

# Interim Police Complaints Information Bulletin: Gloucestershire

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

**Most Similar Force (MSF) Group: Cambridgeshire, Devon And Cornwall, Gloucestershire, North Yorkshire, Suffolk, Warwickshire, West Mercia, Wiltshire**

## About this bulletin

This bulletin presents information about complaints defined under the Police Reform Act 2002 (PRA 2002), as amended by the Police and Crime Act 2017.

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, MSF group and 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

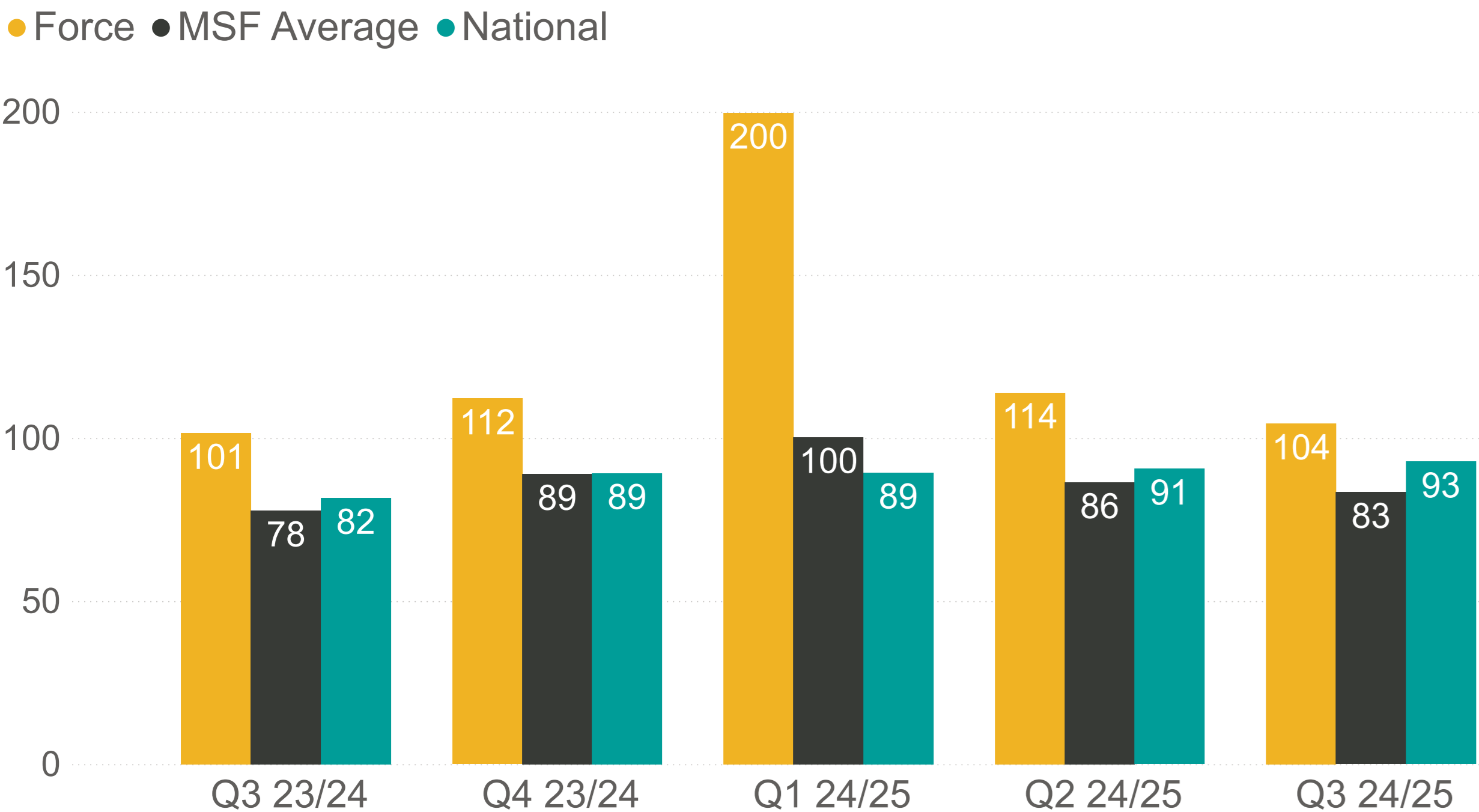
**Nat.** – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

**Section A1.1: Complaint cases and allegations logged**

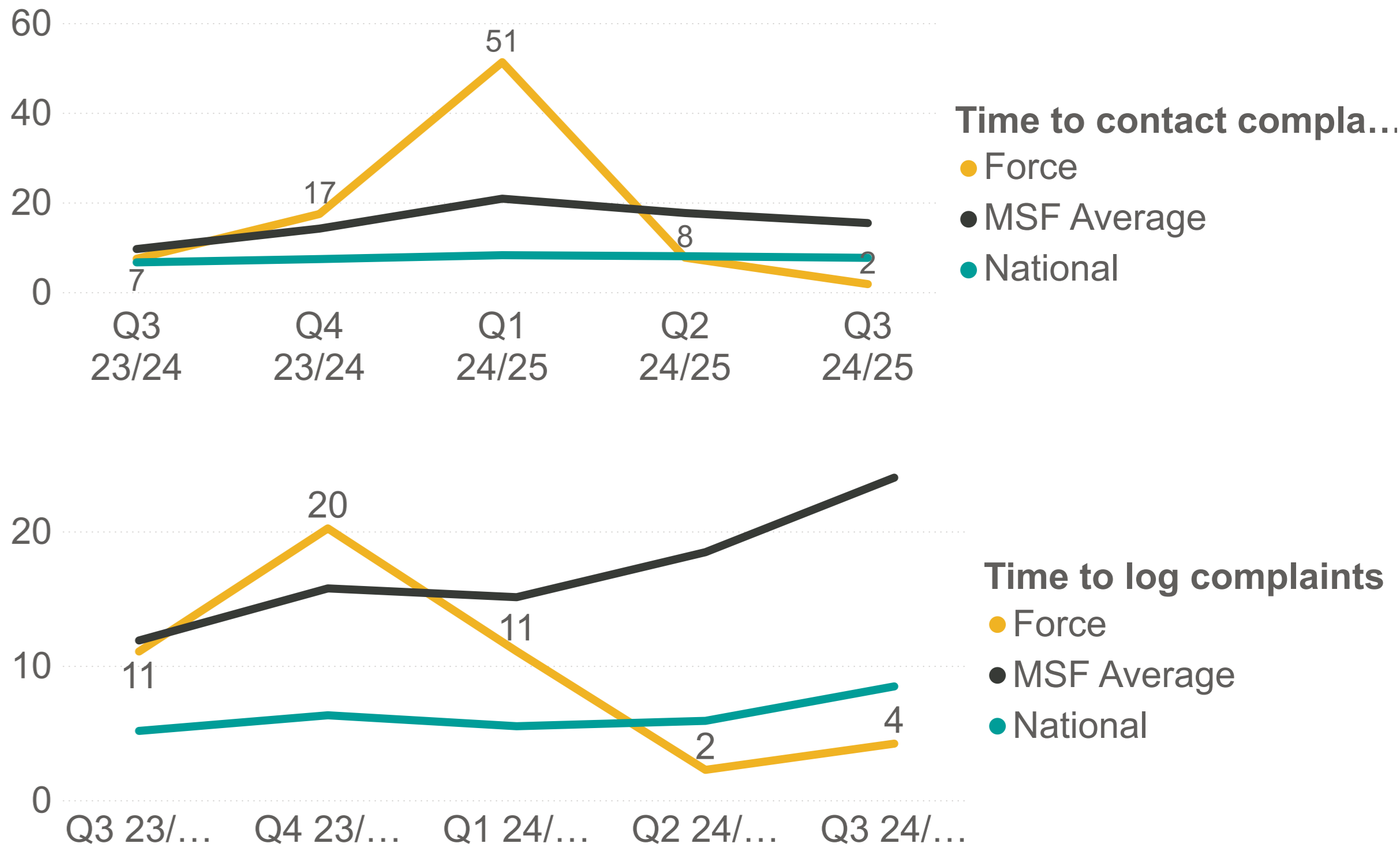
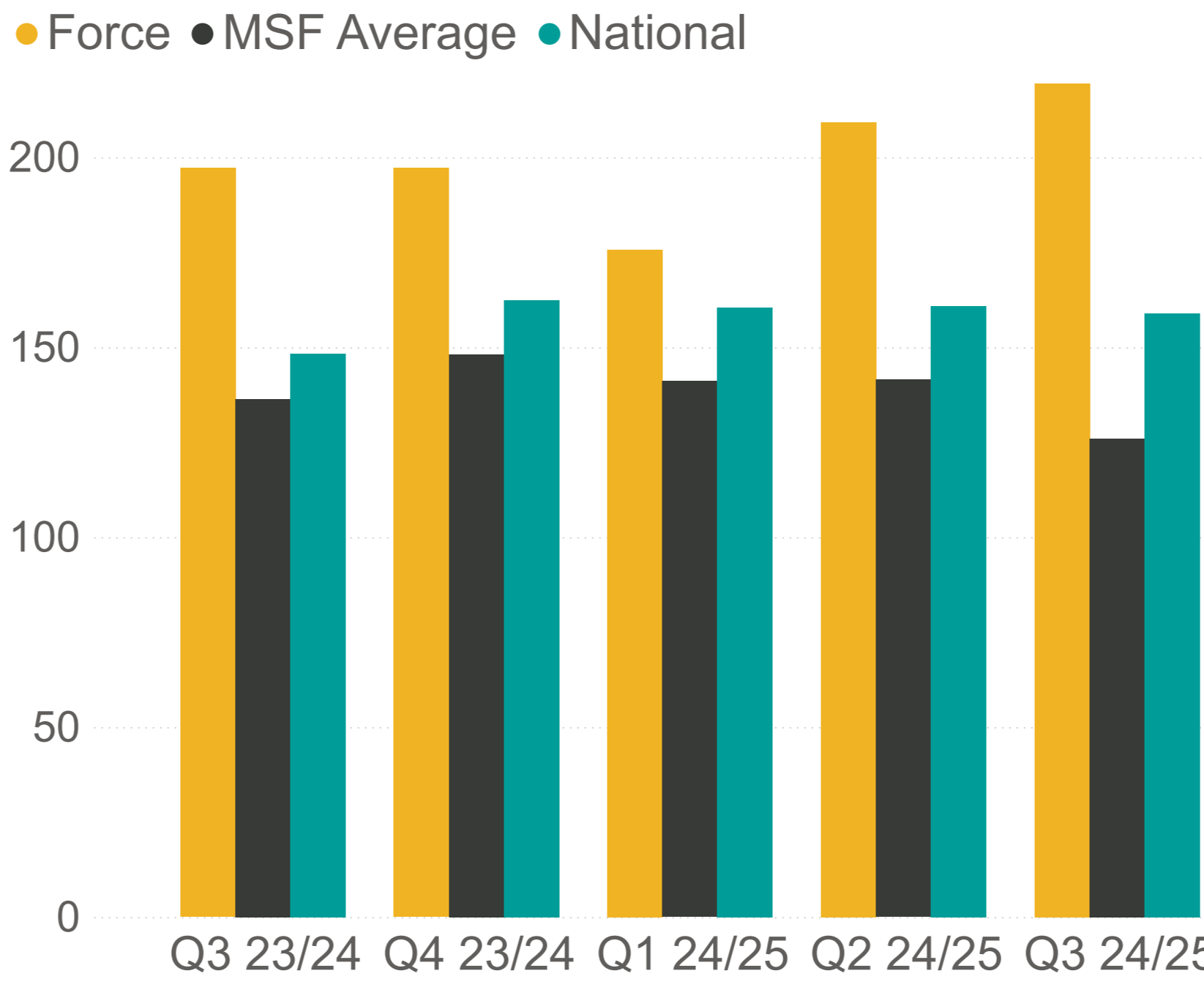
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	1,145	418	1,655	604	27	7
SPLY	955	349	1,718	627	12	8
MSF Average	826	270	1,323	408	18	20
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	146	168	138	9,603
Complainant wishes the complaint be recorded	20	67	29	4,564
Dissatisfaction after initial handling	21	50	31	3,723
Nature of the allegation(s) in the complaint	94	12	46	5,364
<b>Total</b>	<b>281</b>	<b>297</b>	<b>244</b>	<b>23,254</b>

