

Interim Police Complaints Information Bulletin: Lancashire

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

Most Similar Force (MSF) Group: Humberside, Kent, Lancashire, Northumbria, Nottinghamshire, South Wales, South Yorkshire, West Yorkshire

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

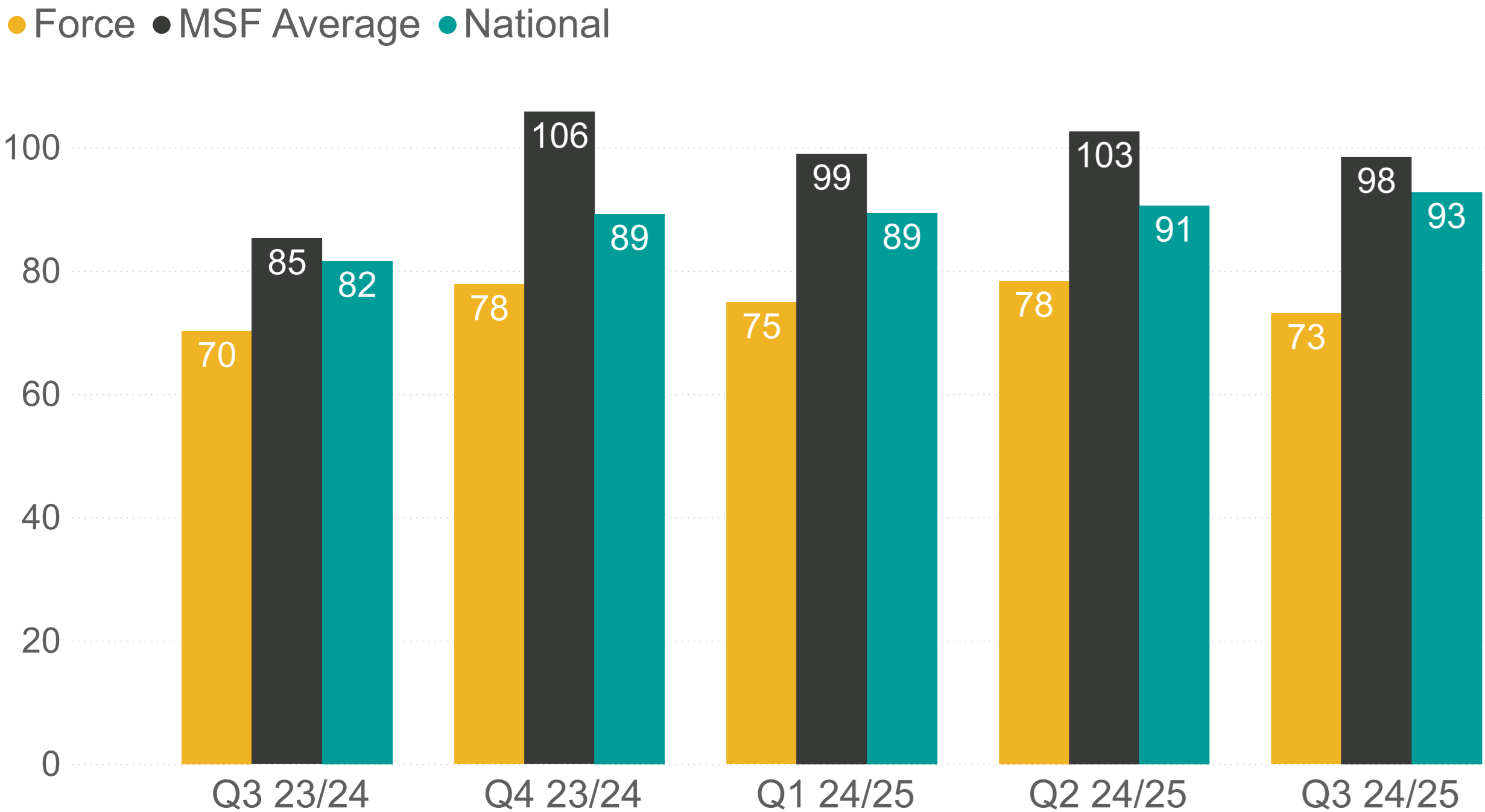
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

