

Interim Police Complaints Information Bulletin: Hertfordshire

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

Most Similar Force (MSF) Group: Avon And Somerset, Essex, Hampshire, Hertfordshire, Leicestershire, Staffordshire, Sussex, Thames Valley

About this bulletin

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

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

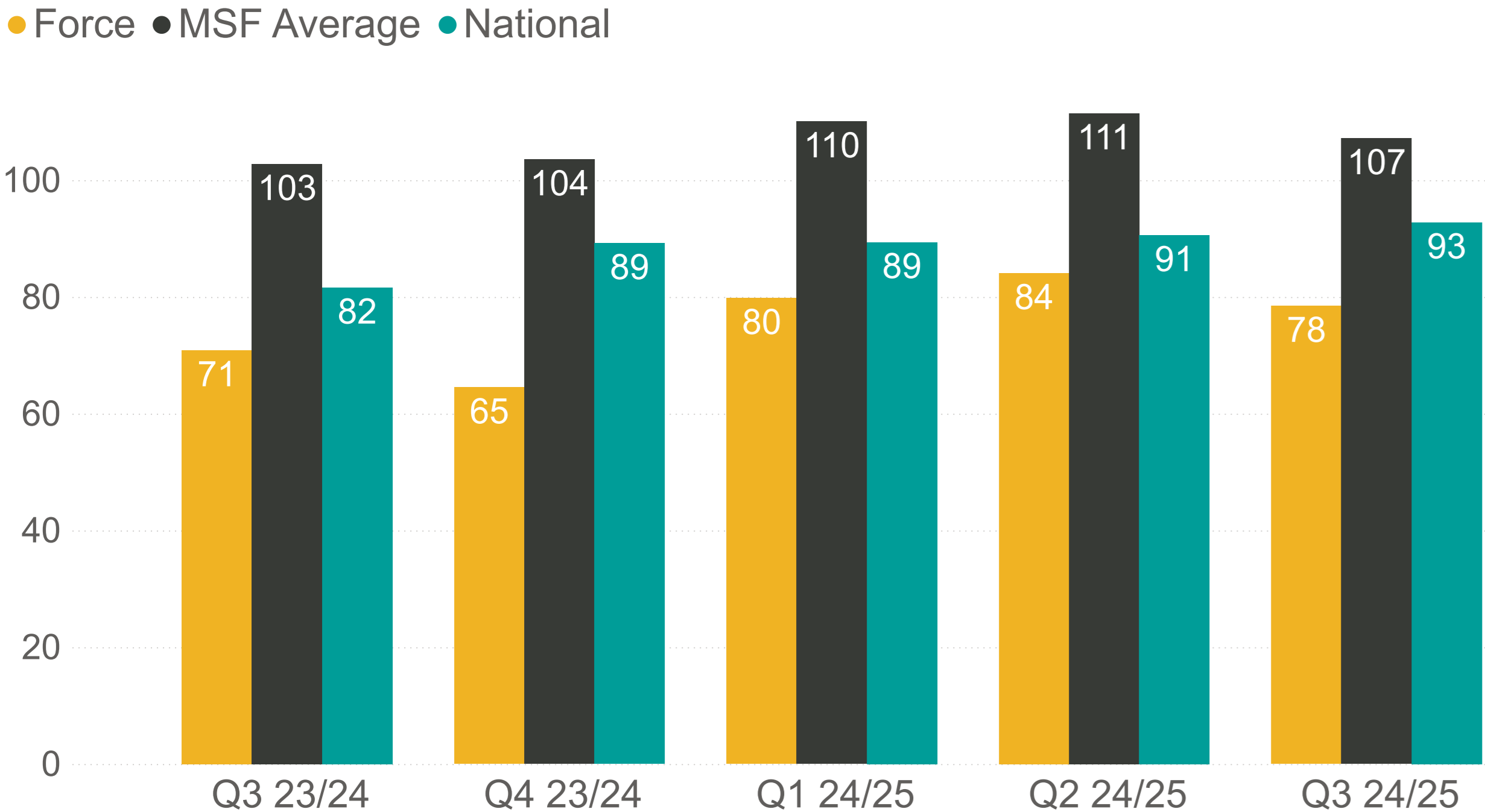
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

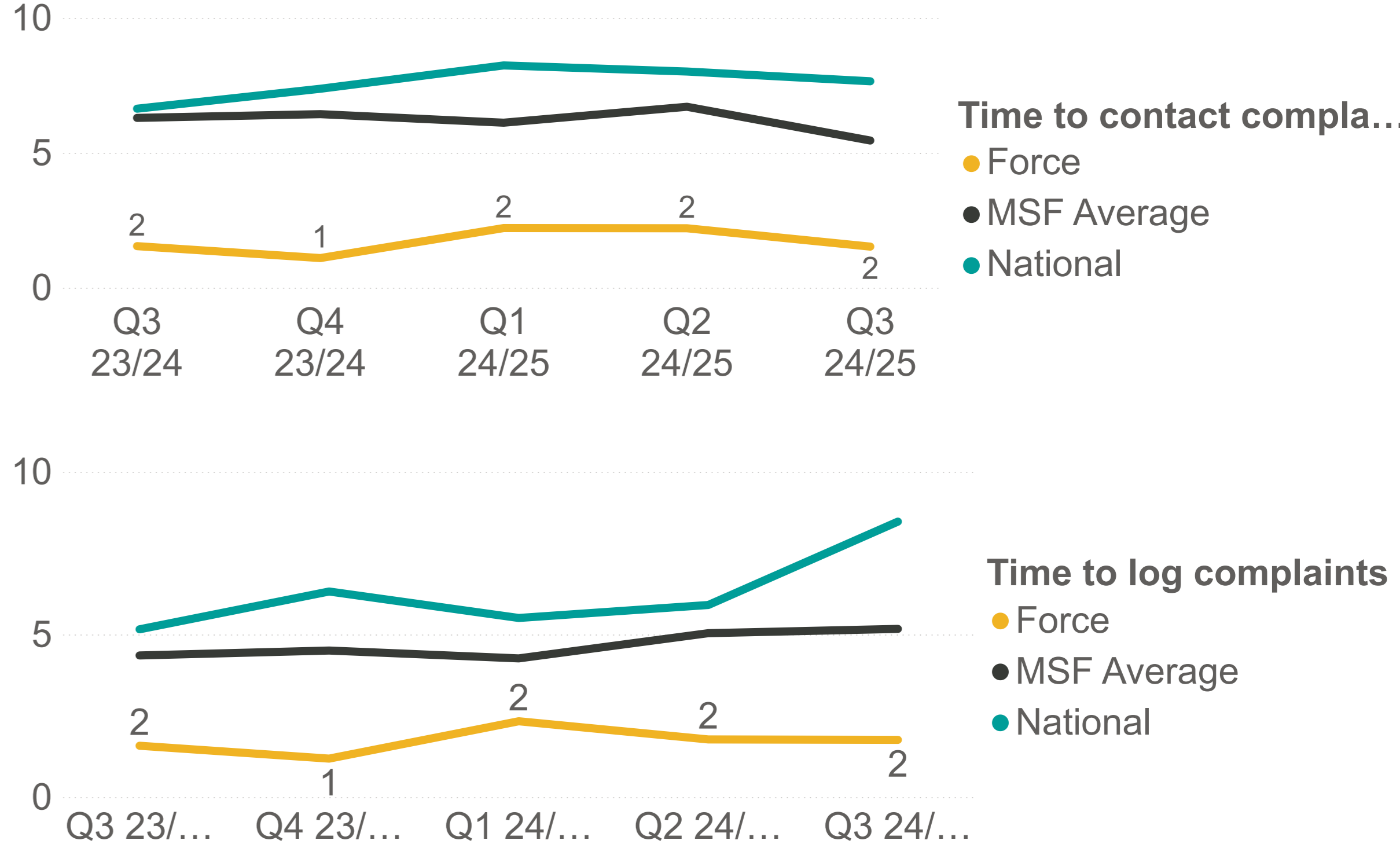
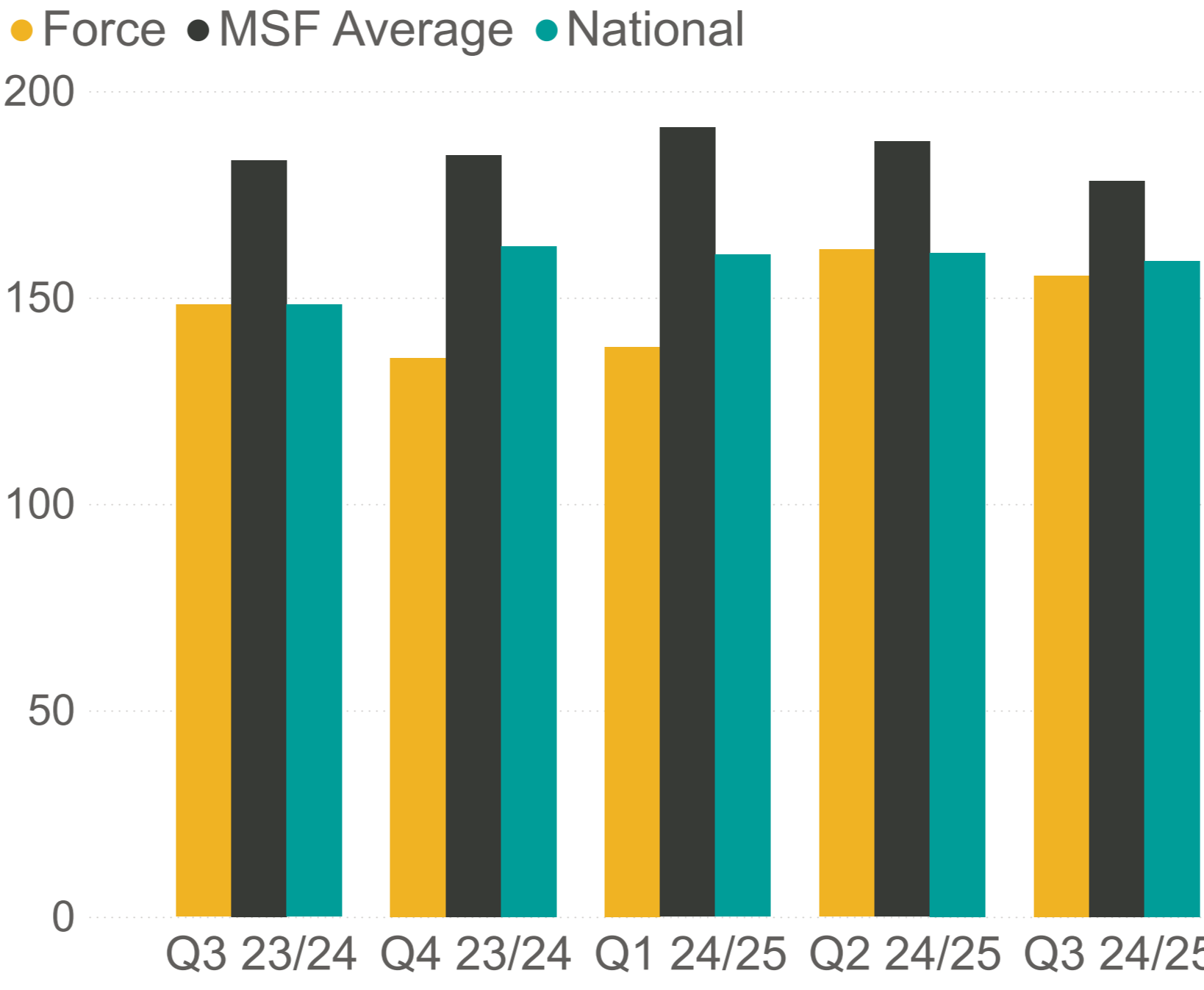
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	1,081	242	2,030	455	2	2
SPLY	982	223	2,015	458	1	2
MSF Average	1,964	329	3,266	557	6	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	60	43	390	9,603
Complainant wishes the complaint be recorded	20	30	81	4,564
Dissatisfaction after initial handling	91	105	101	3,723
Nature of the allegation(s) in the complaint	109	126	192	5,364
Total	280	304	764	23,254