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	52 %	57 %	49 %	41 %
Complainant wishes the complaint be recorded	7 %	23 %	17 %	20 %
Dissatisfaction after initial handling	7 %	17 %	16 %	16 %
Nature of the allegation(s) in the complaint	33 %	4 %	18 %	23 %

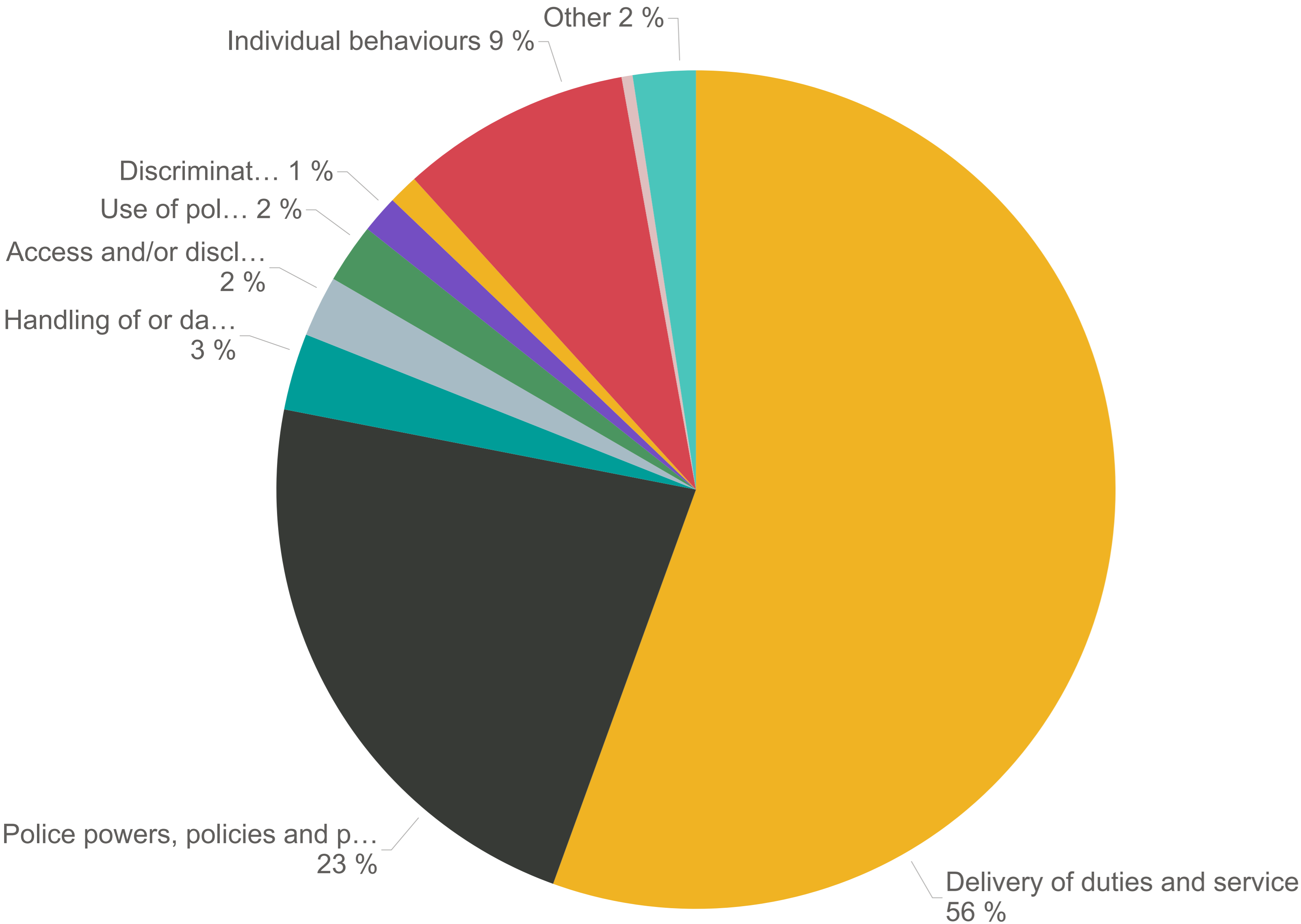
**Section A1.3: Allegations logged – what has been complained about (YTD)**

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.

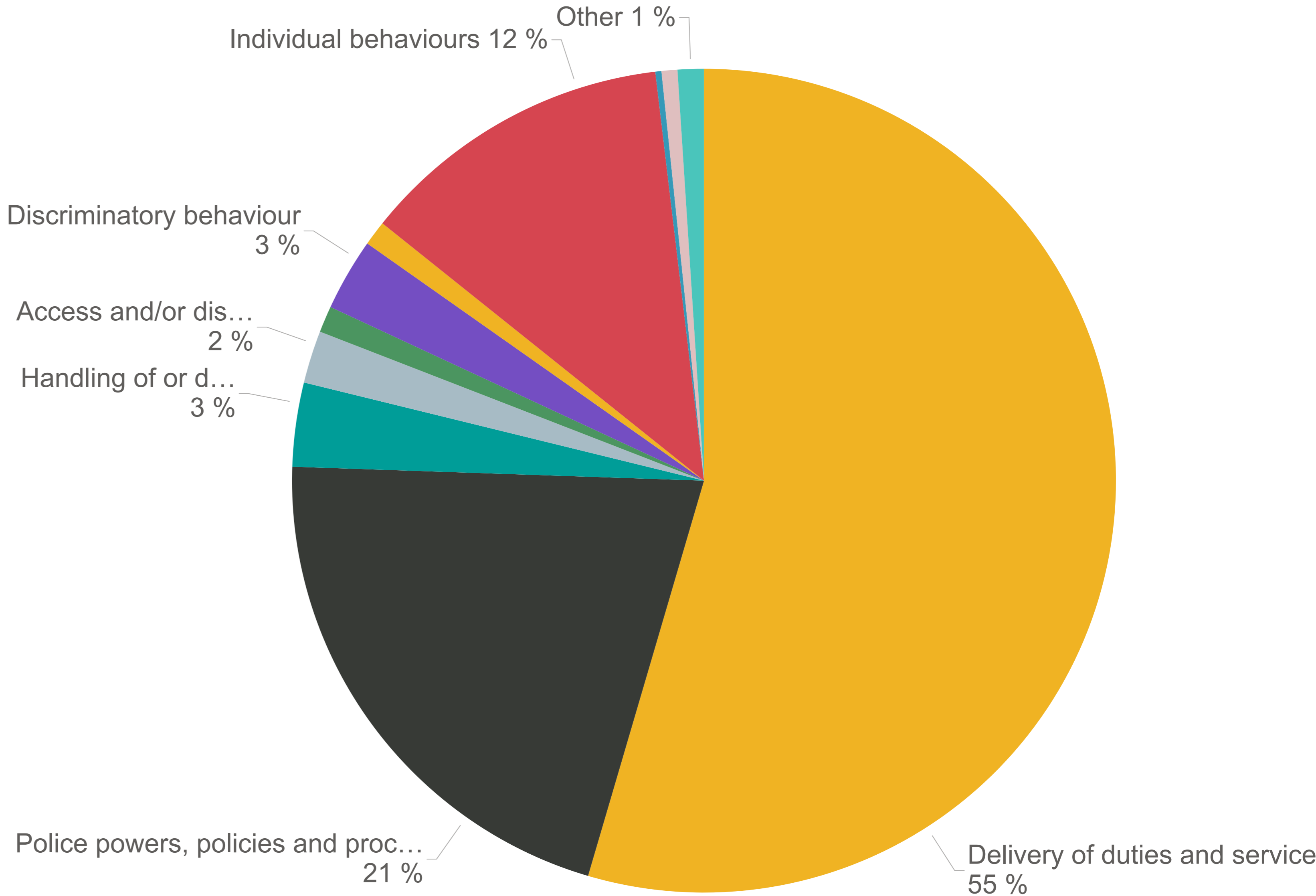
**What has been complained about (YTD)**