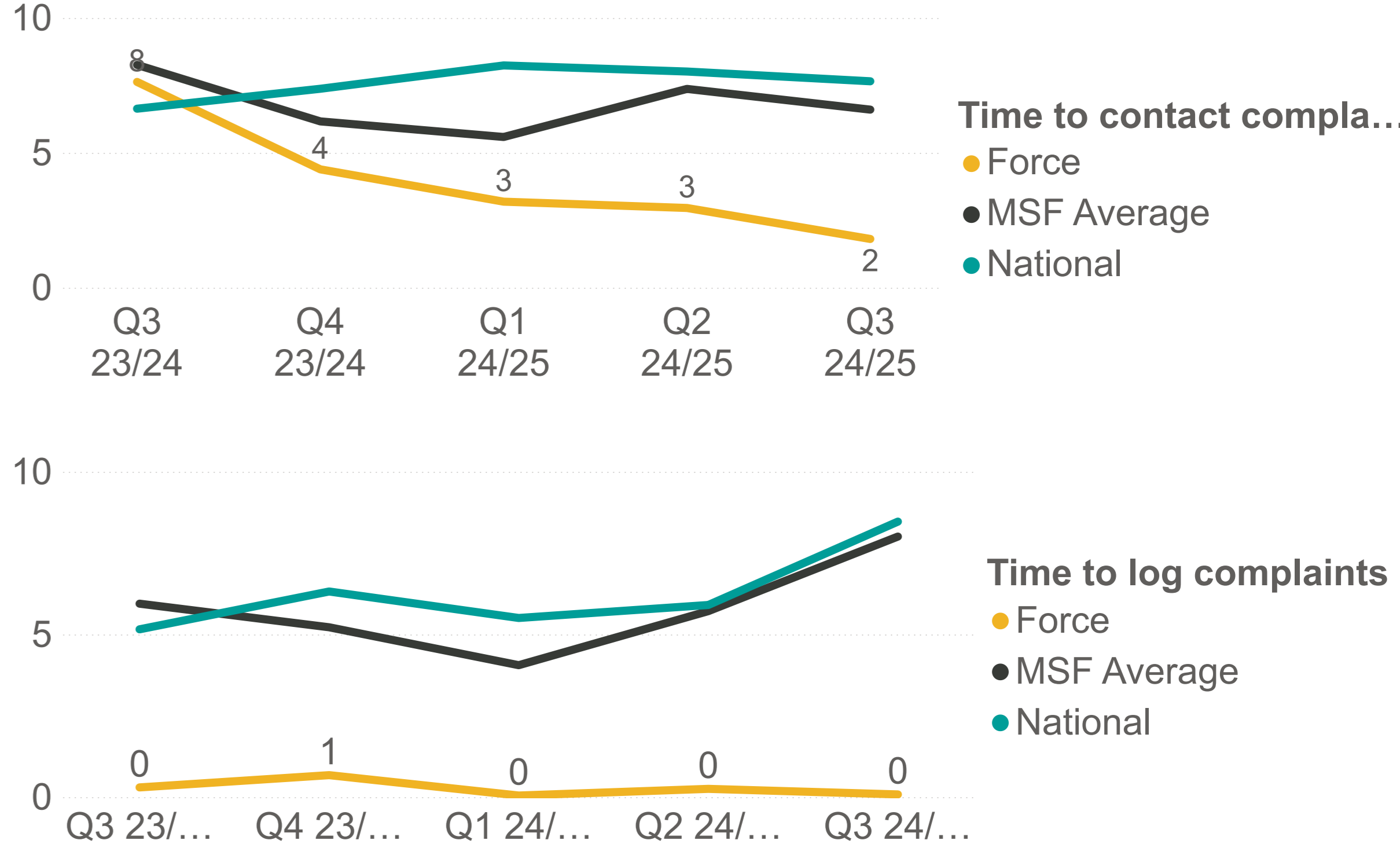
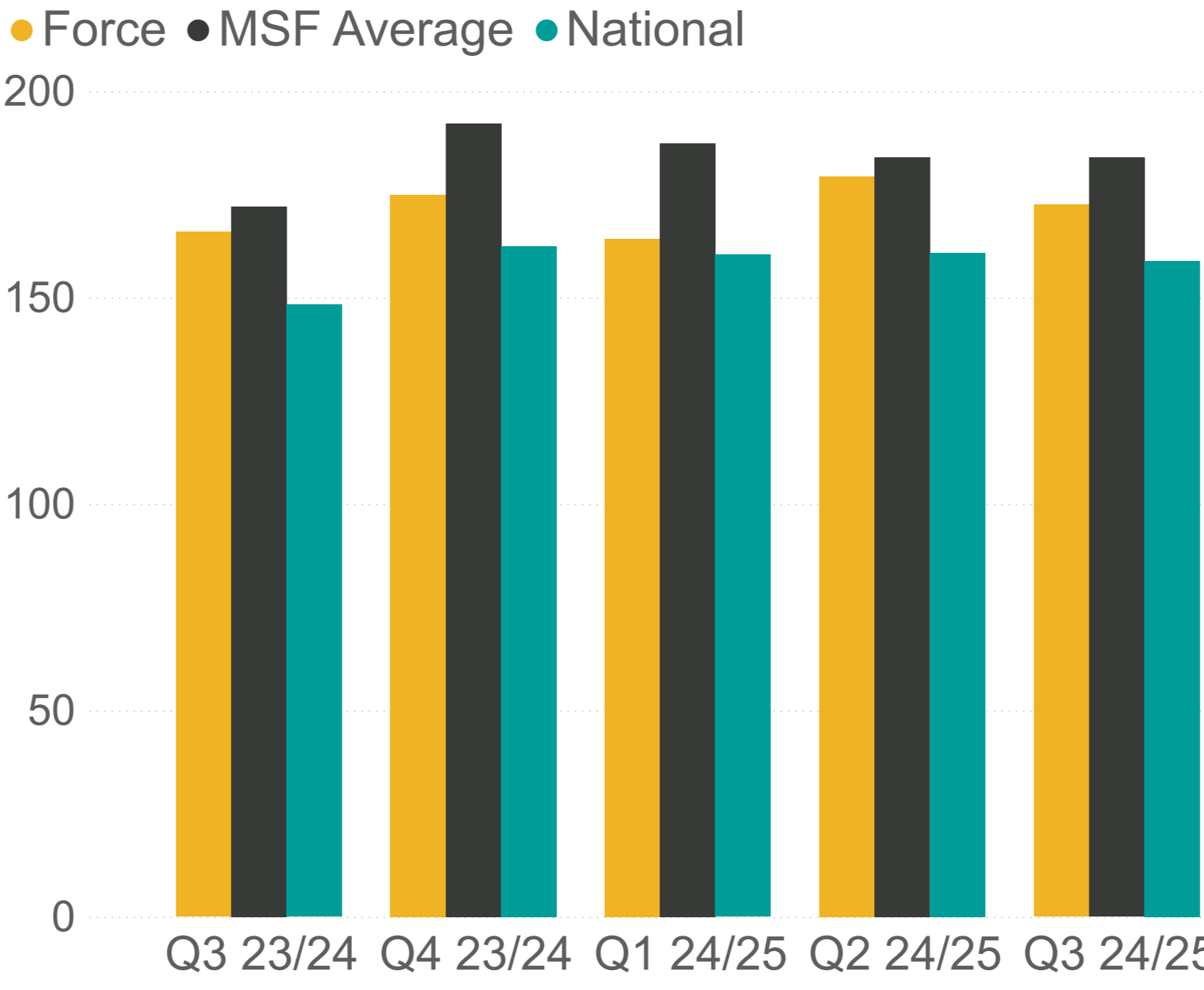
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	1,424	226	3,246	516	3	0
SPLY	1,410	227	2,976	479	8	0
MSF Average	1,876	300	3,389	555	7	6
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	121	58	143	9,603
Complainant wishes the complaint be recorded	196	135	224	4,564
Dissatisfaction after initial handling	39	45	96	3,723
Nature of the allegation(s) in the complaint	123	249	216	5,364
Total	479	487	678	23,254

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	25 %	12 %	25 %	41 %
Complainant wishes the complaint be recorded	41 %	28 %	25 %	20 %
Dissatisfaction after initial handling	8 %	9 %	18 %	16 %
Nature of the allegation(s) in the complaint	26 %	51 %	31 %	23 %

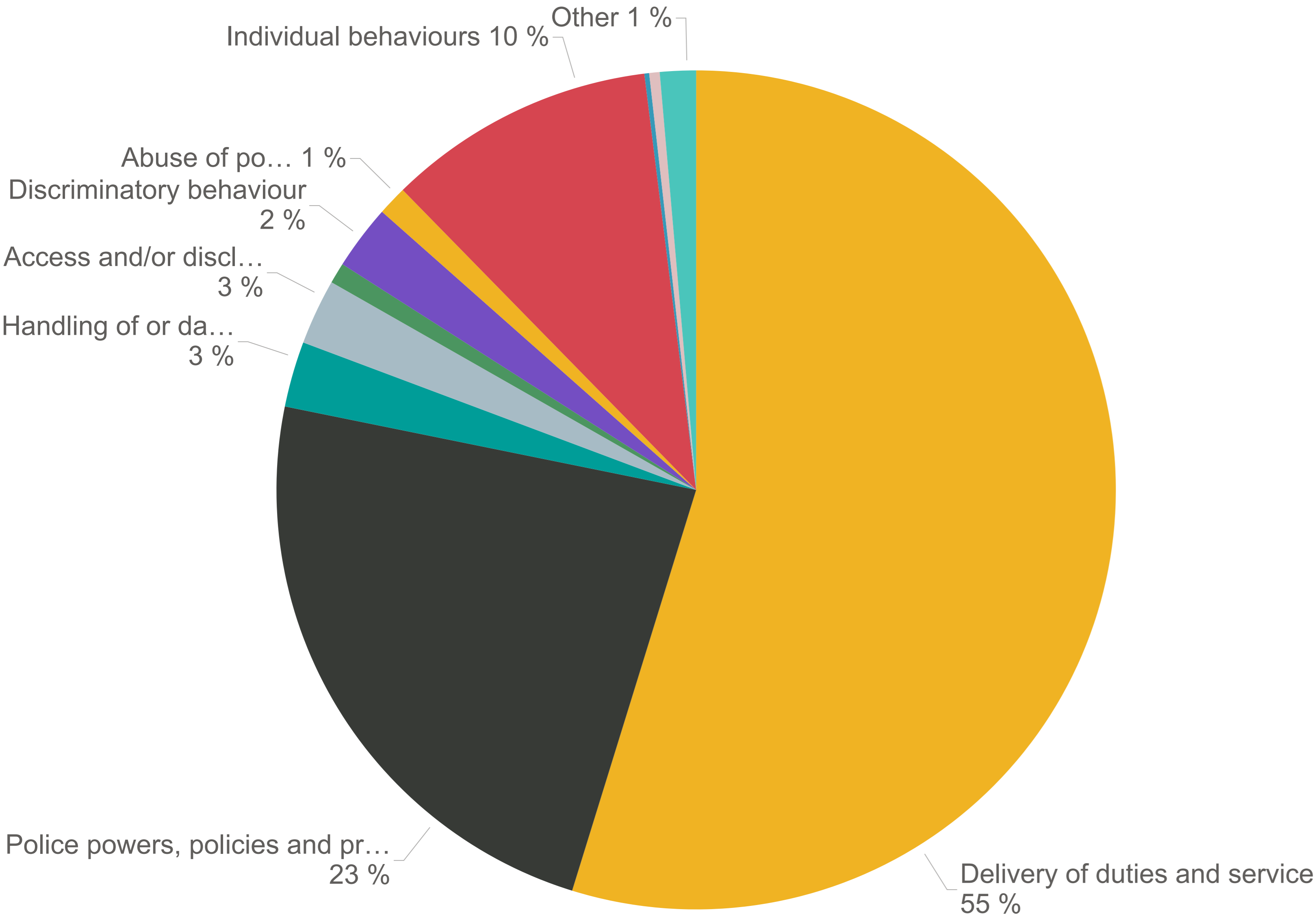
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