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	21 %	14 %	48 %	41 %
Complainant wishes the complaint be recorded	7 %	10 %	9 %	20 %
Dissatisfaction after initial handling	33 %	35 %	18 %	16 %
Nature of the allegation(s) in the complaint	39 %	41 %	25 %	23 %

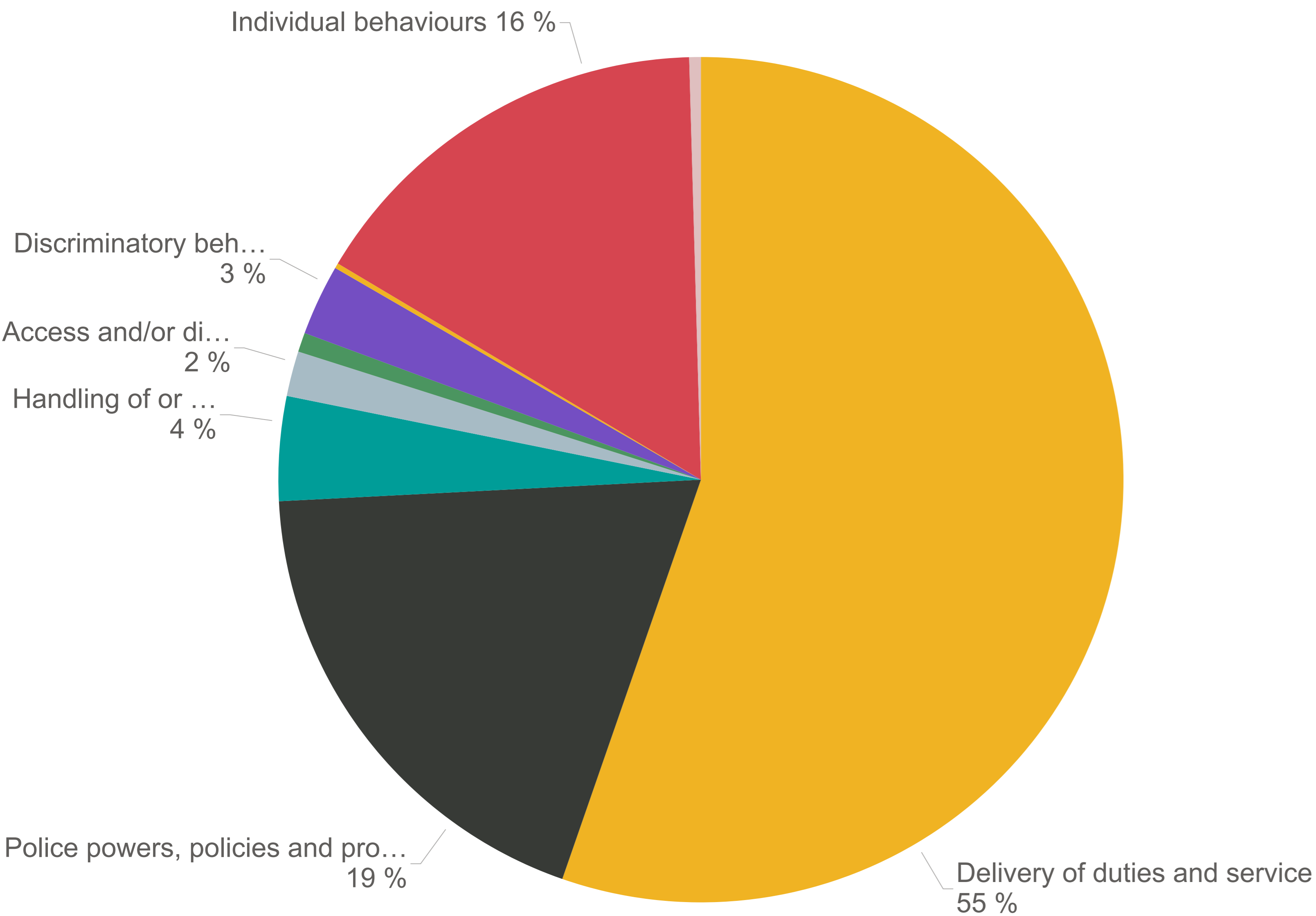
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

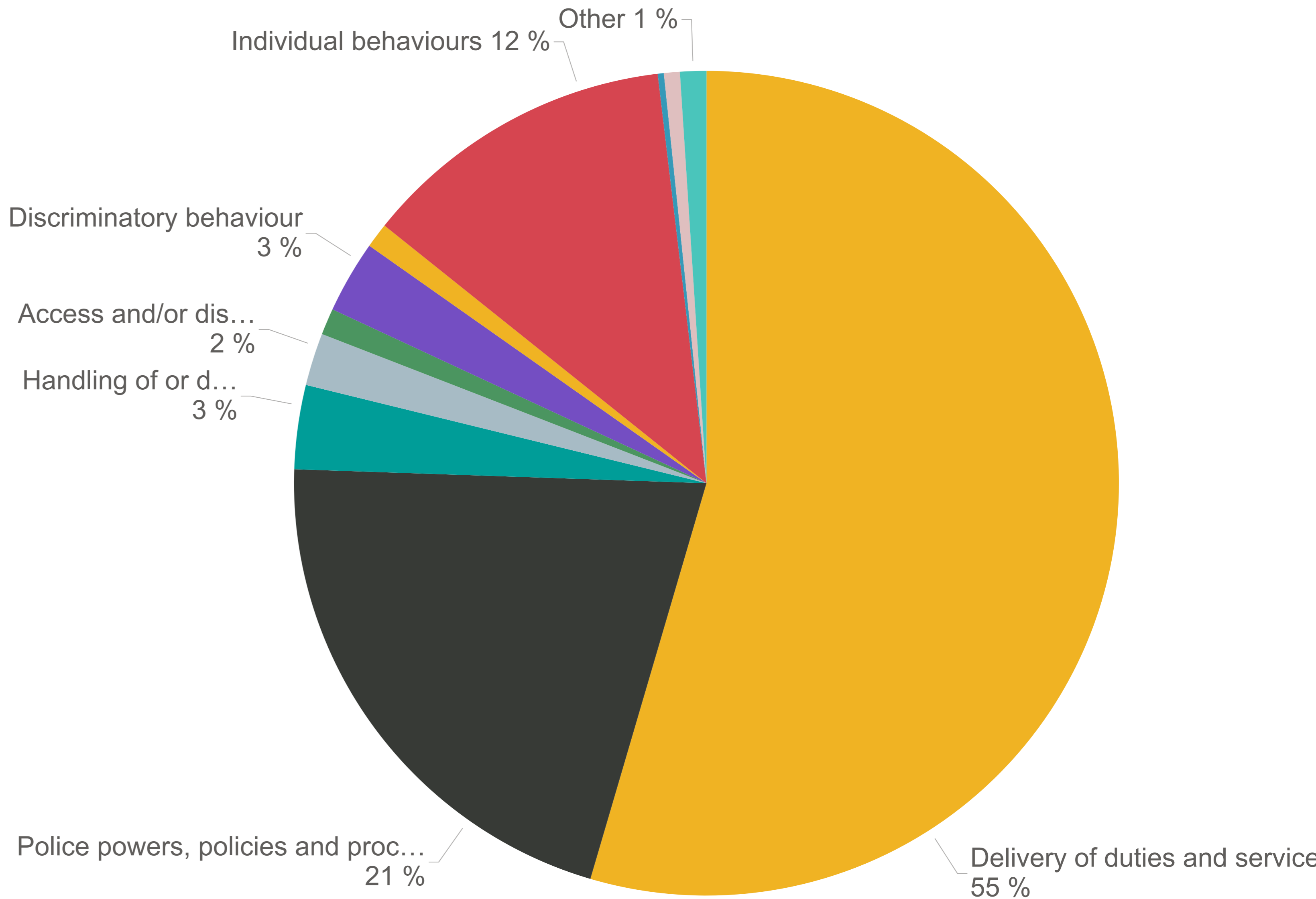
What has been complained about (YTD)