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	919	373	49	39	38	24	19	147	0	7	40	1,655
SPLY	929	360	41	37	23	24	16	235	4	2	47	1,718
MSF Average	670	311	41	28	20	37	15	179	3	10	11	1,323
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	<b>Total</b>	<b>919</b>	<b>56 %</b>	<b>929</b>	<b>54 %</b>	<b>670</b>	<b>49 %</b>	<b>66,726</b>	<b>55 %</b>	
	Police action following contact	499	54 %	497	53 %	263	39 %	27,618	41 %	
	Decisions	158	17 %	142	15 %	119	18 %	9,699	15 %	
	General level of service	152	17 %	184	20 %	205	30 %	21,727	33 %	
	Information	110	12 %	106	11 %	83	13 %	7,682	12 %	
Police powers, policies and procedures	<b>Total</b>	<b>373</b>	<b>23 %</b>	<b>360</b>	<b>21 %</b>	<b>311</b>	<b>24 %</b>	<b>25,687</b>	<b>21 %</b>	
	Use of force	99	27 %	72	20 %	75	23 %	6,584	26 %	
	Detention in police custody	69	18 %	53	15 %	47	15 %	3,661	14 %	
	Searches of premises and seizure of property	51	14 %	41	11 %	37	12 %	3,261	13 %	
	Power to arrest and detain	51	14 %	50	14 %	55	19 %	4,643	18 %	
	Other policies and procedures	34	9 %	46	13 %	35	11 %	2,576	10 %	
	Evidential procedures	31	8 %	44	12 %	23	8 %	1,861	7 %	
	Bail, identification and interview procedures	28	8 %	38	11 %	23	8 %	1,489	6 %	
	Stops, and stop and search	9	2 %	14	4 %	10	3 %	1,218	5 %	
	Out of court disposals	1	0 %	2	1 %	5	1 %	393	2 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	<b>Total</b>	<b>147</b>	<b>9 %</b>	<b>235</b>	<b>14 %</b>	<b>179</b>	<b>14 %</b>	<b>15,132</b>	<b>12 %</b>
		Impolite language / tone	55	37 %	67	29 %	36	20 %	3,890	26 %
		Unprofessional attitude and disrespect	39	27 %	66	28 %	50	27 %	4,272	28 %
Lack of fairness and impartiality		22	15 %	37	16 %	31	18 %	2,089	14 %	
Overbearing or harassing behaviours		22	15 %	26	11 %	33	19 %	2,570	17 %	
Impolite and intolerant actions		9	6 %	39	17 %	29	16 %	2,311	15 %	
Handling of or damage to property/ premises	<b>Total</b>	<b>49</b>	<b>3 %</b>	<b>41</b>	<b>2 %</b>	<b>39</b>	<b>3 %</b>	<b>3,932</b>	<b>3 %</b>	
	Handling of or damage to property/ premises	49	100 %	41	100 %	39	94 %	3,931	98 %	
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	
Other	<b>Total</b>	<b>40</b>	<b>2 %</b>	<b>47</b>	<b>3 %</b>	<b>11</b>	<b>1 %</b>	<b>1,247</b>	<b>1 %</b>	
	Other	40	100 %	47	100 %	11	75 %	1,247	99 %	

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	450	27 %	535	31 %	436	36 %	46,292	38 %
None	402	24 %	400	23 %	329	21 %	22,863	19 %
Arrest	217	13 %	180	10 %	173	14 %	15,683	13 %
Roads/traffic	135	8 %	141	8 %	87	7 %	7,298	6 %
Custody	111	7 %	92	5 %	83	6 %	7,020	6 %
Domestic / gender abuse	106	6 %	135	8 %	85	7 %	6,828	6 %
Neighbourhood policing	71	4 %	68	4 %	55	4 %	5,699	5 %
Mental health	66	4 %	61	4 %	33	3 %	3,667	3 %
VAWG - dissatisfaction handling	27	2 %	68	4 %	69	6 %	5,179	4 %
Call Handling	21	1 %	44	3 %	54	4 %	5,209	4 %
Premises search	21	1 %	34	2 %	30	2 %	2,989	2 %
Hate Crime	12	1 %	25	1 %	13	1 %	699	1 %
Restraint equipment	12	1 %	8	0 %	17	1 %	1,321	1 %
Stop and/or search	12	1 %	20	1 %	18	1 %	2,543	2 %
VAWG - police perpetrated	11	1 %	7	0 %	10	1 %	848	1 %
Child protection / CSA / CSE	10	1 %	7	0 %	33	3 %	2,199	2 %
Death	8	0 %	39	2 %	14	1 %	1,105	1 %
Fraud	8	0 %	9	1 %	6	0 %	779	1 %
Drugs / alcohol	7	0 %	9	1 %	19	2 %	1,408	1 %
Missing persons	7	0 %	4	0 %	8	1 %	771	1 %
Firearms	4	0 %	15	1 %	12	1 %	559	0 %
Public order incident	4	0 %	2	0 %	7	1 %	972	1 %
Social media	4	0 %	3	0 %	4	0 %	506	0 %
Unknown	3	0 %	0	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 %
Covert policing	0	0 %	0	0 %	0	0 %	66	0 %
Police dogs or horses	0	0 %	0	0 %	1	0 %	76	0 %
PPDA	0	0 %	0	0 %	0	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 %
Serious injury	0	0 %	0	0 %	3	0 %	256	0 %
Taser	0	0 %	3	0 %	2	0 %	146	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	16	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	23	0 %
VAWG - police victim	0	0 %	0	0 %	1	0 %	107	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	Individual behaviours	Other
VAWG - police perpetrated	0	5	0	3	0
VAWG - dissatisfaction handling	12	10	0	3	0
Unknown	3	0	0	0	0
Stop and/or search	3	8	1	0	0
Social media	0	0	0	1	0
Roads/traffic	71	11	5	8	1
Restraint equipment	0	12	0	0	0
Public order incident	3	1	0	0	0
Premises search	2	14	3	2	0
None	206	50	22	52	30
Neighbourhood policing	58	0	0	12	0
Missing persons	3	2	0	2	0
Mental health	31	20	1	9	2
Investigation	356	41	10	25	4
Hate Crime	10	0	0	0	0
Fraud	7	0	0	0	1
Firearms	3	0	1	0	0
Drugs / alcohol	6	1	0	0	0
Domestic / gender abuse	74	15	0	9	0
Death	5	1	1	0	0
Custody	24	71	3	5	2
Child protection / CSA / CSE	8	1	0	1	0
Call Handling	11	0	0	10	0
Arrest	51	145	2	13	1
<b>Total</b>	<b>919</b>	<b>373</b>	<b>49</b>	<b>147</b>	<b>40</b>

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	7	0	0	7
Q4 23/24	10	7	0	17
Q1 24/25	5	6	0	11
Q2 24/25	8	4	0	12
Q3 24/25	14	1	0	15
<b>Total</b>	<b>44</b>	<b>18</b>	<b>0</b>	<b>62</b>

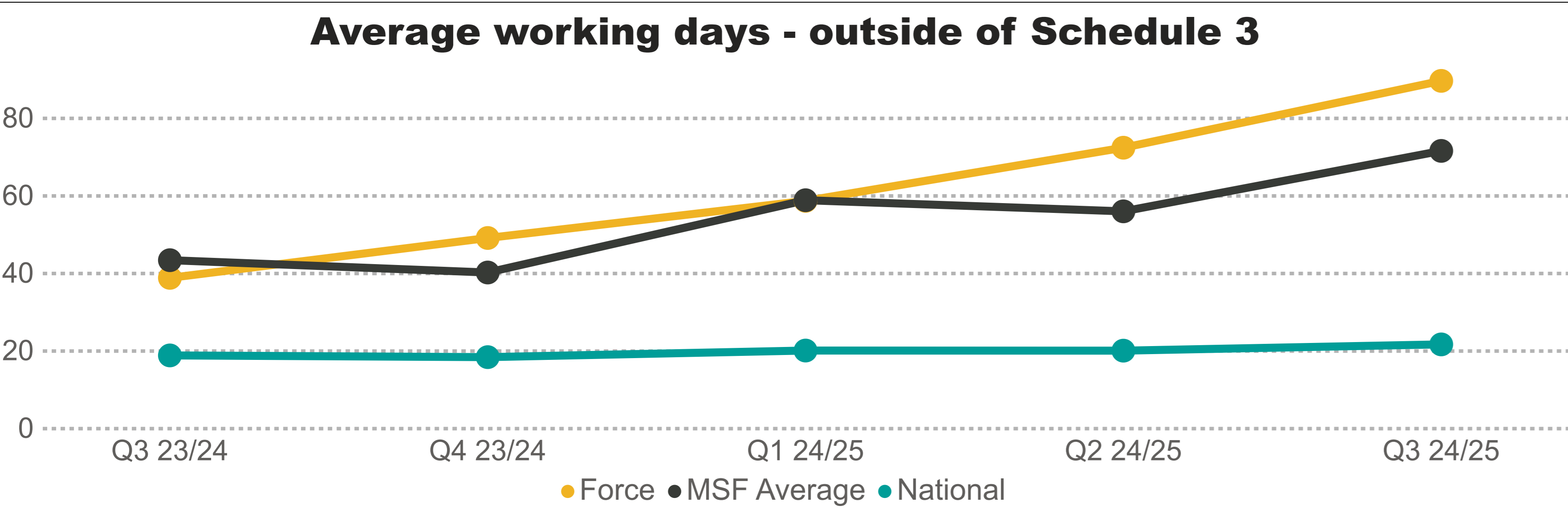
**Section A2: Allegations timeliness**

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.