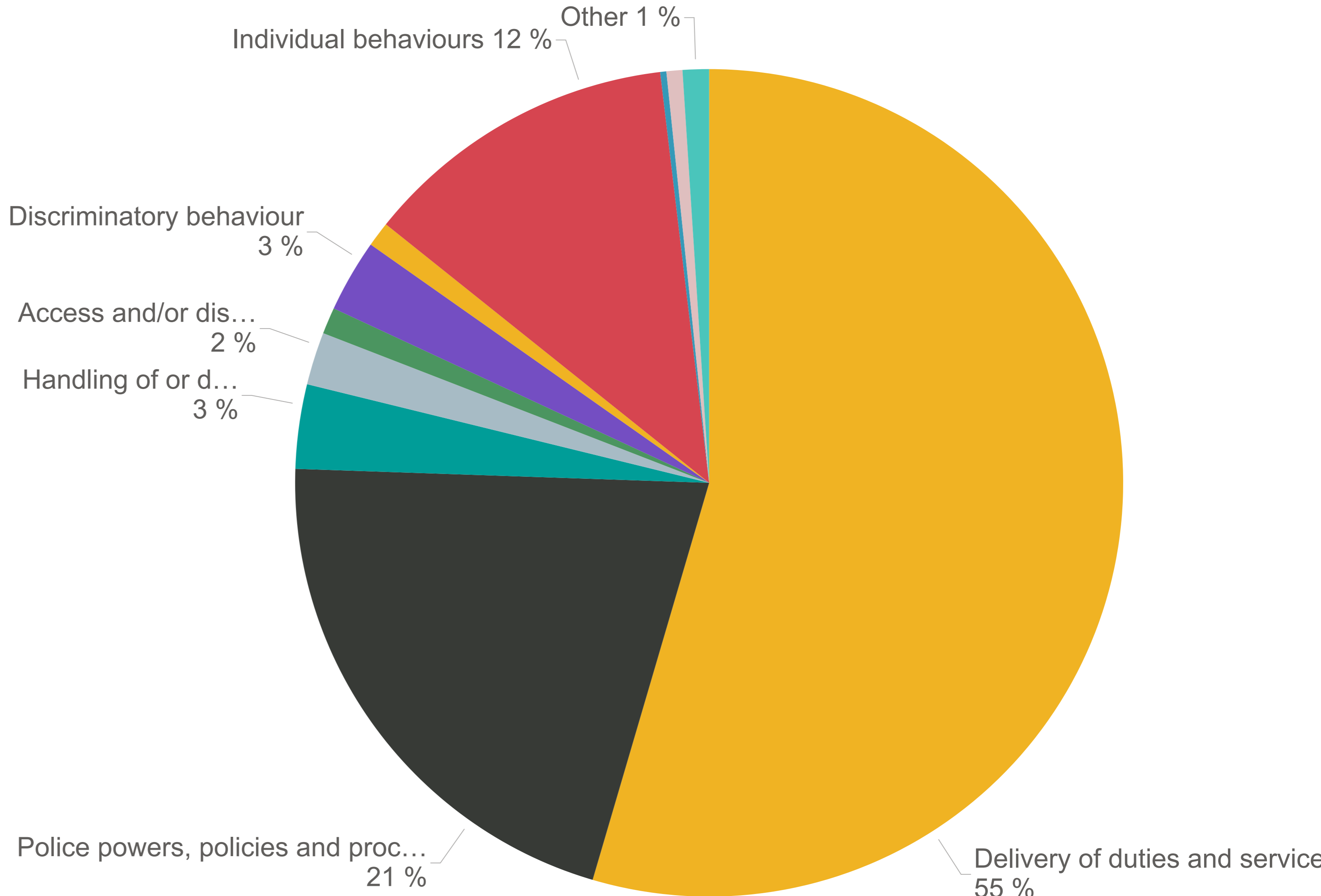
What has been complained about (YTD)

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	1,778	760	82	82	26	81	37	336	6	13	45	3,246
SPLY	1,631	744	46	63	27	89	30	294	4	10	38	2,976
MSF Average	1,820	691	106	86	32	104	43	432	6	16	52	3,388
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	1,778	55 %	1,631	55 %	1,820	55 %	66,726	55 %	
	Police action following contact	660	37 %	726	45 %	578	32 %	27,618	41 %	
	General level of service	514	29 %	379	23 %	736	40 %	21,727	33 %	
	Decisions	381	21 %	328	20 %	322	17 %	9,699	15 %	
	Information	223	13 %	198	12 %	184	10 %	7,682	12 %	
Police powers, policies and procedures	Total	760	23 %	744	25 %	691	20 %	25,687	21 %	
	Use of force	196	26 %	190	26 %	195	28 %	6,584	26 %	
	Power to arrest and detain	142	19 %	126	17 %	112	16 %	4,643	18 %	
	Detention in police custody	106	14 %	169	23 %	103	15 %	3,661	14 %	
	Searches of premises and seizure of property	96	13 %	101	14 %	102	15 %	3,261	13 %	
	Other policies and procedures	77	10 %	53	7 %	59	9 %	2,576	10 %	
	Evidential procedures	63	8 %	27	4 %	58	8 %	1,861	7 %	
	Bail, identification and interview procedures	35	5 %	38	5 %	31	4 %	1,489	6 %	
	Stops, and stop and search	34	4 %	29	4 %	23	4 %	1,218	5 %	
	Out of court disposals	11	1 %	11	1 %	9	1 %	393	2 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	Total	336	10 %	294	10 %	432	12 %	15,132	12 %
		Impolite language / tone	112	33 %	125	43 %	103	25 %	3,890	26 %
		Lack of fairness and impartiality	68	20 %	44	15 %	59	14 %	2,089	14 %
Unprofessional attitude and disrespect		61	18 %	67	23 %	123	30 %	4,272	28 %	
Impolite and intolerant actions		50	15 %	24	8 %	83	17 %	2,311	15 %	
Overbearing or harassing behaviours		45	13 %	34	12 %	64	12 %	2,570	17 %	
Handling of or damage to property/ premises	Total	82	3 %	46	2 %	106	3 %	3,932	3 %	
	Handling of or damage to property/ premises	82	100 %	46	100 %	106	100 %	3,931	98 %	
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	
Access and/or disclosure of information	Total	82	3 %	63	2 %	86	2 %	2,522	2 %	
	Disclosure of information	50	61 %	52	83 %	51	63 %	1,678	67 %	
	Handling of information	17	21 %	8	13 %	25	24 %	552	22 %	
	Use of police systems	9	11 %	2	3 %	6	9 %	191	8 %	
	Accessing and handling of information from other sources	6	7 %	1	2 %	3	4 %	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	1,112	34 %	1,205	40 %	1,187	36 %	46,292	38 %
Arrest	470	14 %	470	16 %	439	13 %	15,683	13 %
None	441	14 %	352	12 %	580	17 %	22,863	19 %
Roads/traffic	253	8 %	262	9 %	169	5 %	7,298	6 %
Custody	209	6 %	274	9 %	196	6 %	7,020	6 %
Mental health	182	6 %	140	5 %	118	3 %	3,667	3 %
Neighbourhood policing	168	5 %	179	6 %	129	4 %	5,699	5 %
Domestic / gender abuse	127	4 %	176	6 %	179	5 %	6,828	6 %
VAWG - dissatisfaction handling	108	3 %	85	3 %	129	4 %	5,179	4 %
Call Handling	104	3 %	111	4 %	134	4 %	5,209	4 %
Child protection / CSA / CSE	92	3 %	63	2 %	58	2 %	2,199	2 %
Premises search	75	2 %	69	2 %	77	2 %	2,989	2 %
Drugs / alcohol	63	2 %	83	3 %	53	2 %	1,408	1 %
Death	56	2 %	30	1 %	34	1 %	1,105	1 %
Public order incident	45	1 %	17	1 %	32	1 %	972	1 %
Stop and/or search	38	1 %	42	1 %	40	1 %	2,543	2 %
Missing persons	21	1 %	16	1 %	24	1 %	771	1 %
Restraint equipment	16	0 %	10	0 %	27	1 %	1,321	1 %
Fraud	11	0 %	10	0 %	13	0 %	779	1 %
Hate Crime	7	0 %	13	0 %	23	1 %	699	1 %
Firearms	6	0 %	6	0 %	10	0 %	559	0 %
Serious injury	5	0 %	0	0 %	8	0 %	256	0 %
VAWG - police perpetrated	5	0 %	0	0 %	24	1 %	848	1 %
Police dogs or horses	4	0 %	4	0 %	2	0 %	76	0 %
Covert policing	3	0 %	1	0 %	2	0 %	66	0 %
Social media	3	0 %	10	0 %	14	0 %	506	0 %
PPDA	1	0 %	0	0 %	2	0 %	27	0 %
Coronavirus - other	0	0 %	3	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 - Police victim	0	0 %	0	0 %	0	0 %	3	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	1	0 %	4	0 %
Taser	0	0 %	3	0 %	3	0 %	146	0 %
Unknown	0	0 %	10	0 %	0	0 %	23	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	16	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	23	0 %
VAWG - police victim	0	0 %	0	0 %	7	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	Access and/or disclosure of information	Individual behaviours
VAWG - police perpetrated	0	1	0	0	2
VAWG - dissatisfaction handling	80	10	0	3	12
Stop and/or search	4	24	1	0	5
Social media	2	0	0	1	0
Serious injury	1	4	0	0	0
Roads/traffic	120	54	6	3	39
Restraint equipment	0	15	0	0	0
Public order incident	18	18	0	1	3
Premises search	15	46	6	1	7
PPDA	0	0	0	0	1
Police dogs or horses	2	1	0	0	1
None	223	40	23	39	72
Neighbourhood policing	123	14	0	4	18
Missing persons	15	4	1	1	0
Mental health	77	43	5	0	36
Investigation	830	116	18	17	74
Hate Crime	4	0	0	0	0
Fraud	9	1	0	0	0
Firearms	3	1	0	0	0
Drugs / alcohol	19	34	1	1	4
Domestic / gender abuse	82	20	1	2	20
Death	49	4	1	1	0
Custody	52	129	6	2	8
Covert policing	3	0	0	0	0
Child protection / CSA / CSE	53	23	2	2	6
Call Handling	76	4	0	1	19
Arrest	120	264	19	4	37
Total	1,730	712	79	78	326