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	1,123	383	81	35	15	55	4	325	0	9	0	2,030
SPLY	1,025	367	87	35	18	71	18	388	1	5	0	2,015
MSF Average	1,760	661	112	64	38	104	34	445	9	17	22	3,266
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	1,123	55 %	1,025	51 %	1,760	54 %	66,726	55 %	
	Police action following contact	643	57 %	552	54 %	846	50 %	27,618	41 %	
	Information	253	23 %	276	27 %	264	16 %	7,682	12 %	
	Decisions	203	18 %	183	18 %	241	14 %	9,699	15 %	
	General level of service	24	2 %	14	1 %	411	21 %	21,727	33 %	
Police powers, policies and procedures	Total	383	19 %	367	18 %	661	20 %	25,687	21 %	
	Power to arrest and detain	111	29 %	89	24 %	130	20 %	4,643	18 %	
	Use of force	79	21 %	91	25 %	158	24 %	6,584	26 %	
	Detention in police custody	67	17 %	58	16 %	91	15 %	3,661	14 %	
	Searches of premises and seizure of property	38	10 %	51	14 %	80	12 %	3,261	13 %	
	Bail, identification and interview procedures	30	8 %	23	6 %	43	7 %	1,489	6 %	
	Other policies and procedures	19	5 %	18	5 %	77	11 %	2,576	10 %	
	Out of court disposals	14	4 %	4	1 %	20	3 %	393	2 %	
	Evidential procedures	13	3 %	10	3 %	36	5 %	1,861	7 %	
	Stops, and stop and search	12	3 %	23	6 %	26	4 %	1,218	5 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	Total	325	16 %	388	19 %	445	14 %	15,132	12 %
		Impolite language / tone	97	30 %	108	28 %	110	26 %	3,890	26 %
		Unprofessional attitude and disrespect	70	22 %	84	22 %	120	27 %	4,272	28 %
Overbearing or harassing behaviours		62	19 %	99	26 %	93	20 %	2,570	17 %	
Lack of fairness and impartiality		52	16 %	68	18 %	75	15 %	2,089	14 %	
Impolite and intolerant actions		44	14 %	29	7 %	47	11 %	2,311	15 %	
Discriminatory behaviour	Total	55	3 %	71	4 %	104	3 %	3,476	3 %	
	Race	24	44 %	34	48 %	51	47 %	1,655	48 %	
	Sex	15	27 %	11	15 %	19	18 %	561	16 %	
	Disability	10	18 %	23	32 %	19	19 %	663	19 %	
	Age	4	7 %	0	0 %	2	2 %	53	2 %	
	Sexual orientation	2	4 %	2	3 %	3	4 %	105	3 %	
	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 %	
	Religion or belief	0	0 %	1	1 %	2	2 %	84	2 %	
Other	0	0 %	0	0 %	7	7 %	316	9 %		
Access and/or disclosure of information	Total	35	2 %	35	2 %	64	2 %	2,522	2 %	
	Disclosure of information	25	71 %	31	89 %	46	74 %	1,678	67 %	
	Use of police systems	4	11 %	2	6 %	4	7 %	191	8 %	
	Handling of information	4	11 %	1	3 %	10	14 %	552	22 %	
	Accessing and handling of information from other sources	2	6 %	1	3 %	3	5 %	100	4 %	
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %	
Information	0	0 %	0	0 %	0	0 %	1	0 %		

This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged.

Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

Section A1.5: National complaint factors

Year to date Factors on all allegations	Force		SPLY		MSF Average		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	891	44 %	644	32 %	1,244	39 %	46,292	38 %
Arrest	341	17 %	213	11 %	377	12 %	15,683	13 %
None	337	17 %	455	23 %	556	17 %	22,863	19 %
Domestic / gender abuse	174	9 %	128	6 %	192	6 %	6,828	6 %
Call Handling	156	8 %	162	8 %	167	5 %	5,209	4 %
Neighbourhood policing	149	7 %	194	10 %	195	6 %	5,699	5 %
Custody	111	5 %	118	6 %	165	5 %	7,020	6 %
Mental health	75	4 %	76	4 %	90	3 %	3,667	3 %
VAWG - dissatisfaction handling	60	3 %	41	2 %	127	4 %	5,179	4 %
Premises search	56	3 %	79	4 %	68	2 %	2,989	2 %
Roads/traffic	49	2 %	82	4 %	207	6 %	7,298	6 %
Child protection / CSA / CSE	36	2 %	43	2 %	48	1 %	2,199	2 %
Drugs / alcohol	36	2 %	50	2 %	28	1 %	1,408	1 %
Stop and/or search	35	2 %	55	3 %	44	1 %	2,543	2 %
Restraint equipment	24	1 %	61	3 %	28	1 %	1,321	1 %
Missing persons	14	1 %	10	0 %	22	1 %	771	1 %
Hate Crime	11	1 %	18	1 %	20	1 %	699	1 %
Social media	10	0 %	7	0 %	10	0 %	506	0 %
Fraud	9	0 %	14	1 %	9	0 %	779	1 %
Death	7	0 %	7	0 %	29	1 %	1,105	1 %
VAWG - police perpetrated	7	0 %	6	0 %	15	0 %	848	1 %
Firearms	6	0 %	5	0 %	15	0 %	559	0 %
Public order incident	5	0 %	26	1 %	31	1 %	972	1 %
Serious injury	5	0 %	17	1 %	3	0 %	256	0 %
Covert policing	2	0 %	0	0 %	1	0 %	66	0 %
Police dogs or horses	2	0 %	5	0 %	1	0 %	76	0 %
Taser	2	0 %	4	0 %	3	0 %	146	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 %
VAWG - police victim	0	0 %	1	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	Discriminatory behaviour	Individual behaviours
VAWG - police perpetrated	1	2	0	0	2
VAWG - dissatisfaction handling	47	4	0	2	5
Unknown	0	1	0	0	0
Taser	0	2	0	0	0
Stop and/or search	8	16	2	2	4
Social media	5	1	1	0	2
Serious injury	3	1	1	0	0
Roads/traffic	19	2	2	0	13
Restraint equipment	1	23	0	0	0
Public order incident	2	2	0	0	1
Premises search	6	30	13	0	6
Police dogs or horses	1	1	0	0	0
None	219	20	12	6	62
Neighbourhood policing	104	7	2	0	36
Missing persons	10	1	0	0	3
Mental health	39	17	2	3	14
Investigation	626	64	40	29	112
Hate Crime	9	0	0	0	2
Fraud	8	0	0	0	1
Firearms	1	2	0	1	1
Drugs / alcohol	12	10	7	0	6
Domestic / gender abuse	110	30	7	1	26
Death	7	0	0	0	0
Custody	12	78	1	3	17
Covert policing	0	0	0	0	1
Child protection / CSA / CSE	29	4	0	0	3
Call Handling	106	4	0	0	44
Arrest	64	204	17	13	41
Total	1,121	383	81	55	325

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	19	1	0	20
Q4 23/24	11	5	0	16
Q1 24/25	20	3	0	23
Q2 24/25	24	2	0	25
Q3 24/25	16	2	0	18
Total	90	13	0	102

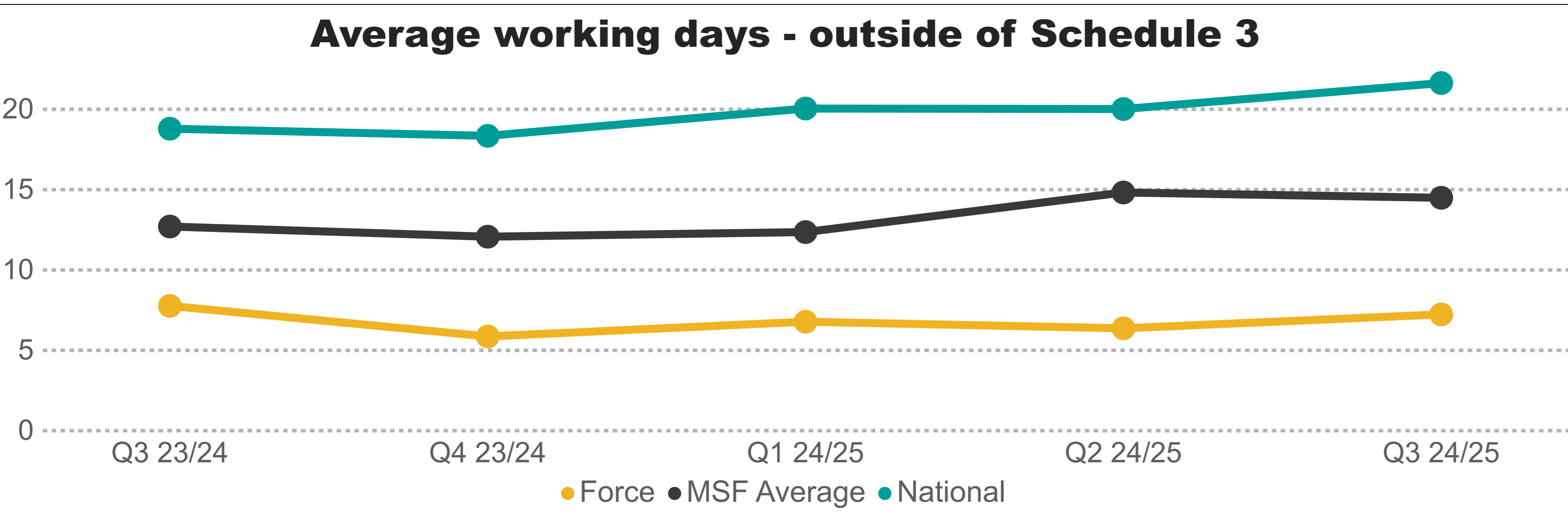
Section A2: Allegations timeliness

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.