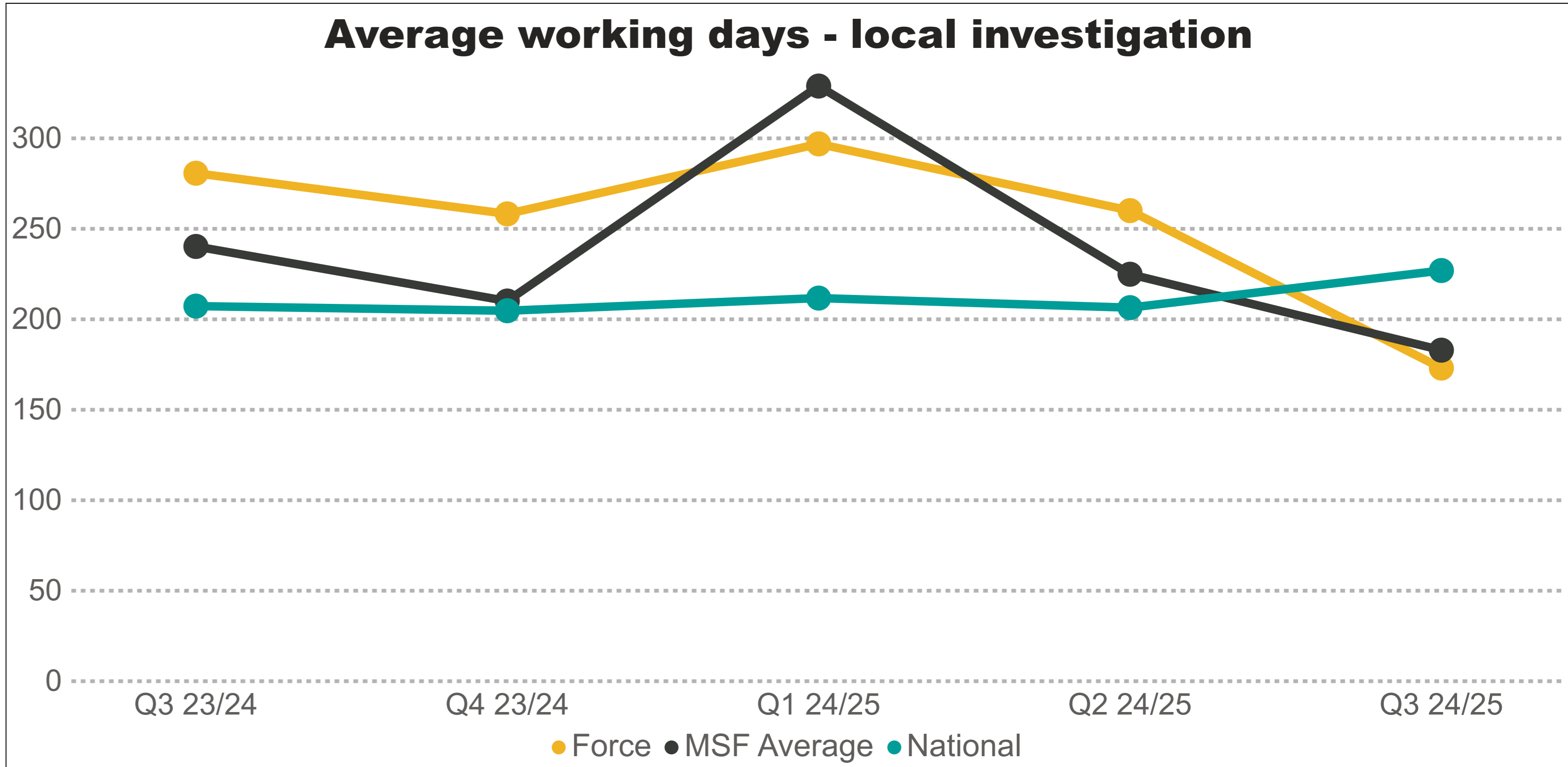
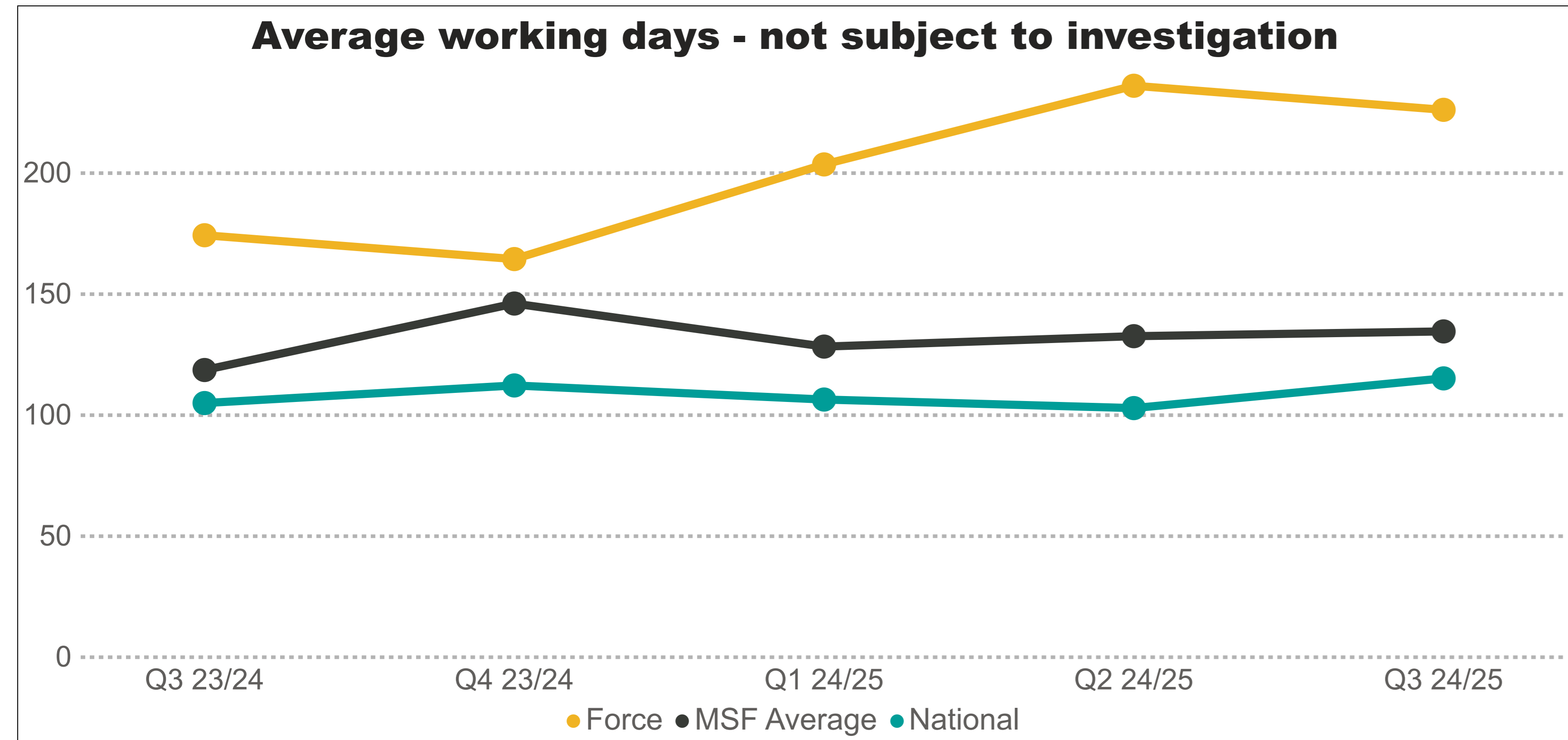
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	729	74	740	220	66	244	0	0
SPLY	718	30	680	141	54	222	0	0
MSF Average	583	64	524	132	114	237	2	101
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	1	41
National	17	574

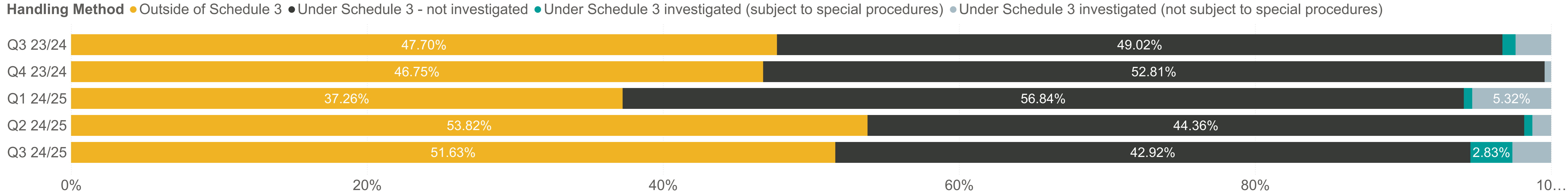


**Section A3.1: How allegations were handled and their decisions**

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)	47	3 %	102	10 %	12,092	10 %
Under Schedule 3 investigated (subject to special procedures)	19	1 %	15	1 %	1,408	1 %
Under Schedule 3 - not investigated	740	48 %	524	42 %	53,990	45 %
Outside of Schedule 3	729	47 %	583	47 %	51,937	43 %
<b>Total</b>	<b>1,535</b>	<b>100 %</b>	<b>1223</b>	<b>100 %</b>	<b>119,427</b>	<b>100 %</b>