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	23	0	0	23
Q4 23/24	34	1	0	35
Q1 24/25	24	2	0	26
Q2 24/25	59	1	0	60
Q3 24/25	25	2	0	27
Total	165	6	0	171

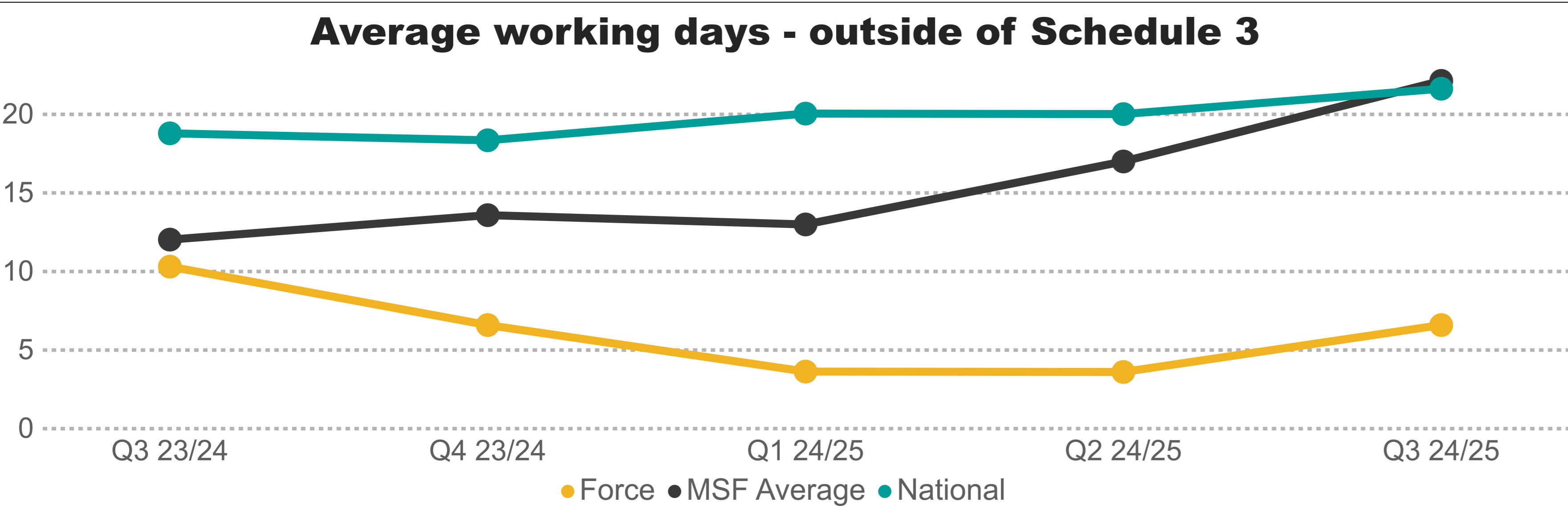
Section A2: Allegations timeliness

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.