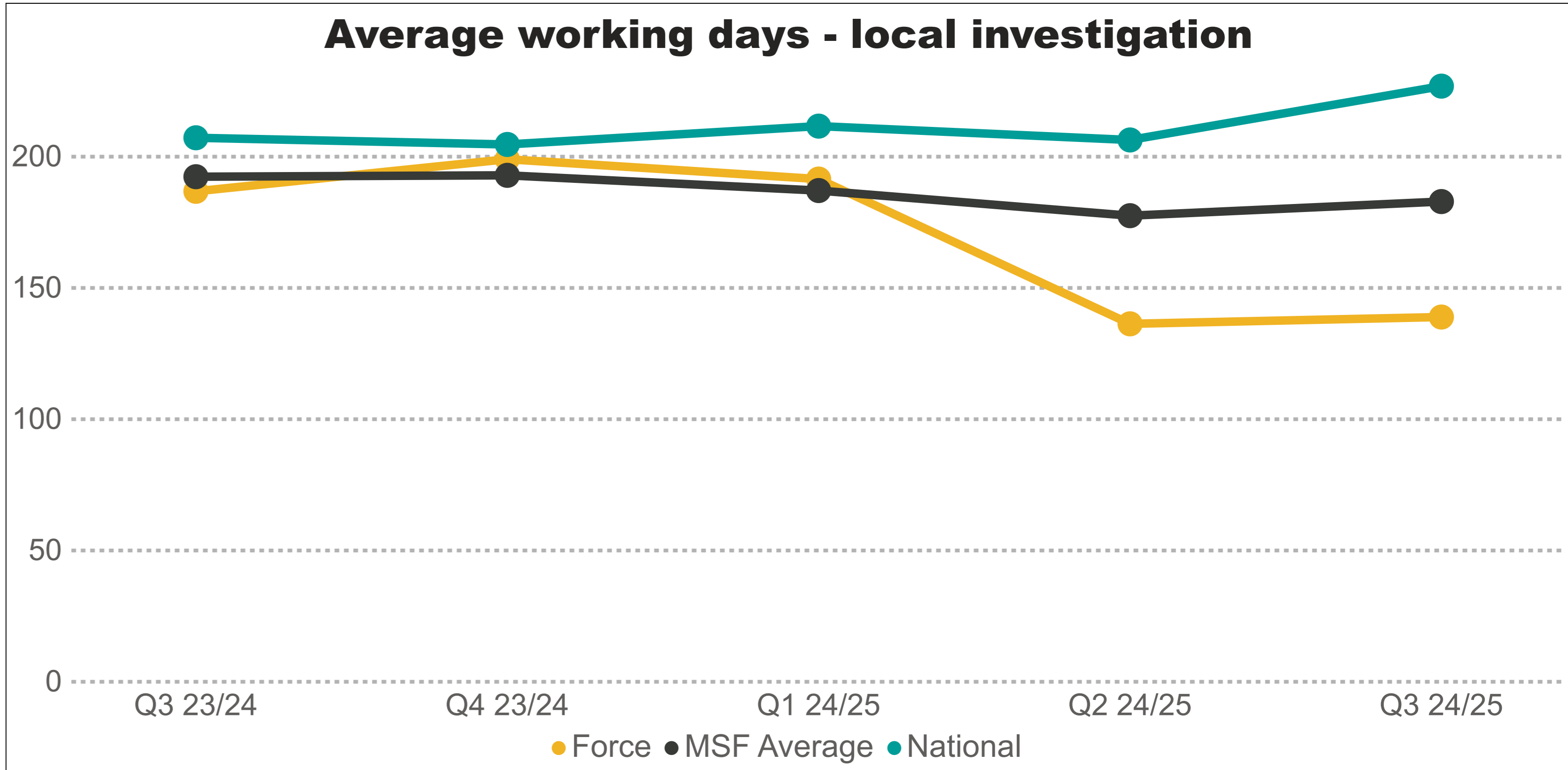
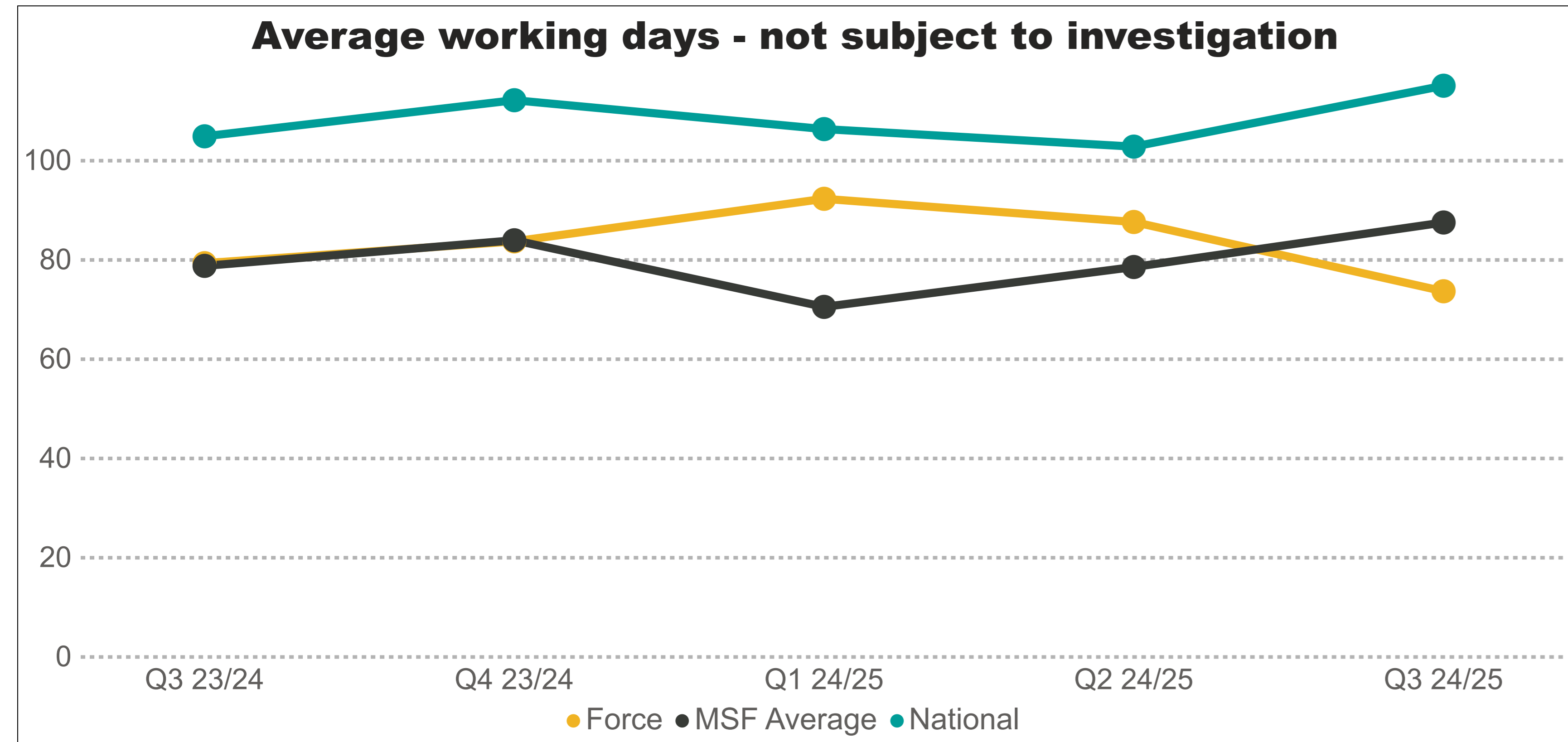
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	1,118	7	695	85	221	159	0	0
SPLY	1,074	7	725	74	220	202	1	287
MSF Average	1,348	14	1,298	81	442	181	2	95
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



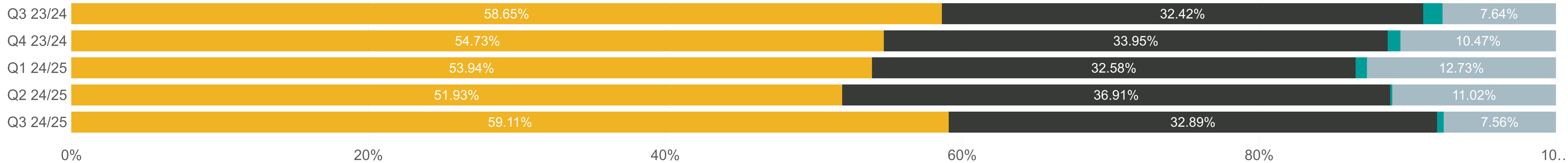
Section A3.1: How allegations were handled and their decisions

