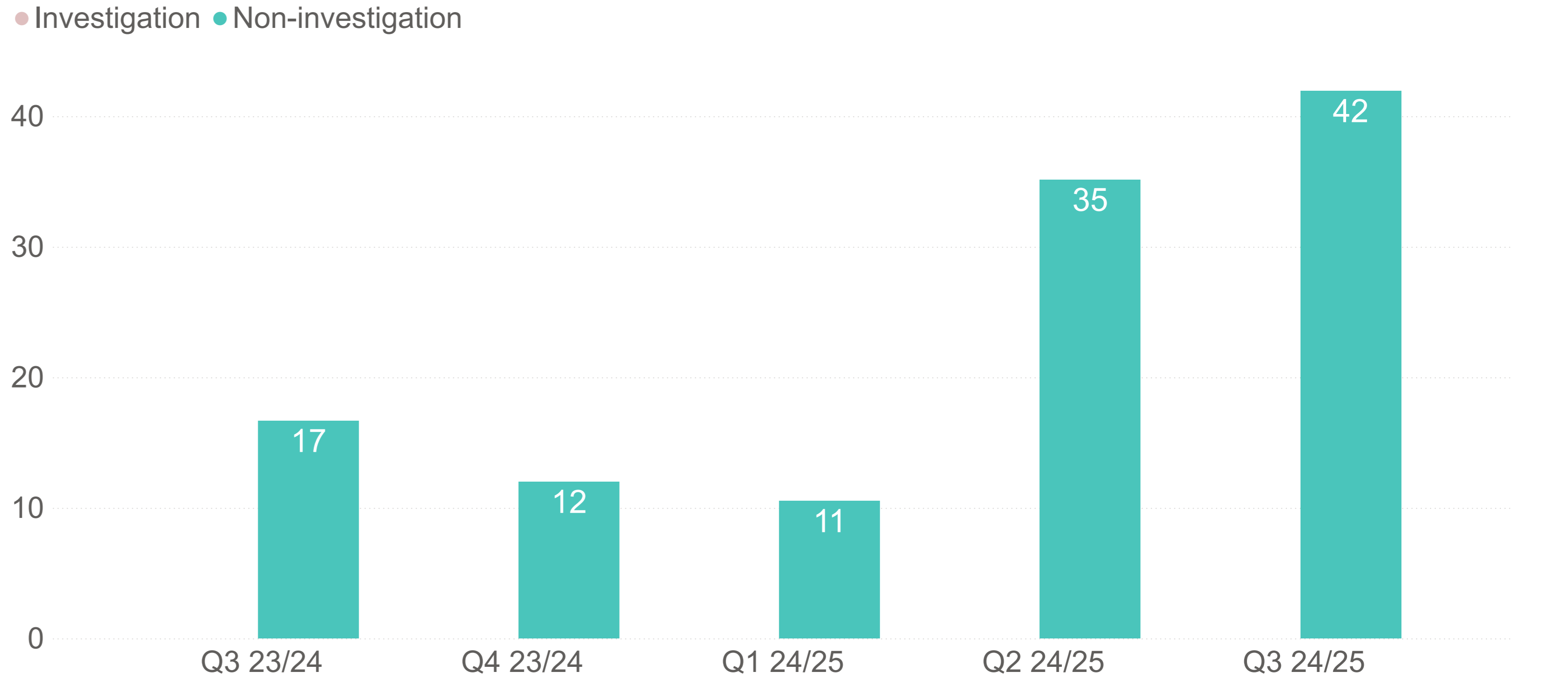
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	38	12	0	
SPLY	50	22	0	
MSF Average	13	5	1	
National	631	201	215	57

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	37	7	87	28
SPLY	64	19	21	4
MSF Average	14	3	78	12
National	729	226	2,774	578

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