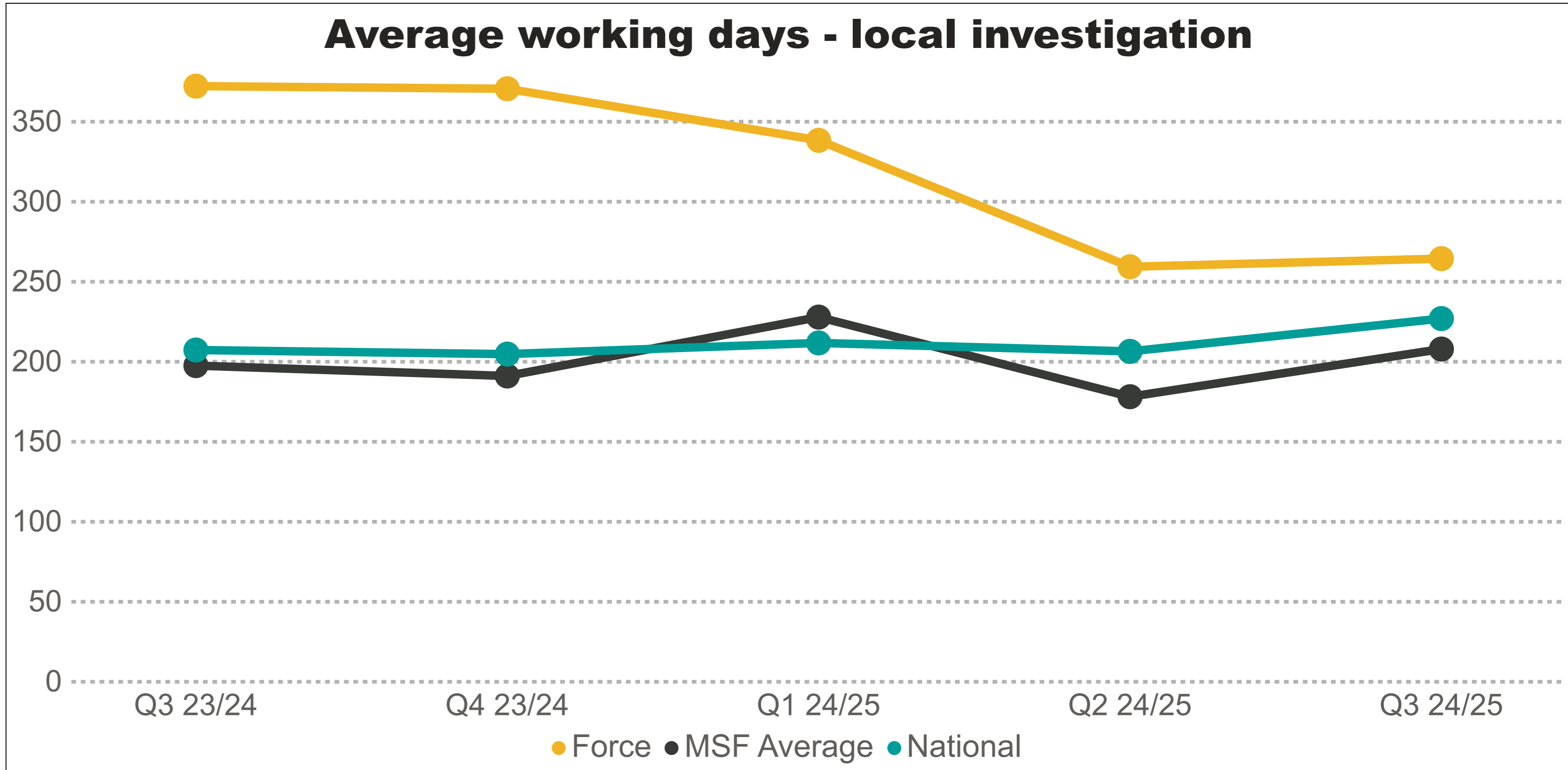
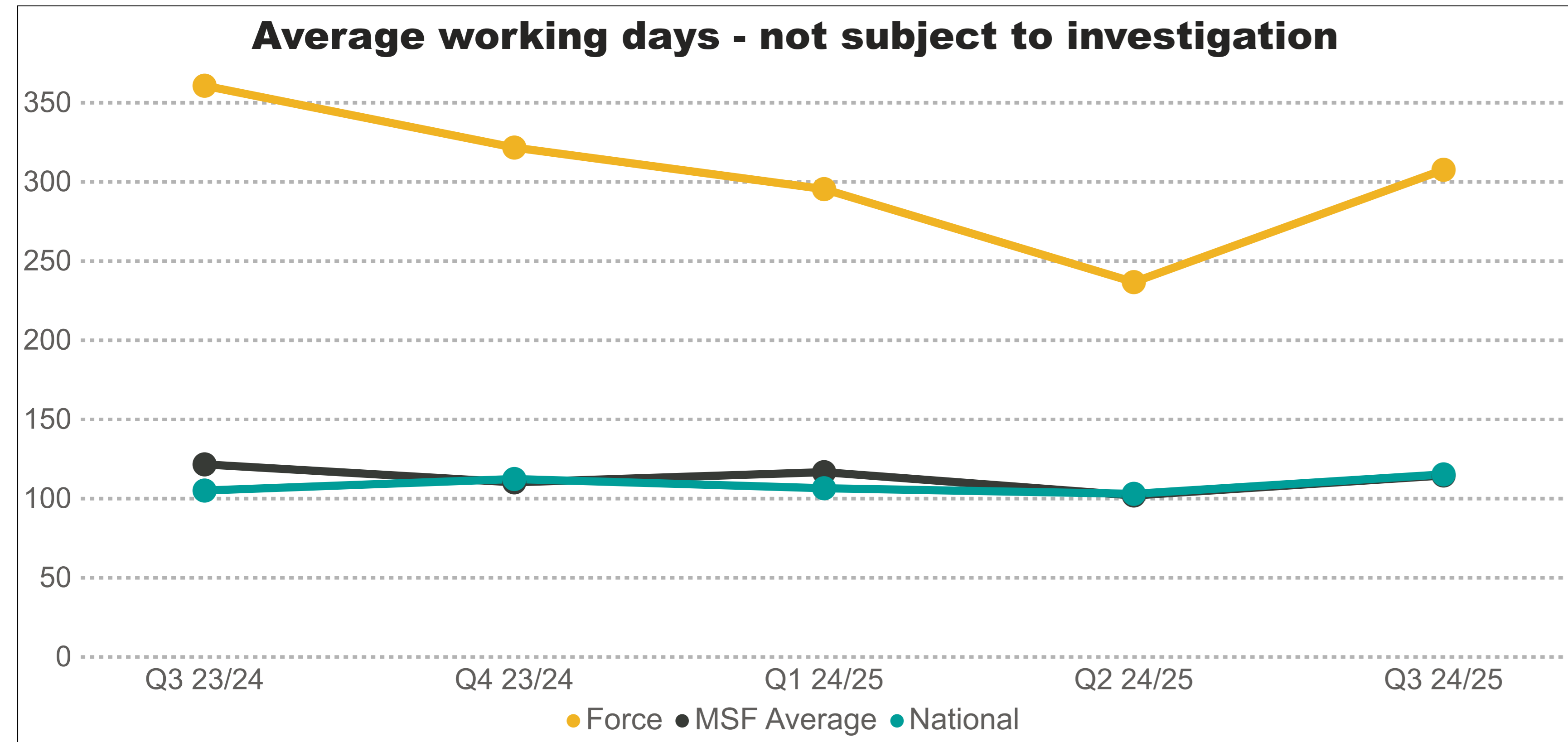
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	1,038	5	1,273	288	439	289	20	210
SPLY	1,024	6	1,306	344	201	352	0	0
MSF Average	1,288	17	1,365	110	405	205	6	291
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	130
National	17	574



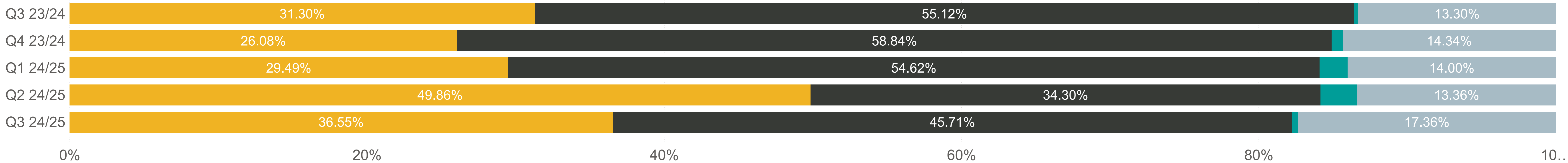
Section A3.1: How allegations were handled and their decisions

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)	418	15 %	384	11 %	12,092	10 %
Under Schedule 3 investigated (subject to special procedures)	41	1 %	26	1 %	1,408	1 %
Under Schedule 3 - not investigated	1,273	46 %	1365	43 %	53,990	45 %
Outside of Schedule 3	1,038	37 %	1288	44 %	51,937	43 %
Total	2,770	100 %	3063	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					30	2 %	4,006	7 %			22	2 %	8	2 %	347	3 %
Regulation 41 applies							77	0 %			3	0 %			155	1 %
Service provided - unable to determine					121	10 %	4,930	9 %	1	2 %	18	1 %	34	8 %	1,148	9 %
Service provided - not acceptable					168	13 %	7,176	13 %	1	2 %	43	3 %	31	7 %	1,461	12 %
Service provided - acceptable					883	69 %	36,299	67 %	3	7 %	199	14 %	335	80 %	8,649	72 %
Not Resolved	78	8 %	2,767	5 %												
Resolved	960	92 %	49,169	95 %												
No Case to Answer									21	51 %	796	57 %				
Case to Answer									14	34 %	301	21 %				
Withdrawal					71	6 %	1,501	3 %	1	2 %	26	2 %	10	2 %	332	3 %