**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					54	7 %	4,006	7 %			22	2 %	5	11 %	347	3 %
Regulation 41 applies							77	0 %			3	0 %	2	4 %	155	1 %
Service provided - unable to determine					54	7 %	4,930	9 %			18	1 %	4	9 %	1,148	9 %
Service provided - not acceptable					116	16 %	7,176	13 %	1	5 %	43	3 %	9	19 %	1,461	12 %
Service provided - acceptable					499	67 %	36,299	67 %	3	16 %	199	14 %	27	57 %	8,649	72 %
Not Resolved	114	16 %	2,767	5 %												
Resolved	615	84 %	49,169	95 %												
No Case to Answer									11	58 %	796	57 %				
Case to Answer									4	21 %	301	21 %				
Withdrawal					17	2 %	1,501	3 %			26	2 %			332	3 %



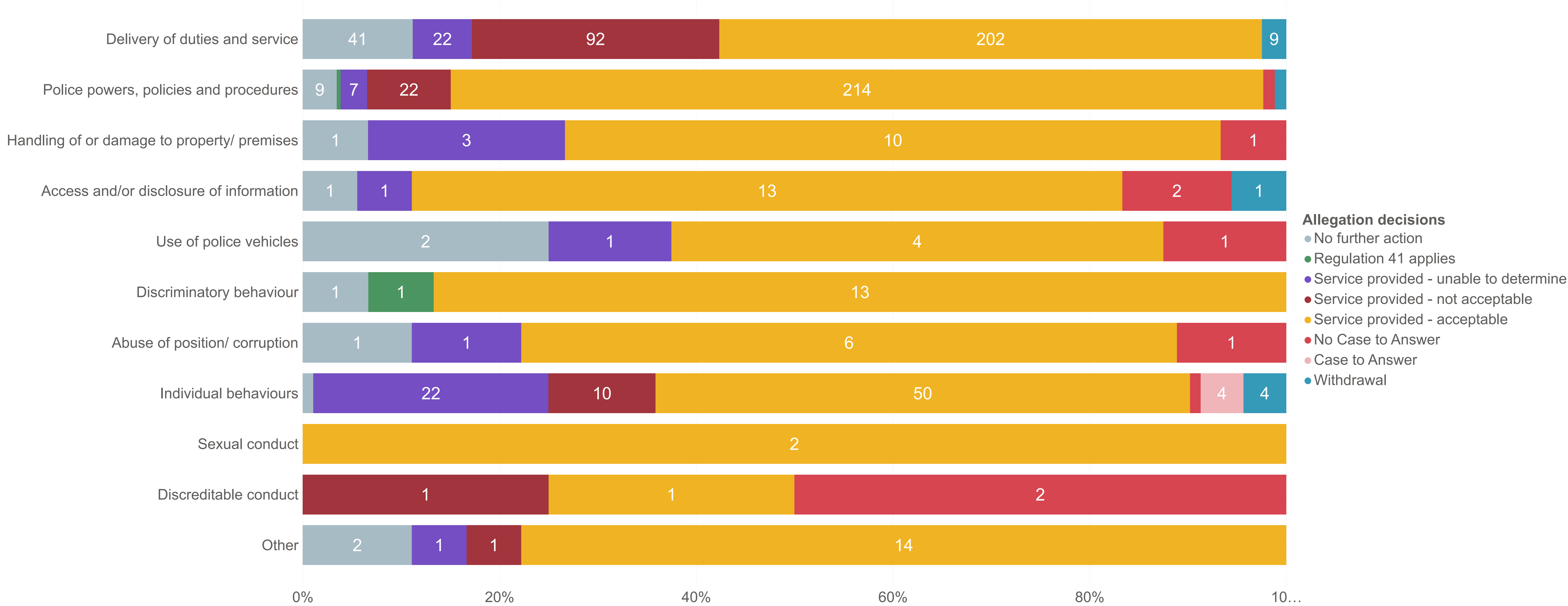
**Section A3.2: Allegation decisions by what was complained about (Year to date by category)**

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	393	71	29	10	26	2	0	72	0	0	12	615
Not Resolved	79	8	6	3	2	1	0	6	0	0	9	114

**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 %	1	0 %	4	1 %	199	0 %
Learning from reflection	33	5 %	19	3 %	25	5 %	1,462	3 %
Policy review	3	0 %	0	0 %	1	0 %	48	0 %
Goodwill gesture	1	0 %	3	0 %	1	0 %	80	0 %
Apology	108	15 %	125	17 %	79	13 %	4,995	10 %
Debrief	0	0 %	4	1 %	6	1 %	436	1 %
Explanation	349	48 %	398	55 %	300	54 %	32,190	62 %
No further action	47	6 %	71	10 %	58	13 %	5,660	11 %
Other action	184	25 %	97	14 %	99	12 %	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	7	1 %	7	1 %	6	1 %	586	1 %
Apology	33	4 %	32	4 %	25	4 %	2,663	4 %
Debrief	0	0 %	2	0 %	4	1 %	1,928	3 %
Explanation	480	60 %	577	79 %	351	55 %	41,875	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	27	0 %
No further action	205	25 %	38	5 %	194	29 %	14,539	22 %
Other action	26	3 %	0	0 %	8	1 %	670	1 %
Learning from reflection	34	4 %	45	6 %	31	6 %	3,600	5 %
Referral to RPRP	15	2 %	17	2 %	12	2 %	1,026	2 %

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

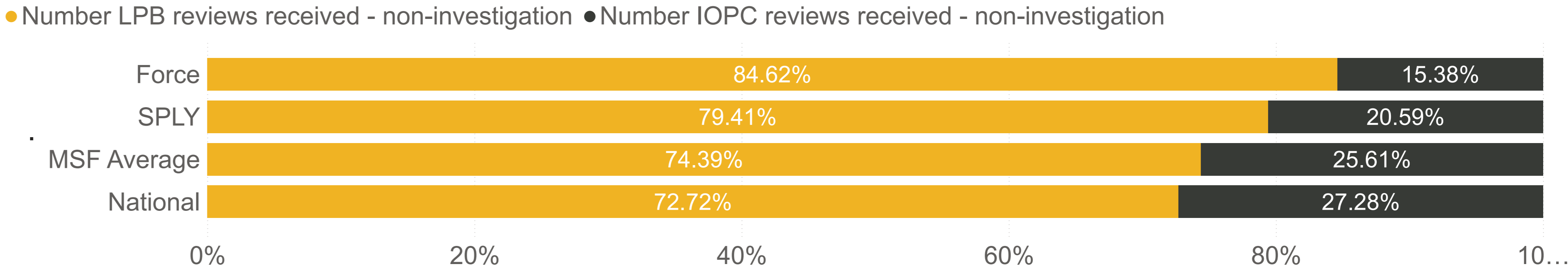
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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 %	2	6 %	2	10 %	157	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	10	1 %
Other actions following a case to answer decision	4	21 %	0	0 %	2	11 %	93	7 %
Referral to RPRP	5	26 %	6	19 %	2	15 %	230	16 %

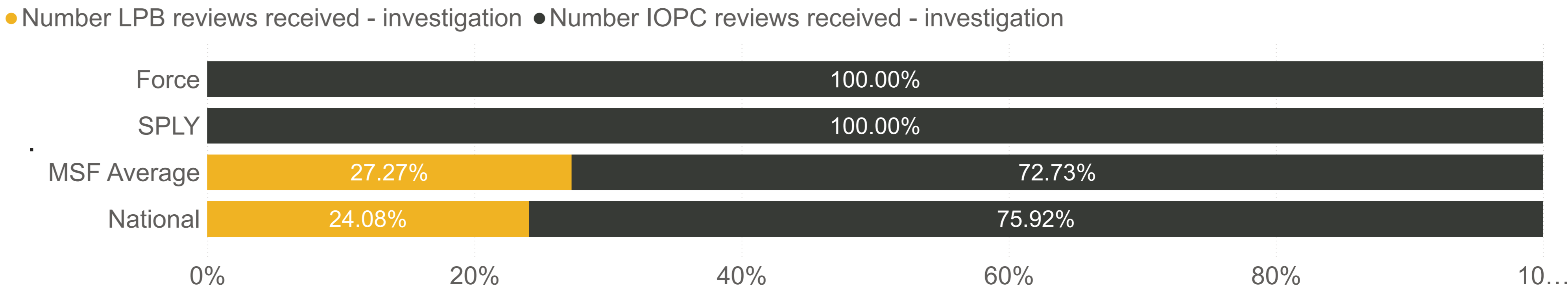
**Section C1: Reviews received and timeliness (Year to date)**

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	33	6
SPLY	27	7
MSF Average	31	11
National	2,868	1,076