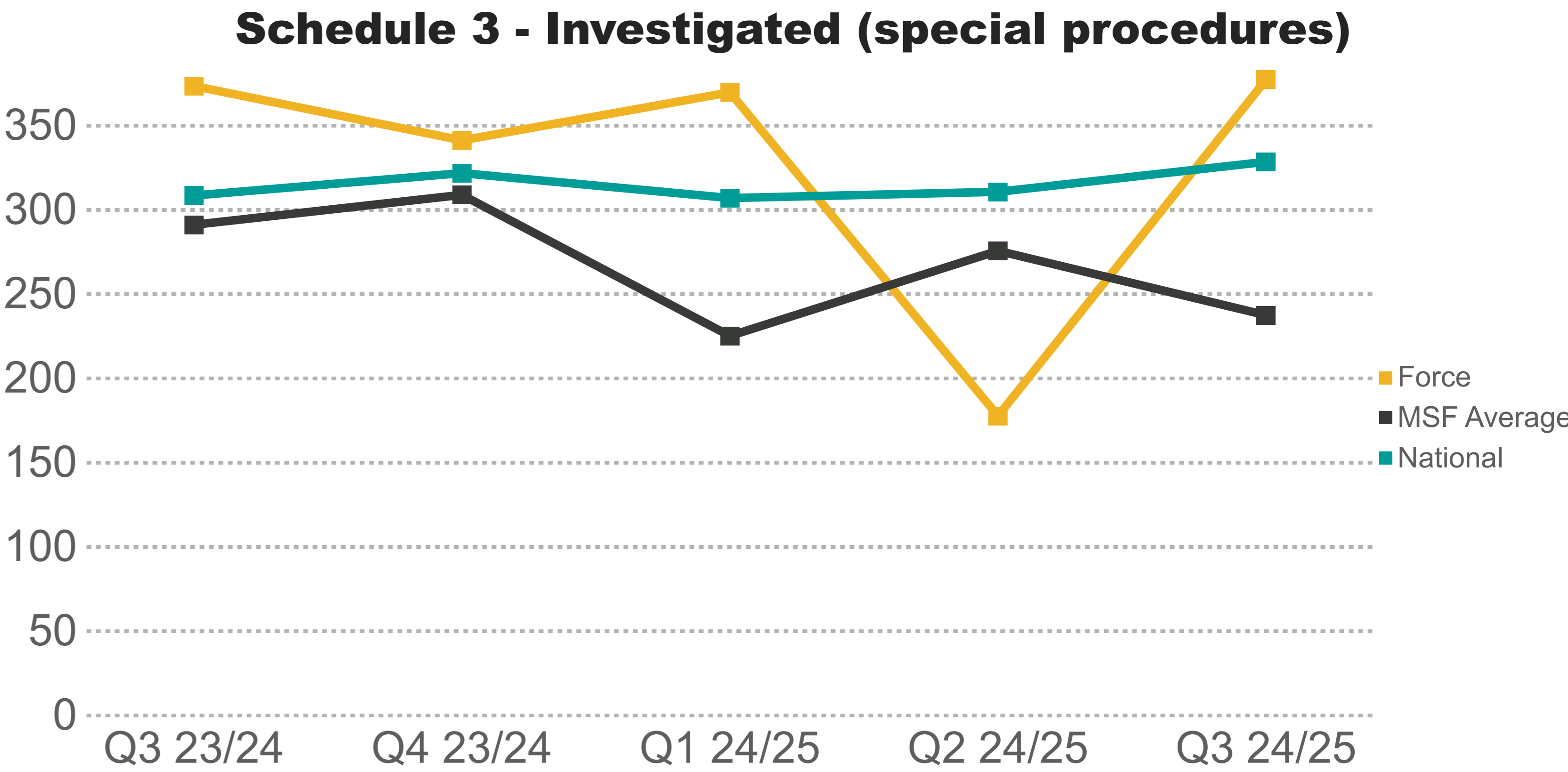
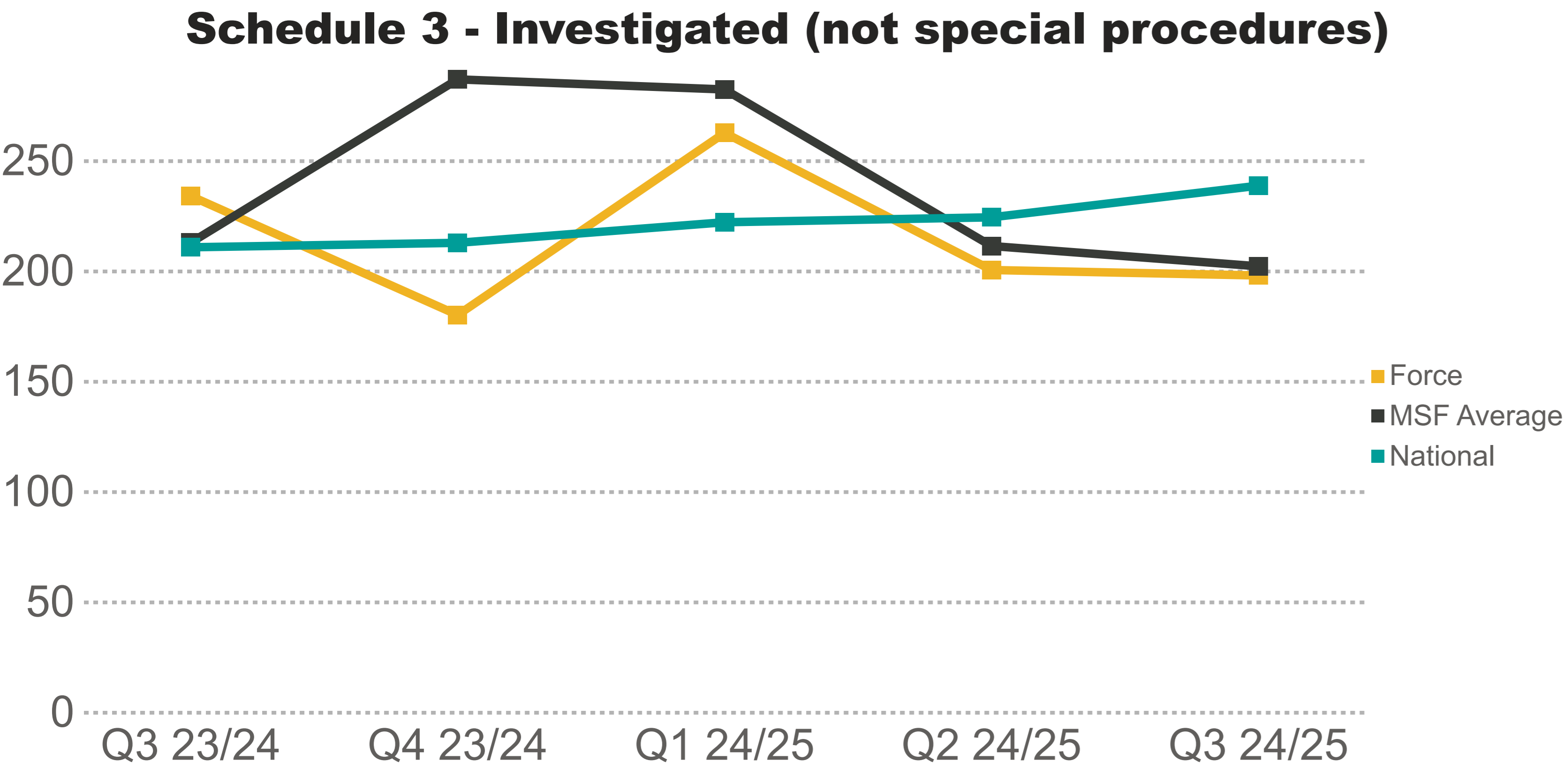
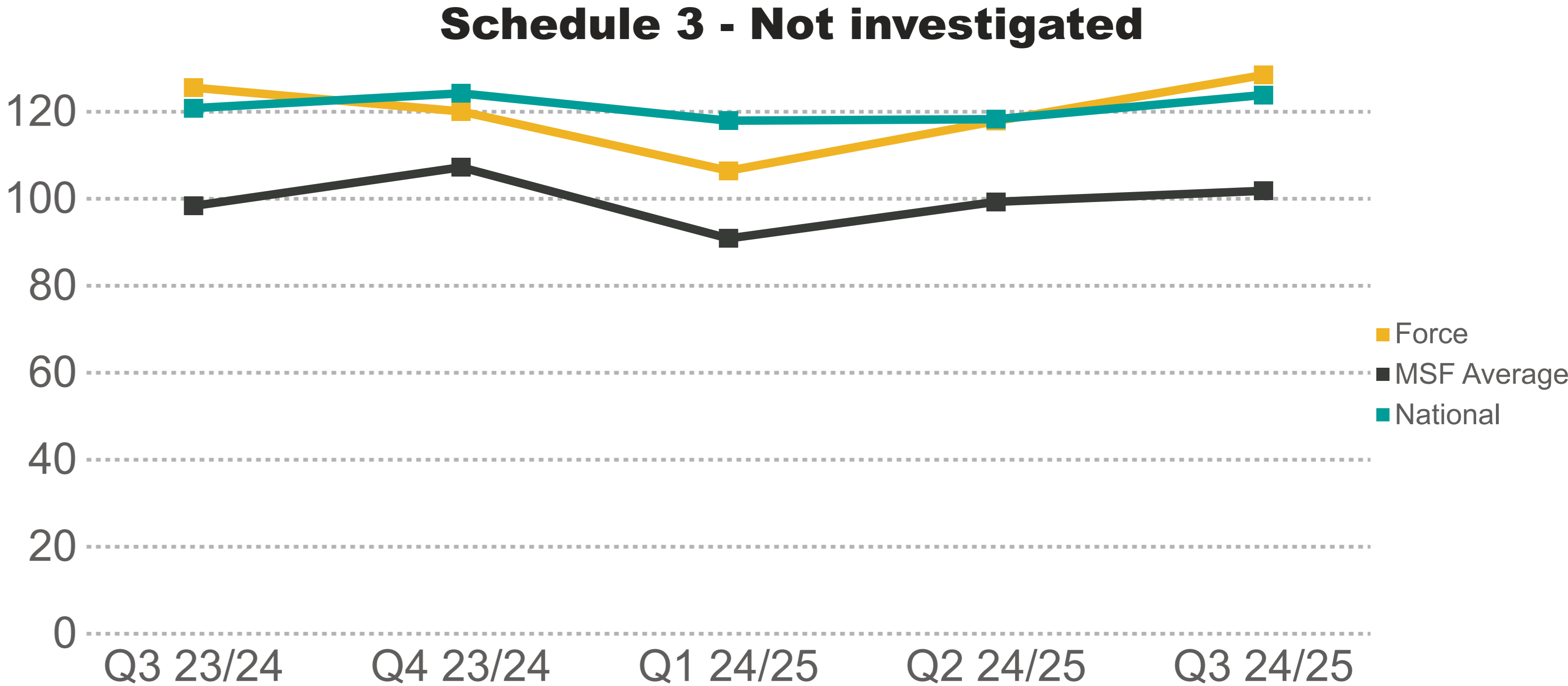
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	341	318	336	315
Under Schedule 3 investigated (not subject to special procedures)	218	211	226	228
Under Schedule 3 - not investigated	118	123	97	120
Total	142	147	111	142