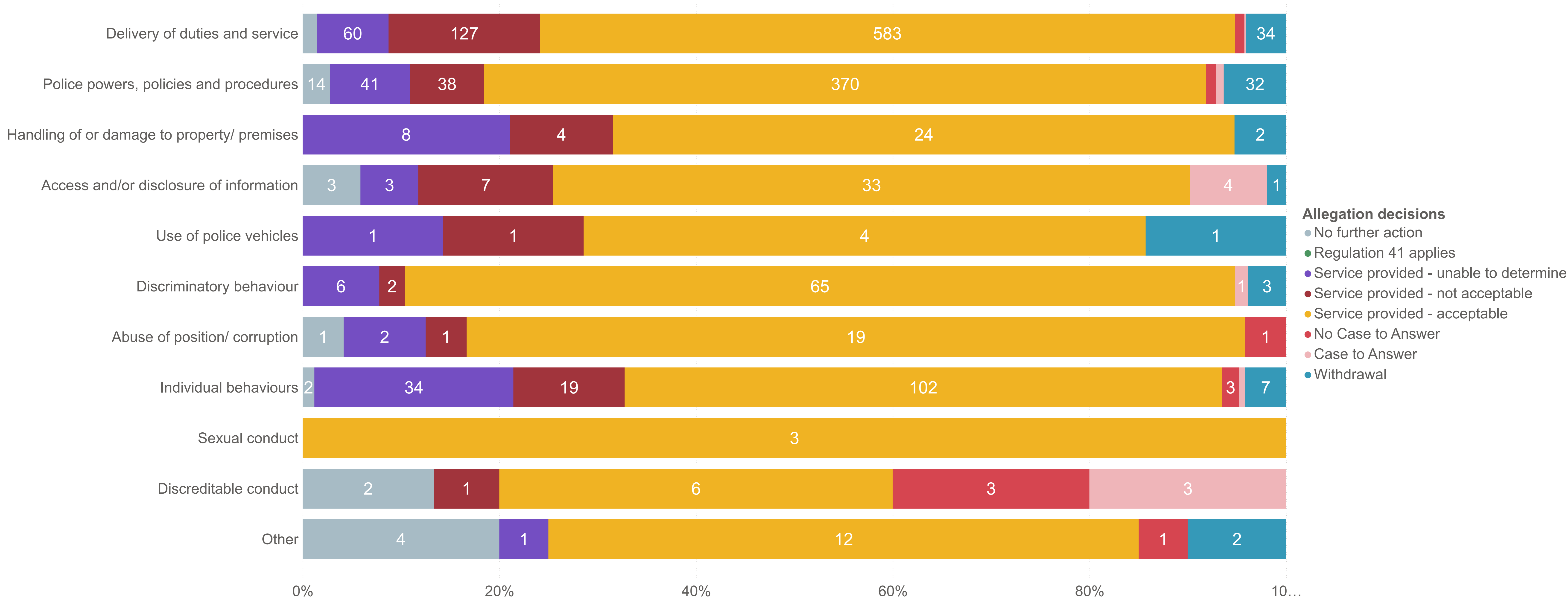
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	631	141	36	18	18	1	1	96	0	3	15	960
Not Resolved	49	13	0	1	0	2	0	9	0	0	4	78

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	2	0 %	3	0 %	8	1 %	199	0 %
Learning from reflection	12	1 %	22	2 %	80	5 %	1,462	3 %
Policy review	0	0 %	0	0 %	2	0 %	48	0 %
Goodwill gesture	1	0 %	0	0 %	2	0 %	80	0 %
Apology	126	12 %	123	12 %	144	14 %	4,995	10 %
Debrief	5	0 %	4	0 %	17	2 %	436	1 %
Explanation	674	65 %	637	62 %	724	58 %	32,190	62 %
No further action	157	15 %	204	20 %	158	11 %	5,660	11 %
Other action	60	6 %	20	2 %	126	8 %	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 %	6	0 %	15	1 %	586	1 %
Apology	52	3 %	54	4 %	109	5 %	2,663	4 %
Debrief	15	1 %	1	0 %	13	0 %	1,928	3 %
Explanation	1,113	64 %	651	43 %	1,133	64 %	41,875	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	27	0 %
No further action	394	23 %	634	42 %	333	20 %	14,539	22 %
Other action	6	0 %	9	1 %	16	1 %	670	1 %
Learning from reflection	89	5 %	80	5 %	116	6 %	3,600	5 %
Referral to RPRP	31	2 %	46	3 %	20	1 %	1,026	2 %

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

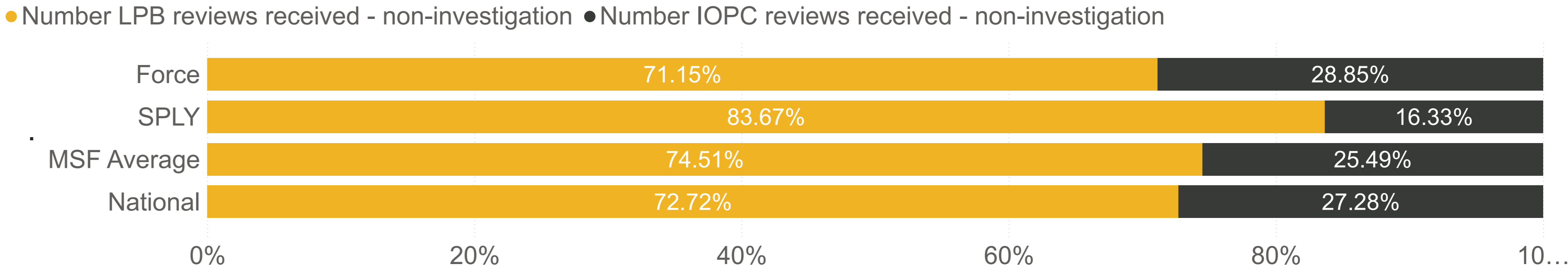
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	9	22 %	0	0 %	5	14 %	157	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	10	1 %
Other actions following a case to answer decision	1	2 %	0	0 %	3	9 %	93	7 %
Referral to RPRP	3	7 %	6	75 %	3	11 %	230	16 %

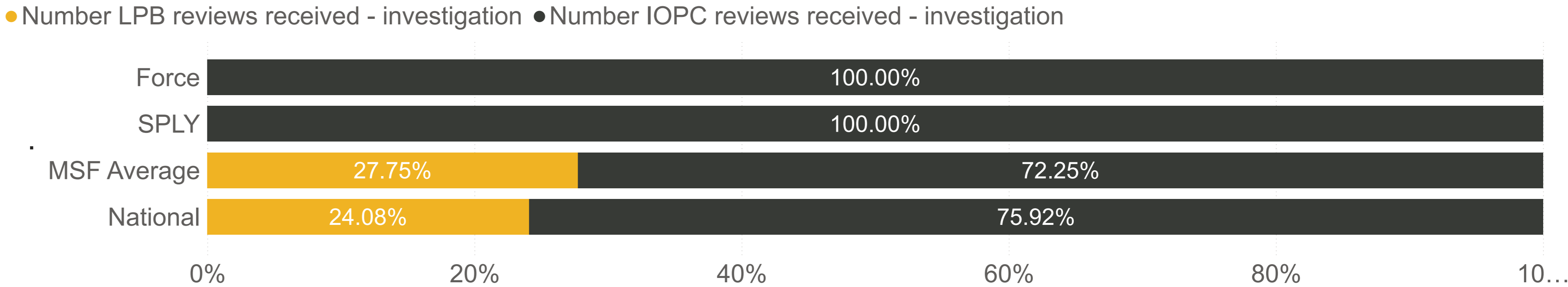
Section C1: Reviews received and timeliness (Year to date)

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	37	15
SPLY	41	8
MSF Average	86	29
National	2,868	1,076