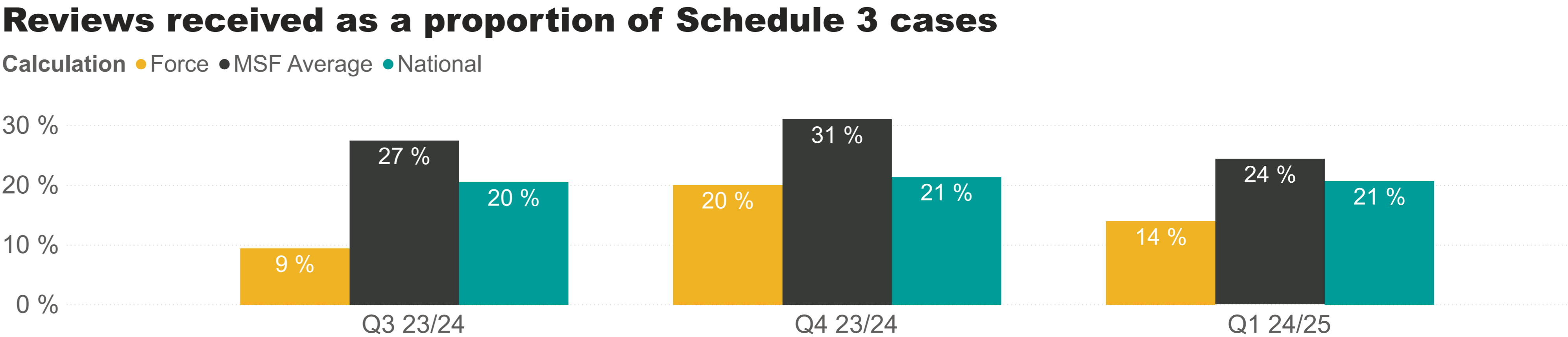


Investigation reviews received	LPB	IOPC
Force	0	3
SPLY	0	2
MSF Average	3	7
National	230	725



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	42	151
SPLY	36	225
MSF Average	51	223
National	4,899	23,364



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	4	31	64	48
Average number of working days to complete IOPC reviews	67	121	134	137

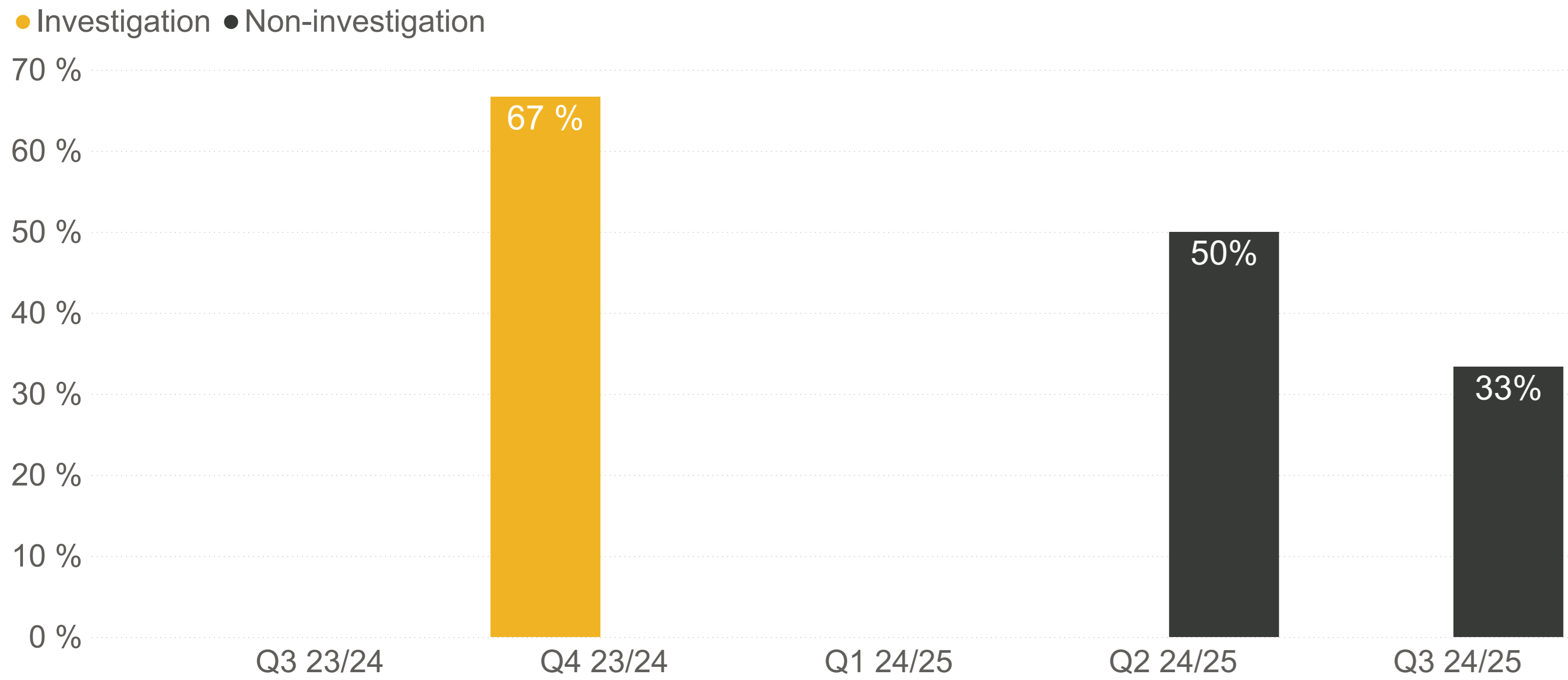
**Section C2: Outcomes on reviews**

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.

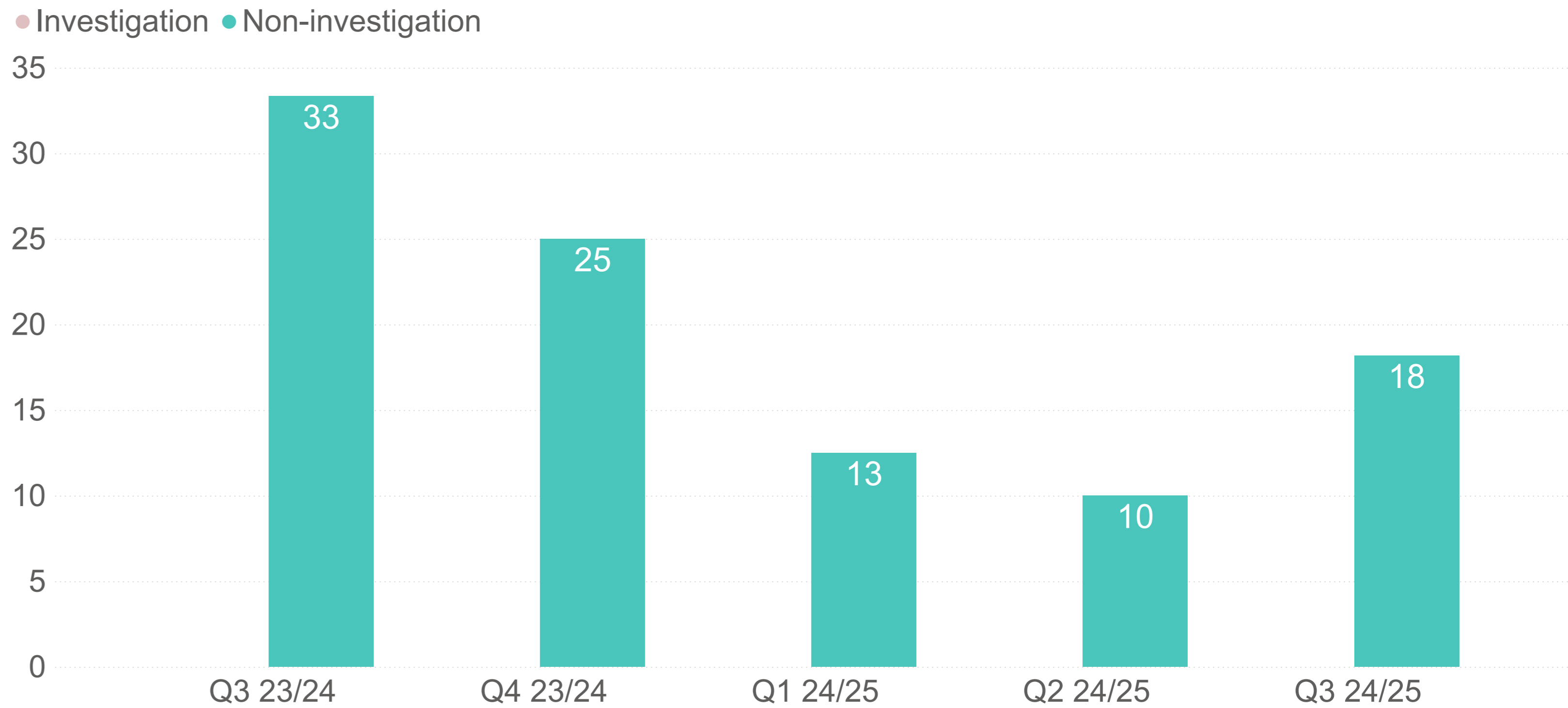
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	0	0	0	
SPLY	1	0	0	
MSF Average	7	2	2	4
National	631	201	215	57

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	5	2	29	4
SPLY	10	2	22	10
MSF Average	9	4	29	9
National	729	226	2,774	578