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)	212	10 %	428	13 %	12,092	10 %
Under Schedule 3 investigated (subject to special procedures)	9	0 %	16	1 %	1,408	1 %
Under Schedule 3 - not investigated	695	34 %	1298	43 %	53,990	45 %
Outside of Schedule 3	1,118	55 %	1348	44 %	51,937	43 %
Total	2,034	100 %	3090	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					19	3 %	4,006	7 %			22	2 %	1	0 %	347	3 %
Regulation 41 applies							77	0 %			3	0 %			155	1 %
Service provided - unable to determine					72	10 %	4,930	9 %			18	1 %	26	12 %	1,148	9 %
Service provided - not acceptable					83	12 %	7,176	13 %	2	22 %	43	3 %	23	11 %	1,461	12 %
Service provided - acceptable					505	73 %	36,299	67 %			199	14 %	152	72 %	8,649	72 %
Not Resolved	1	0 %	2,767	5 %												
Resolved	1117	100 %	49,169	95 %												
No Case to Answer									4	44 %	796	57 %				
Case to Answer									2	22 %	301	21 %				
Withdrawal					16	2 %	1,501	3 %	1	11 %	26	2 %	10	5 %	332	3 %

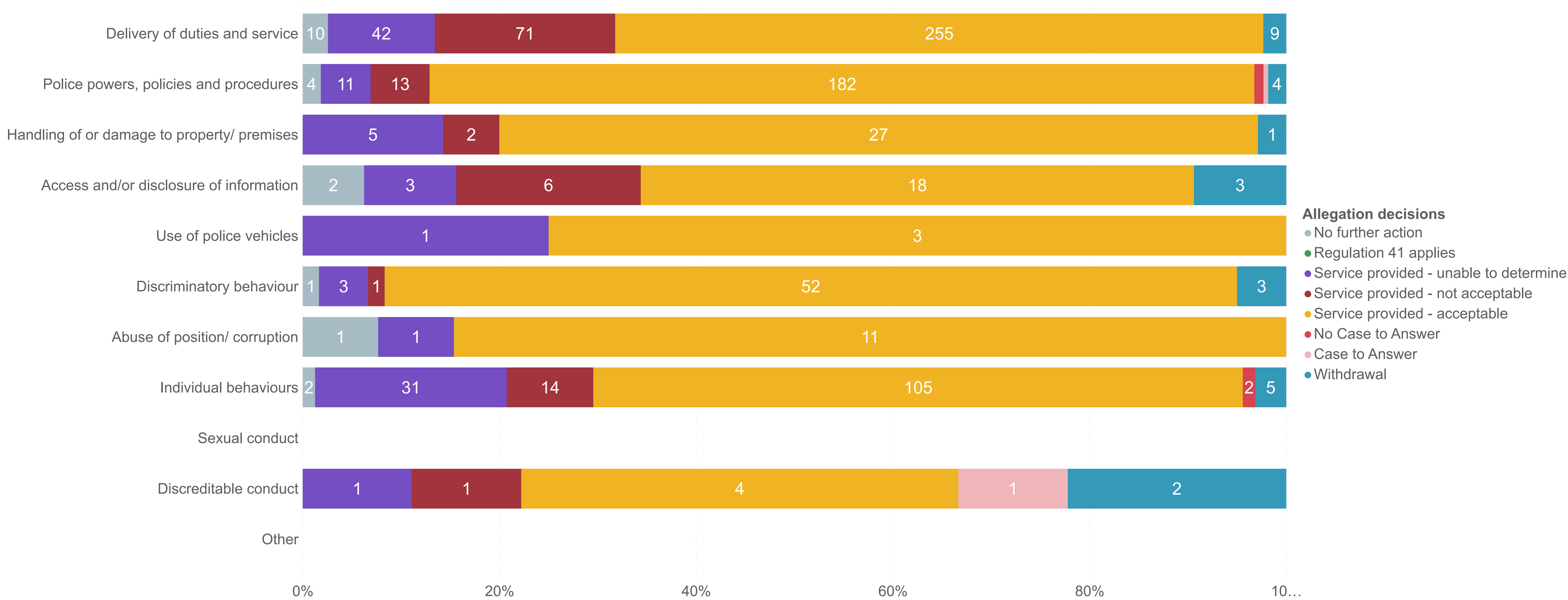
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	730	143	55	4	13	0	0	172	0	0	0	1,117
Not Resolved	1	0	0	0	0	0	0	0	0	0	0	1

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	10	1 %	10	1 %	3	0 %	199	0 %
Learning from reflection	105	9 %	130	12 %	27	3 %	1,462	3 %
Policy review	0	0 %	1	0 %	1	0 %	48	0 %
Goodwill gesture	4	0 %	2	0 %	2	0 %	80	0 %
Apology	72	6 %	79	7 %	115	8 %	4,995	10 %
Debrief	11	1 %	3	0 %	5	0 %	436	1 %
Explanation	888	79 %	769	72 %	970	72 %	32,190	62 %
No further action	3	0 %	24	2 %	128	10 %	5,660	11 %
Other action	23	2 %	21	2 %	86	6 %	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	10	1 %	3	0 %	18	1 %	586	1 %
Apology	19	2 %	10	1 %	52	3 %	2,663	4 %
Debrief	0	0 %	0	0 %	2	0 %	1,928	3 %
Explanation	724	79 %	515	54 %	927	61 %	41,875	62 %
Unsatisfactory Performance Procedure (UPP)	2	0 %	0	0 %	2	0 %	27	0 %
No further action	78	9 %	305	32 %	570	26 %	14,539	22 %
Other action	1	0 %	1	0 %	42	2 %	670	1 %
Learning from reflection	67	7 %	90	10 %	96	5 %	3,600	5 %
Referral to RPRP	8	1 %	11	1 %	23	1 %	1,026	2 %

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

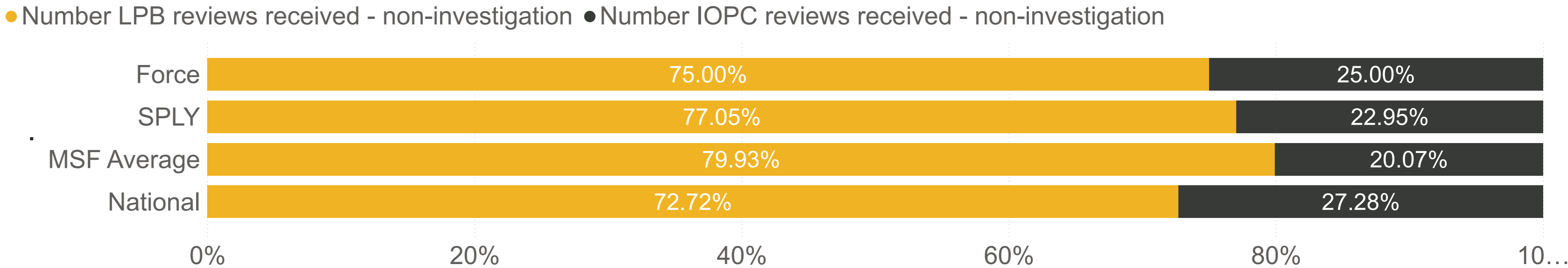
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	11 %	10	53 %	3	8 %	157	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	1	4 %	10	1 %
Other actions following a case to answer decision	1	11 %	0	0 %	1	10 %	93	7 %
Referral to RPRP	4	44 %	1	5 %	6	41 %	230	16 %

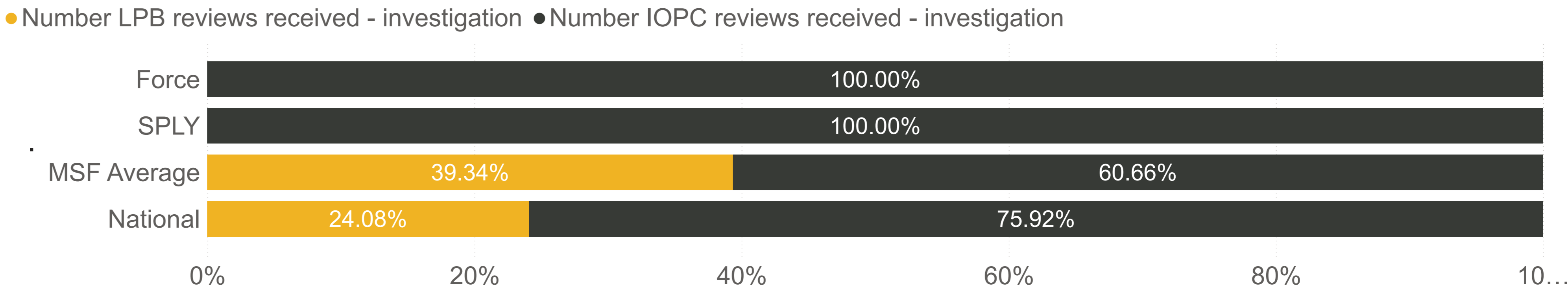
Section C1: Reviews received and timeliness (Year to date)

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	39	13
SPLY	47	14
MSF Average	80	20
National	2,868	1,076