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	745	752	563	19,007
Under Schedule 3 investigated (not subject to special procedures)	203	247	60	3,833
Under Schedule 3 investigated (subject to special procedures)	12	12	7	524
Total	960	1,011	629	23,364



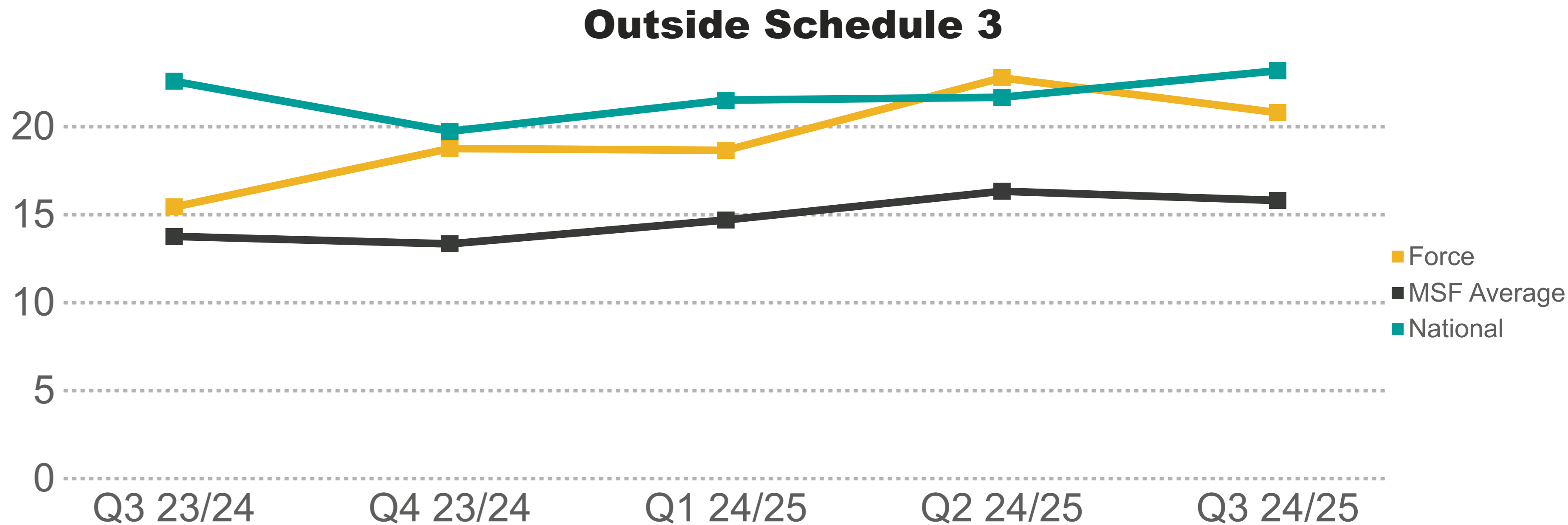
Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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	1174	325	1013	43520
Average days to finalise complaint cases handled outside of Schedule 3	21	15	16	22



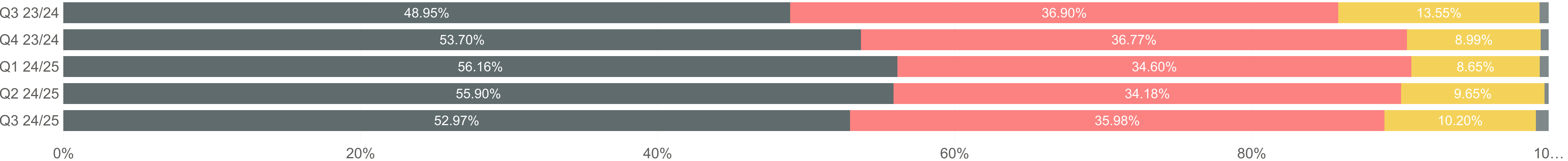
Section D3: How complaint cases handled

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	1,174	55%	325	24%	1,013	62%	43,520	65%
Under Schedule 3 - not investigated	745	35%	752	56%	563	34%	19,007	28%
Under Schedule 3 investigated (not subject to special procedures)	203	10%	247	18%	60	4%	3,834	6%
Under Schedule 3 investigated (subject to special procedures)	12	1%	12	1%	7	0%	524	1%
Total	2,134	100%	1,336	100%	1,642	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.