**% IOPC reviews upheld - Force**



**% LPB Reviews upheld - Force**



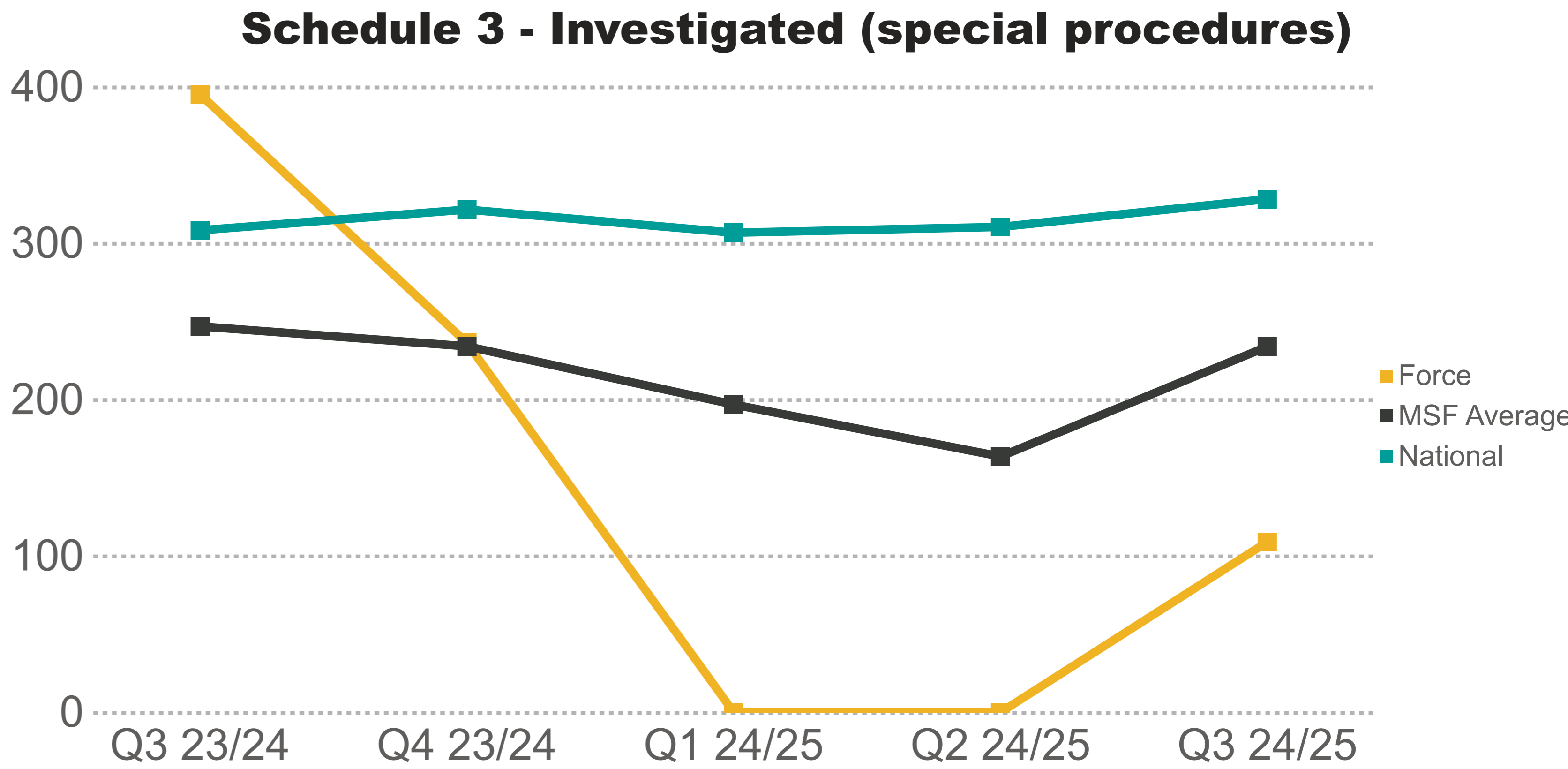
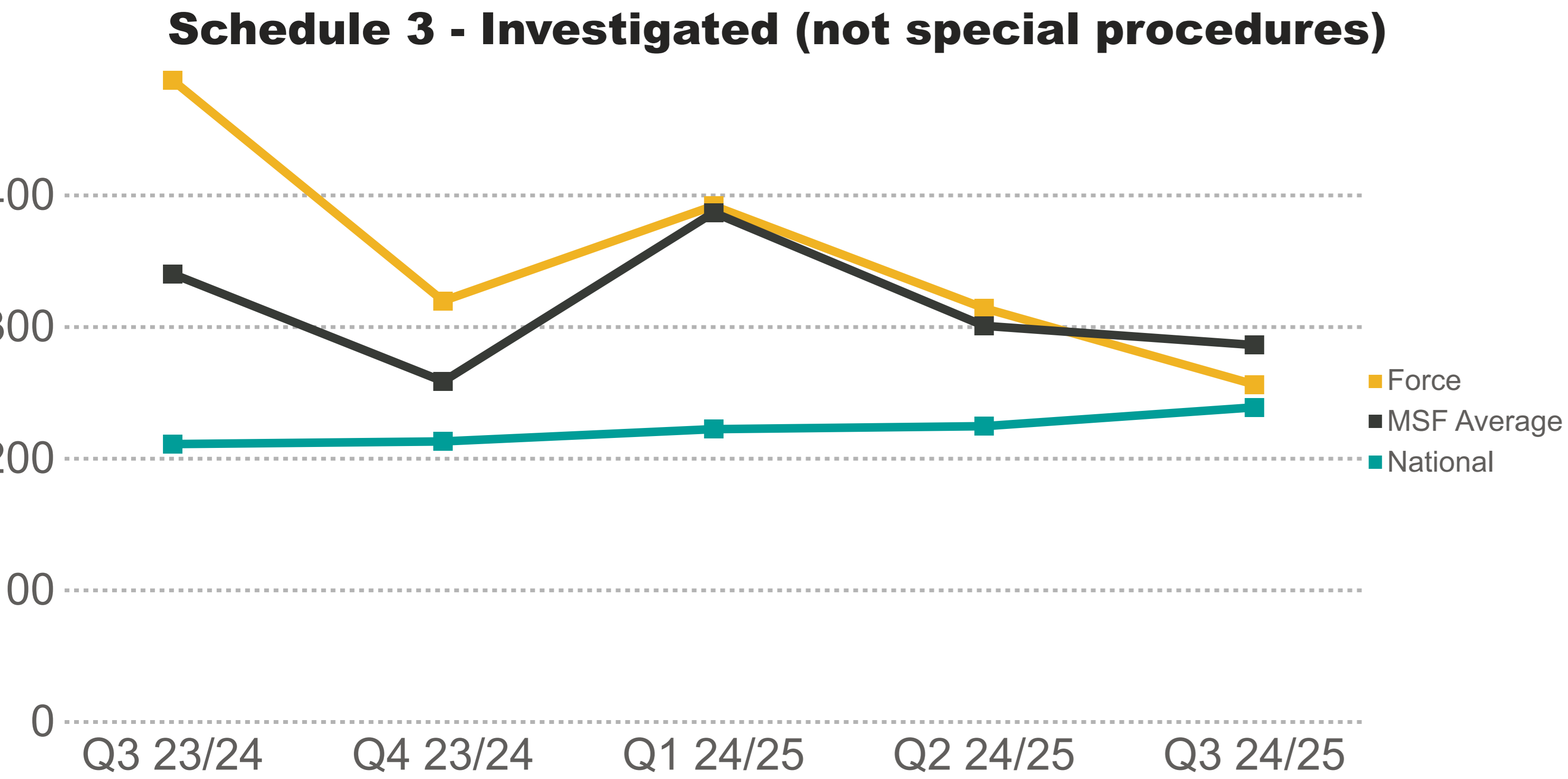
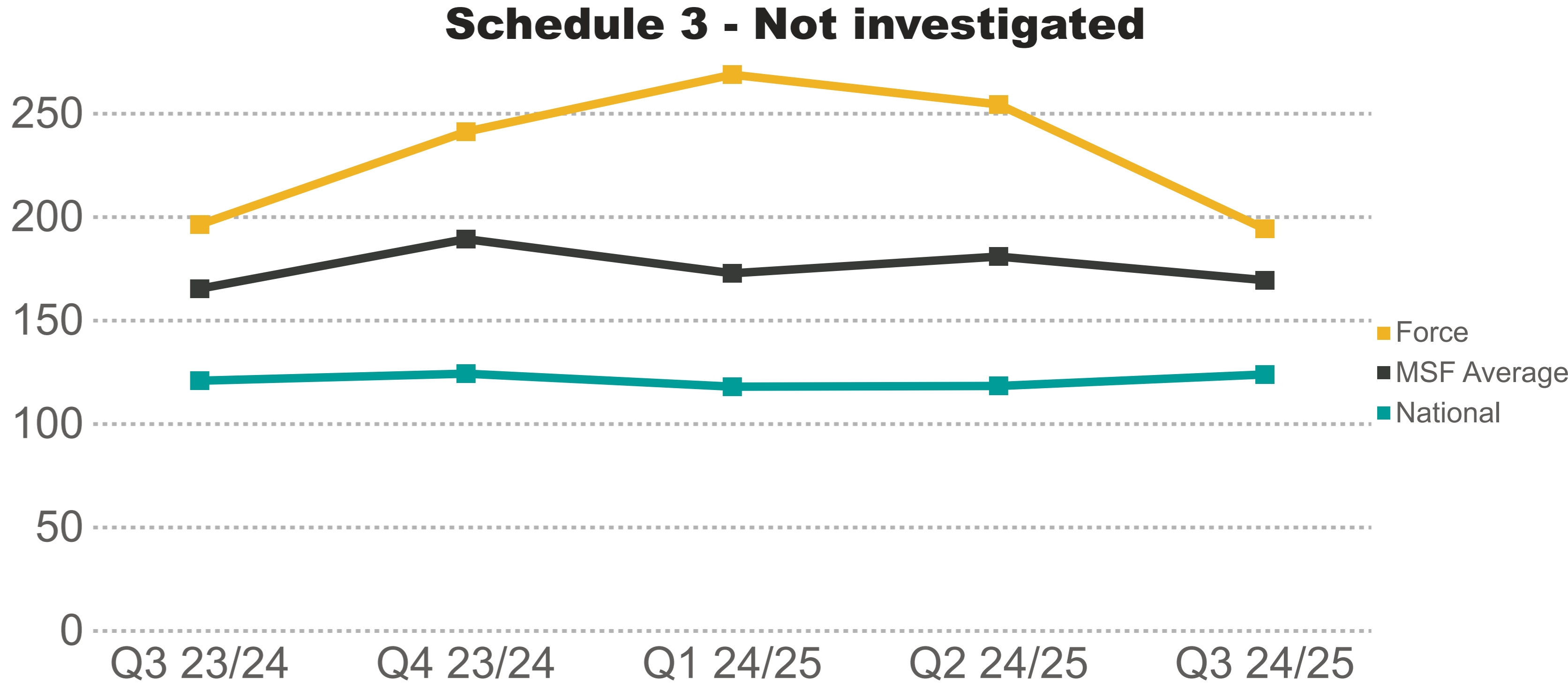
**Section D1: Complaint cases finalised under Schedule 3 - timeliness**