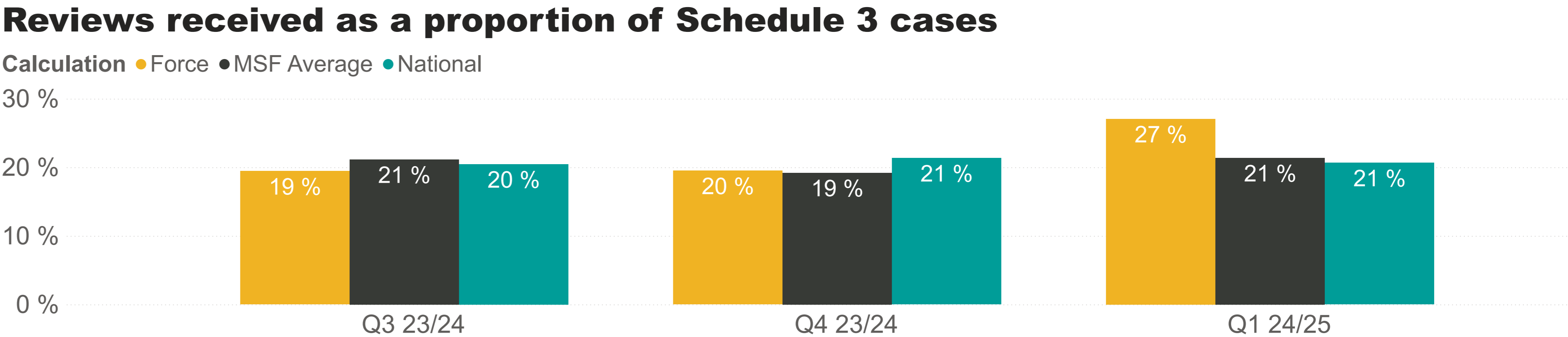


Investigation reviews received	LPB	IOPC
Force	0	16
SPLY	0	10
MSF Average	12	19
National	230	725



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	68	261
SPLY	71	355
MSF Average	131	670
National	4,899	23,364



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	57	60	52	48
Average number of working days to complete IOPC reviews	149	222	139	137

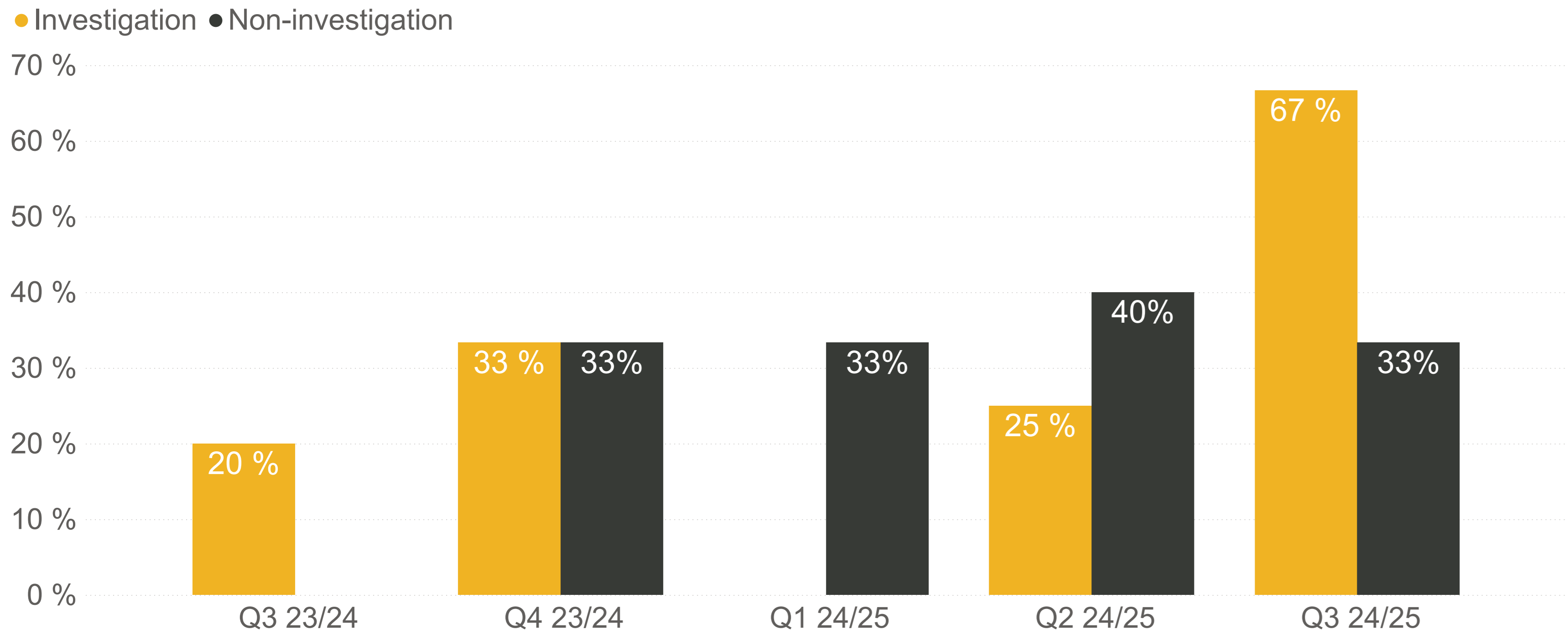
Section C2: Outcomes on reviews

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.

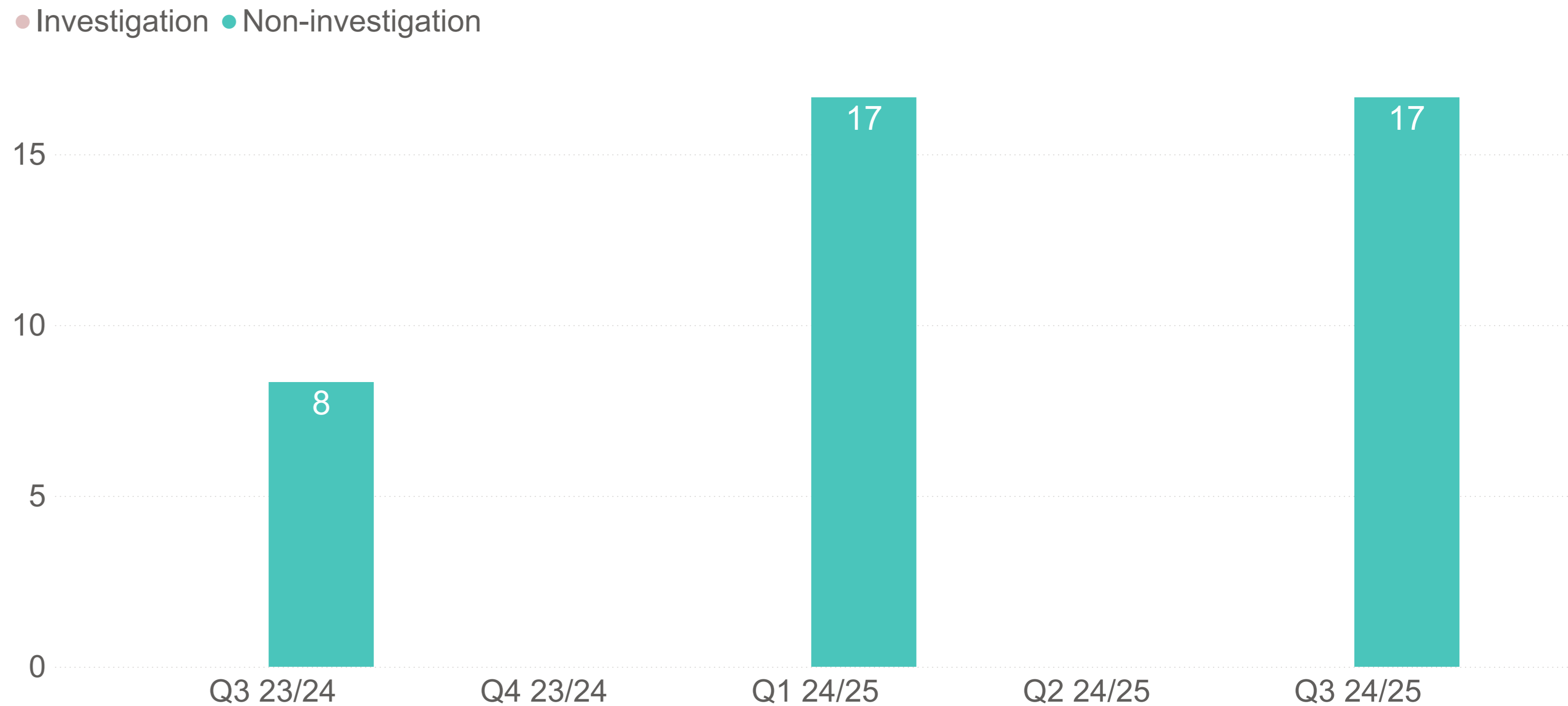
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	14	4	0	
SPLY	13	3	1	1
MSF Average	15	5	14	29
National	631	201	215	57

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	11	4	19	2
SPLY	4	1	54	7
MSF Average	13	3	75	13
National	729	226	2,774	578