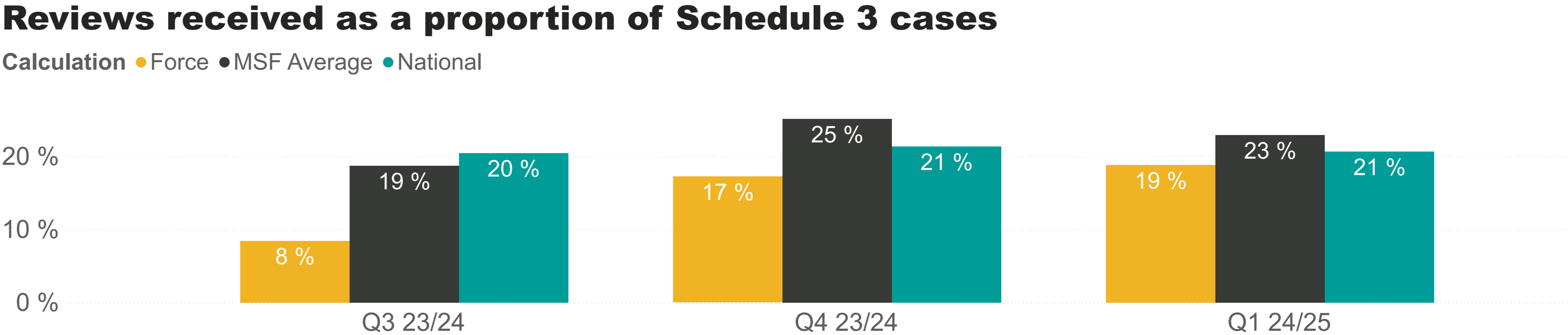


Investigation reviews received	LPB	IOPC
Force	0	17
SPLY	0	5
MSF Average	8	21
National	230	725



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	69	499
SPLY	54	459
MSF Average	144	695
National	4,899	23,364



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	92	51	31	48
Average number of working days to complete IOPC reviews	117	145	132	137

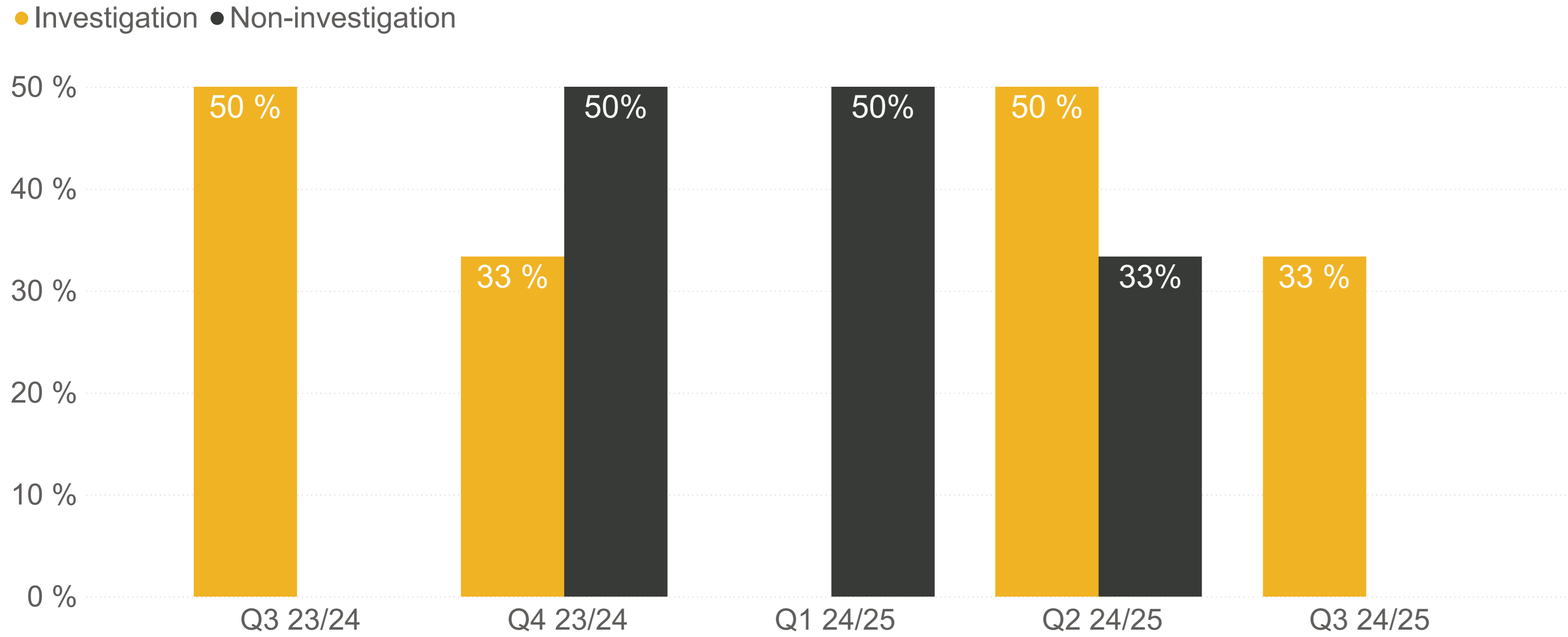
Section C2: Outcomes on reviews

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.

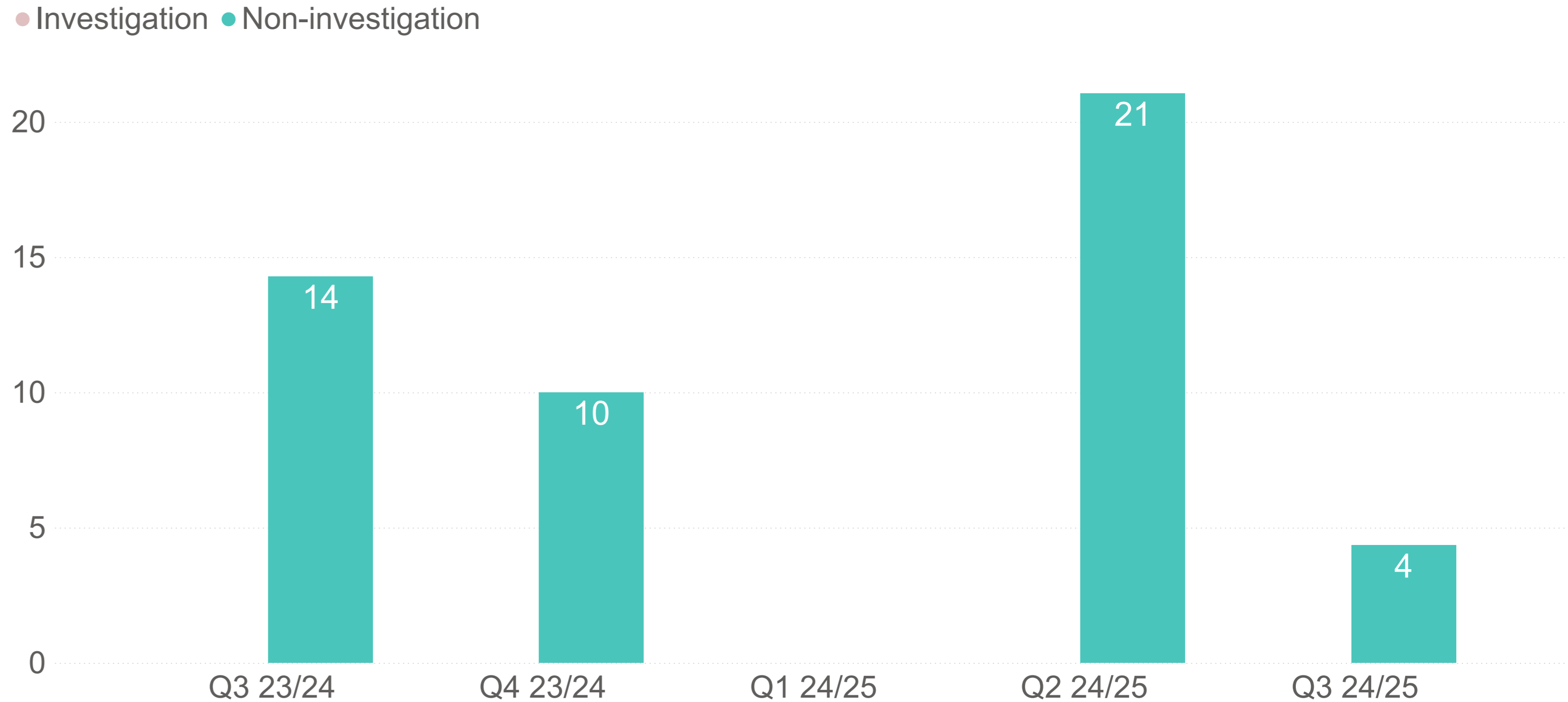
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	8	2	0	
SPLY	7	2	0	
MSF Average	19	5	7	7
National	631	201	215	57