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)	109	328	281	315
Under Schedule 3 investigated (not subject to special procedures)	351	226	321	228
Under Schedule 3 - not investigated	256	169	174	120
<b>Total</b>	<b>262</b>	<b>175</b>	<b>200</b>	<b>142</b>

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	138	212	188	19,007
Under Schedule 3 investigated (not subject to special procedures)	12	7	30	3,833
Under Schedule 3 investigated (subject to special procedures)	1	6	6	524
<b>Total</b>	<b>151</b>	<b>225</b>	<b>223</b>	<b>23,364</b>



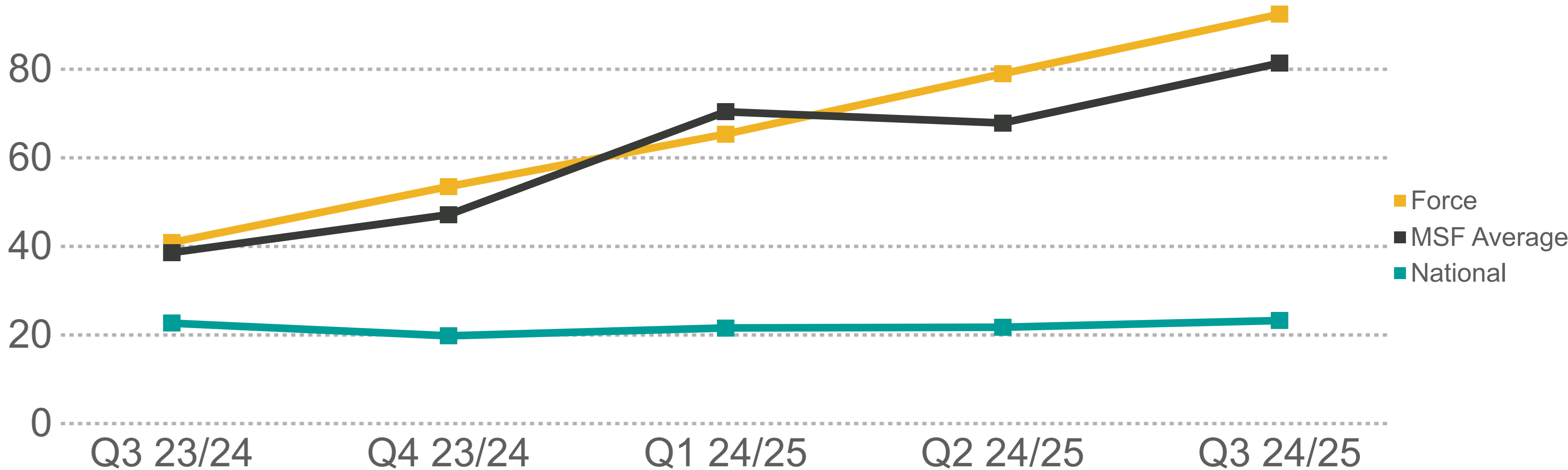
**Section D2: Complaint cases finalised outside of Schedule 3 - timeliness**

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	621	603	493	43520
Average days to finalise complaint cases handled outside of Schedule 3	80	31	76	22

**Outside Schedule 3**



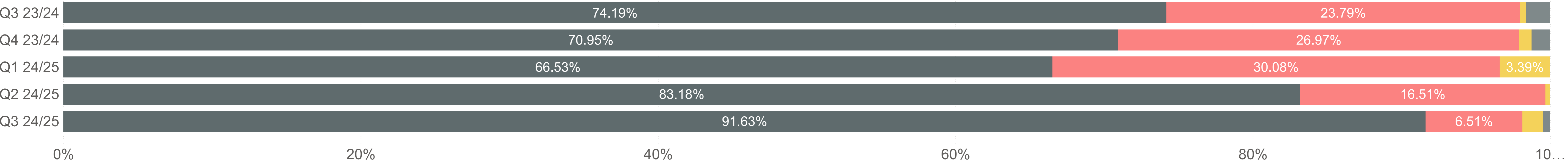
**Section D3: How complaint cases handled**

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

Means Of Handling (YTD)	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	621	80%	603	73%	493	69%	43,520	65%
Under Schedule 3 - not investigated	138	18%	212	26%	188	26%	19,007	28%
Under Schedule 3 investigated (not subject to special procedures)	12	2%	7	1%	30	4%	3,834	6%
Under Schedule 3 investigated (subject to special procedures)	1	0%	6	1%	6	1%	524	1%
<b>Total</b>	<b>772</b>	<b>100%</b>	<b>828</b>	<b>100%</b>	<b>716</b>	<b>100%</b>	<b>66,885</b>	<b>100%</b>

**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.

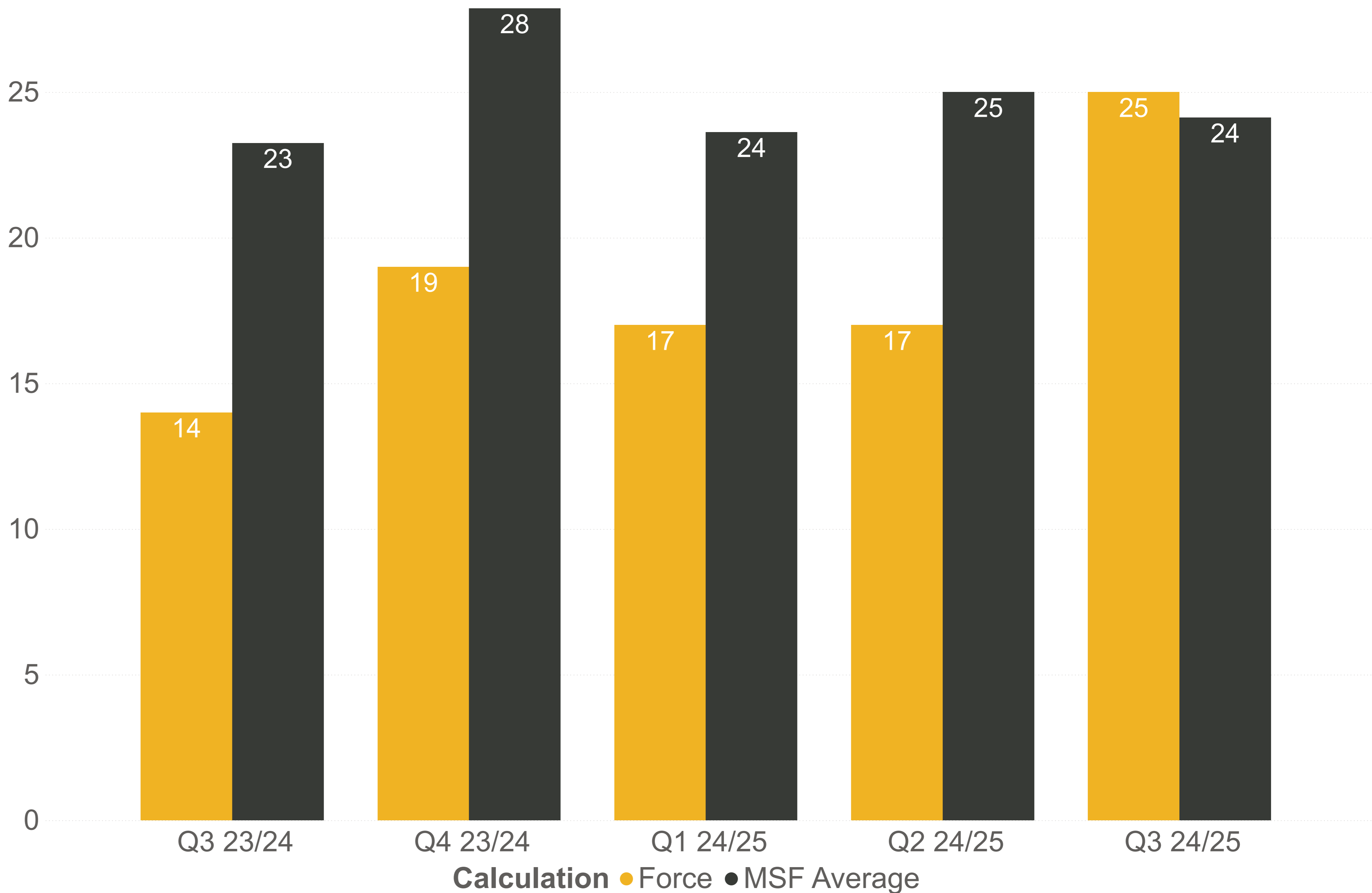
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	59	47	73	5,168
Number referrals completed	51	49	71	5,081
Decision: Independent Investigation	2	5	3	279
Decision: Directed Investigation	0	0	0	23
Decision: Local Investigation	35	35	41	2,754
Decision: Return to Force	13	8	25	1,907
Decision: Invalid	1	1	2	116

**Force and MSF Group referrals received**





Most Similar Force (MSF) Group: Cambridgeshire, Devon And Cornwall, Gloucestershire, North Yorkshire, Suffolk, Warwickshire, West Mercia, Wiltshire

## Notes

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### 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 \(February 2020\)](#).