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



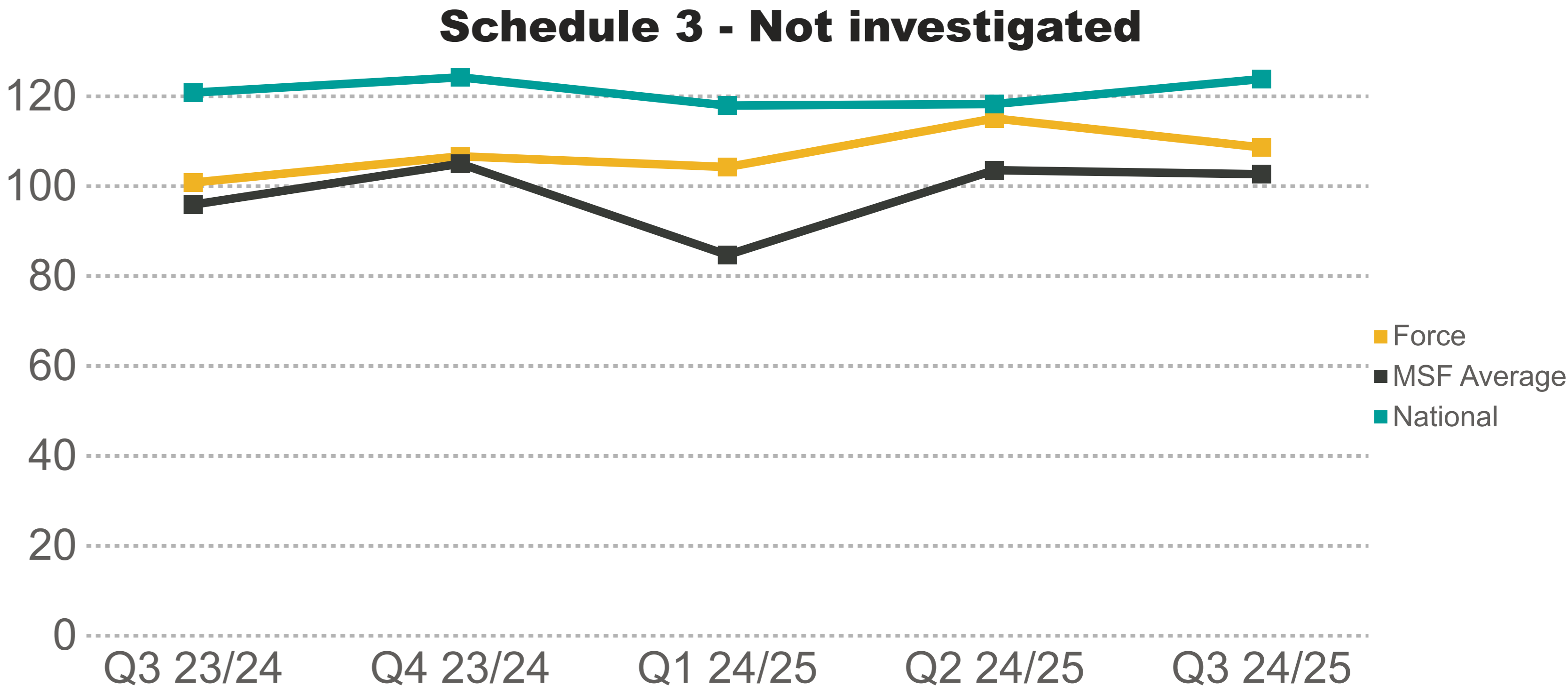
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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.

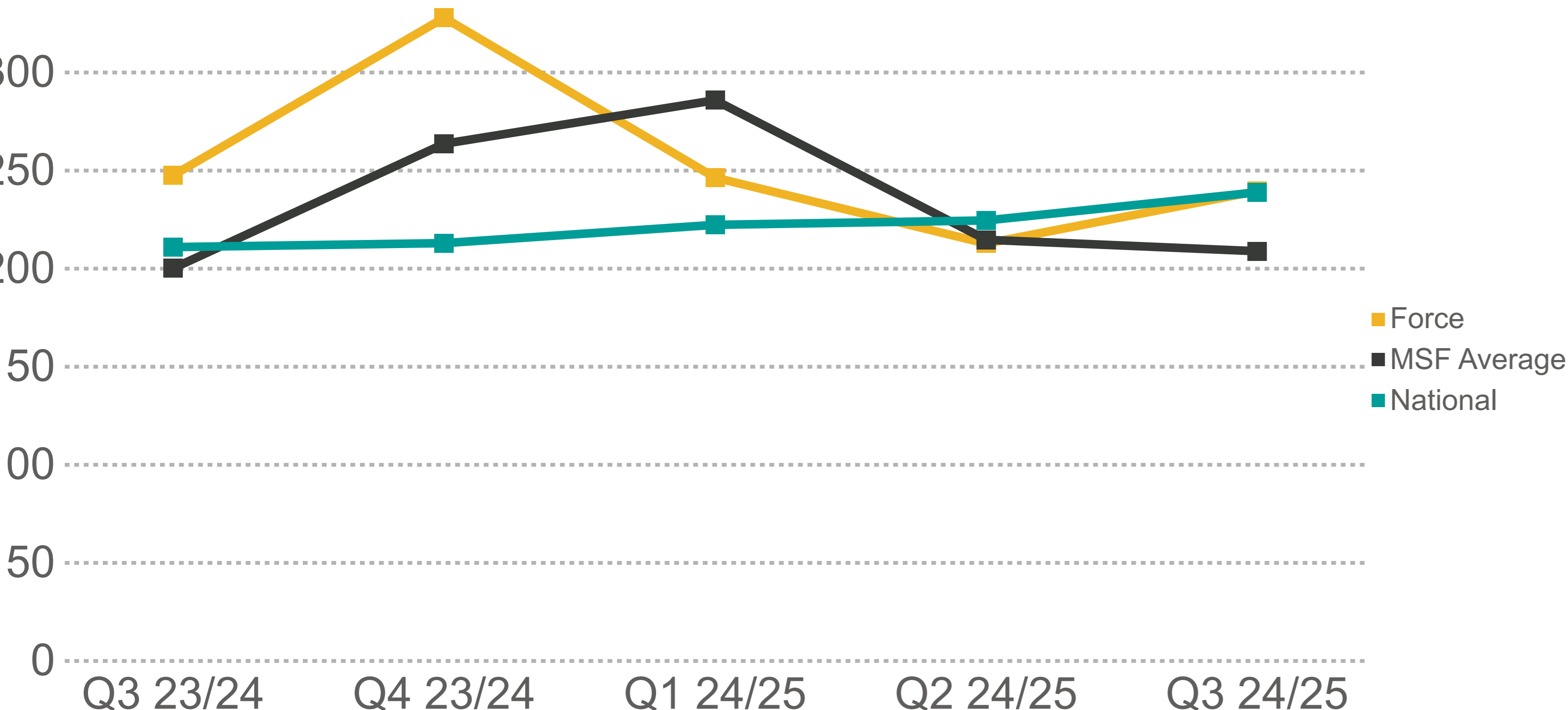
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with 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)	318	396	342	315
Under Schedule 3 investigated (not subject to special procedures)	231	259	230	228
Under Schedule 3 - not investigated	110	98	99	120
Total	135	129	119	142

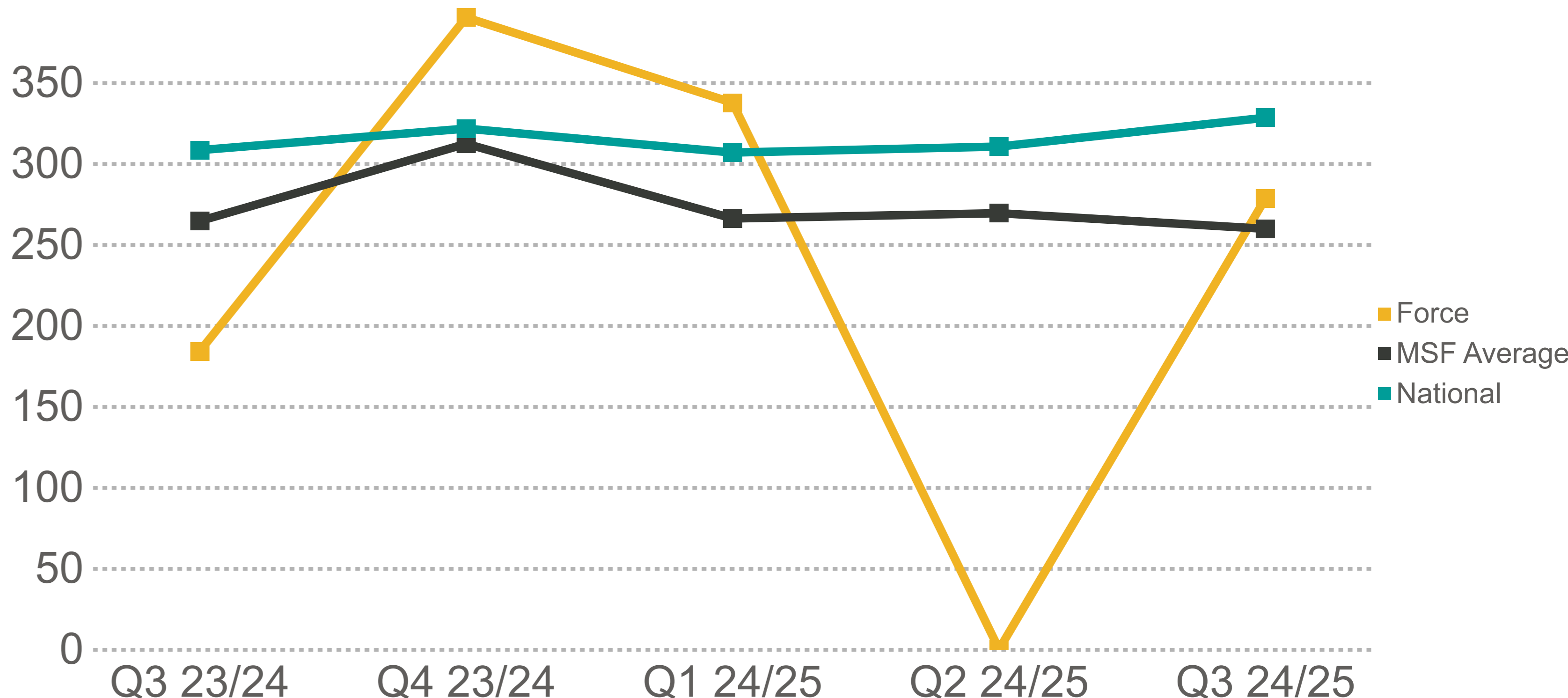
Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	211	292	501	19,007
Under Schedule 3 investigated (not subject to special procedures)	44	56	161	3,833
Under Schedule 3 investigated (subject to special procedures)	6	7	8	524
Total	261	355	670	23,364