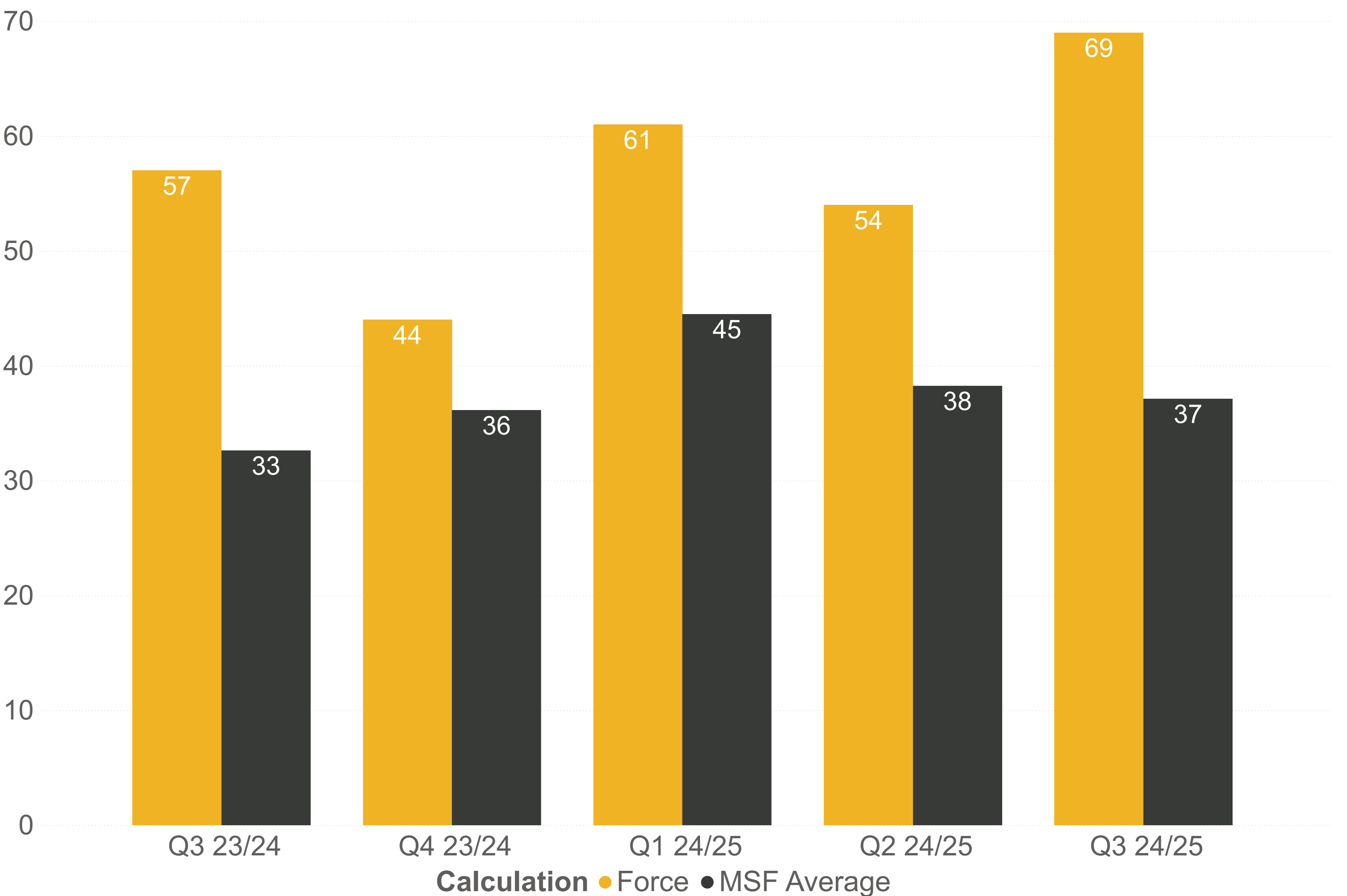
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	184	172	120	5,168
Number referrals completed	176	174	116	5,081
Decision: Independent Investigation	6	9	6	279
Decision: Directed Investigation	0	1	0	23
Decision: Local Investigation	86	105	66	2,754
Decision: Return to Force	80	54	42	1,907
Decision: Invalid	4	5	3	116

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hampshire, Hertfordshire, Leicestershire, 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 \(February 2020\)](#).