Schedule 3 - Investigated (not special procedures)



Schedule 3 - Investigated (special procedures)



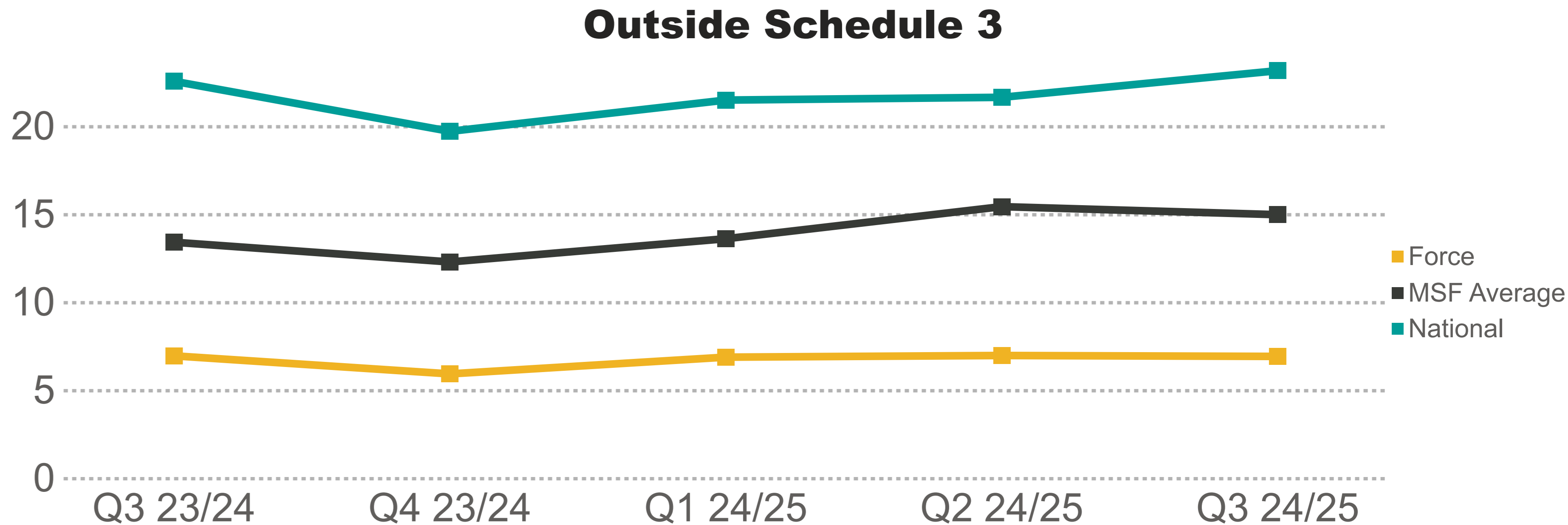
Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates.

Year to date

	Force	SPLY	MSF Average	National
Complaint cases handled outside of Schedule 3	805	676	1133	43520
Average days to finalise complaint cases handled outside of Schedule 3	7	6	15	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	805	76%	676	66%	1,133	63%	43,520	65%
Under Schedule 3 - not investigated	211	20%	292	28%	501	28%	19,007	28%
Under Schedule 3 investigated (not subject to special procedures)	44	4%	56	5%	161	9%	3,834	6%
Under Schedule 3 investigated (subject to special procedures)	6	1%	7	1%	8	0%	524	1%
Total	1,066	100%	1,031	100%	1,803	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.

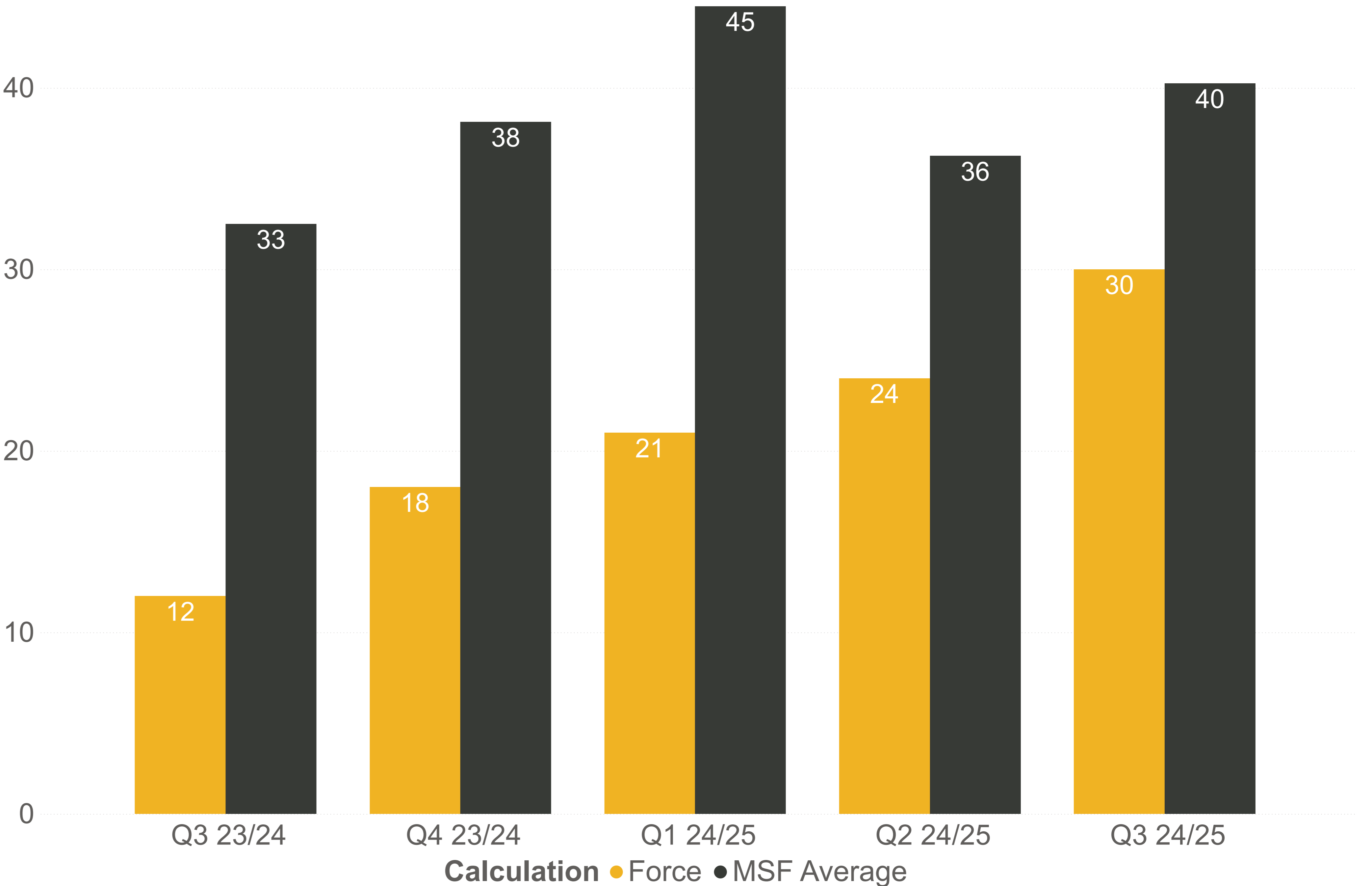
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	75	38	121	5,168
Number referrals completed	70	39	117	5,081
Decision: Independent Investigation	4	1	6	279
Decision: Directed Investigation	0	0	0	23
Decision: Local Investigation	36	24	65	2,754
Decision: Return to Force	29	13	43	1,907
Decision: Invalid	1	1	2	116

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Avon And Somerset, Essex, Hampshire, Hertfordshire, Leicestershire, Staffordshire, Sussex, Thames Valley

Notes

Data sources

- Data in this bulletin is taken from XML data submissions made by forces to the IOPC every quarter except for IOPC performance data which is taken from the IOPC case management system.
- Police force employee numbers are taken from the latest [police workforce England and Wales statistics](#) published by the Home Office.
- The most similar force (MSF) groups used for the calculation of the MSF averages in this bulletin are those determined by HMICFRS. Please note that the British Transport Police and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).
- Figures for City of London include complaint cases logged in relation to 'Action Fraud'. Action Fraud is the UK's national reporting centre for fraud and cybercrime. The service is run by the City of London Police, which is the national policing lead for economic crime.

Performance Framework counting rules and calculation

- The counting rules and calculations used to produce the data shown in this bulletin can be found on the [IOPC website](#).
- Average times are presented in working days and do not include weekends or bank holidays.
- Some percentages may add up to more or less than 100% due to rounding.
- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

Data constraints

- The data is sourced from live case management systems and provides a snapshot of information as it was at that time. Therefore, there may be variances between the information in this bulletin and information reported at a later date.

Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the [IOPC website](#).
- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC's [Guidance on capturing data about police complaints](#).
- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC's [Statutory Guidance on the police complaints system \(February 2020\)](#).