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	10	3	68	5
SPLY	9	3	30	5
MSF Average	24	8	80	14
National	729	226	2,774	578

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



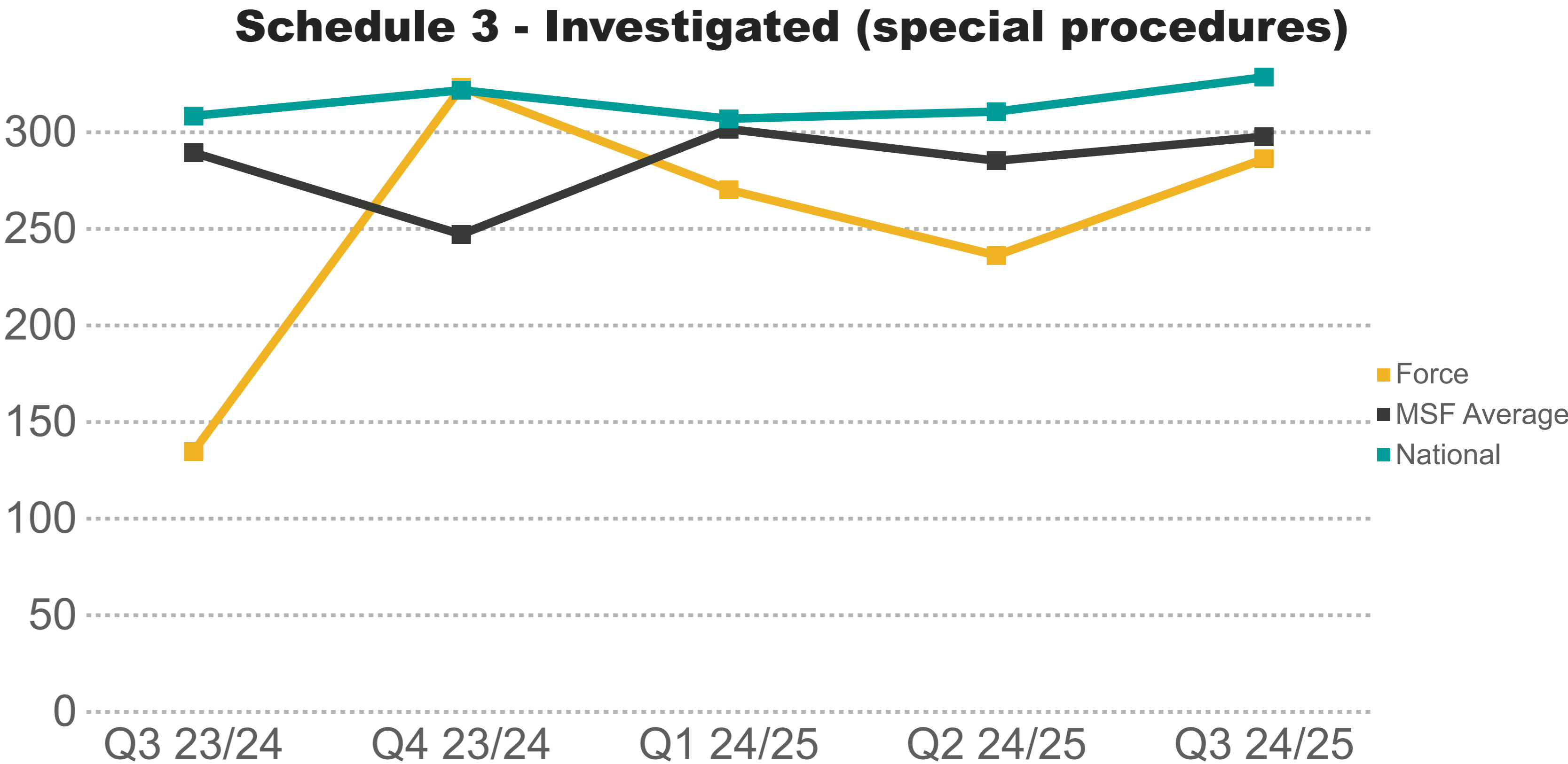
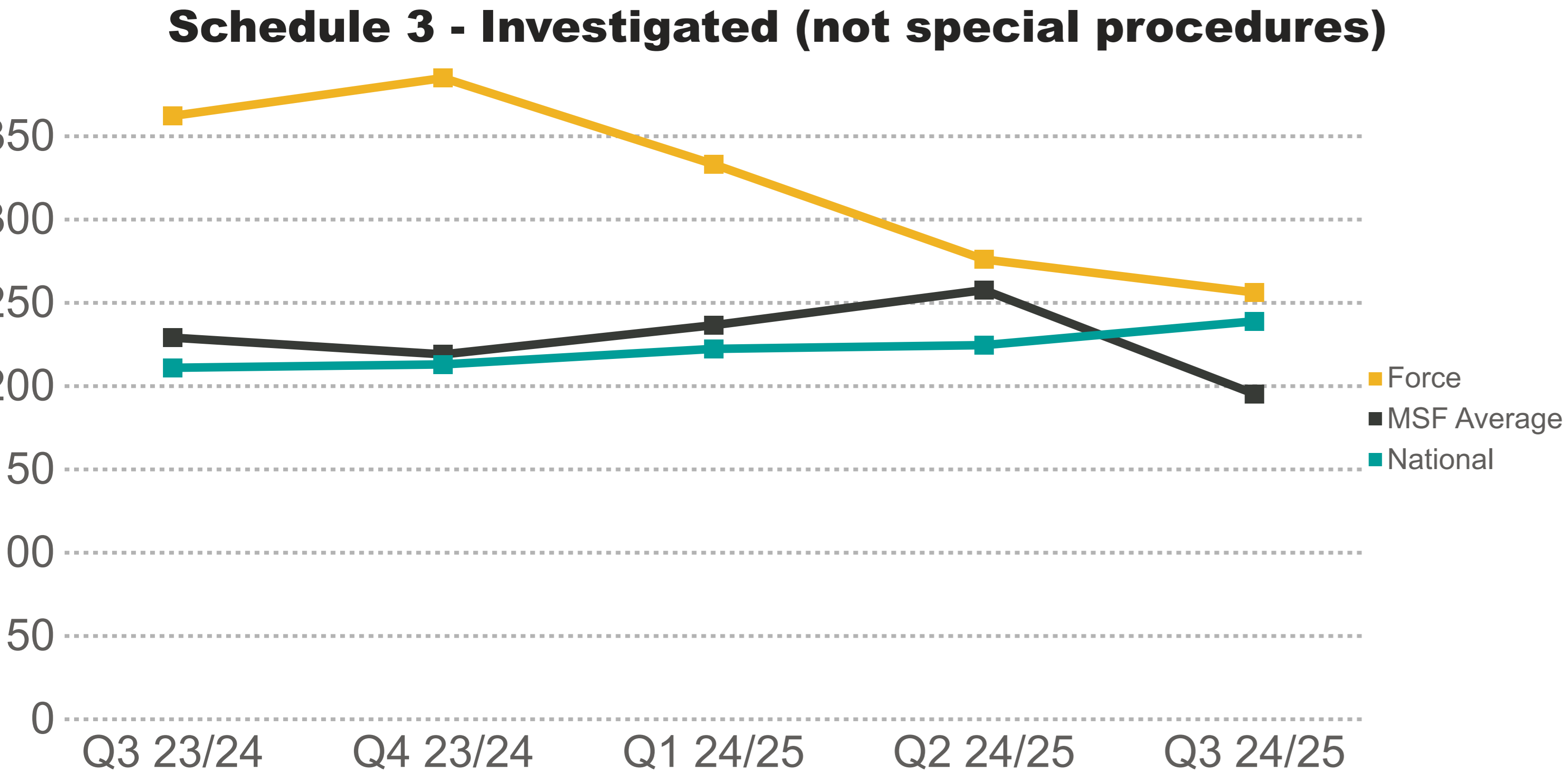
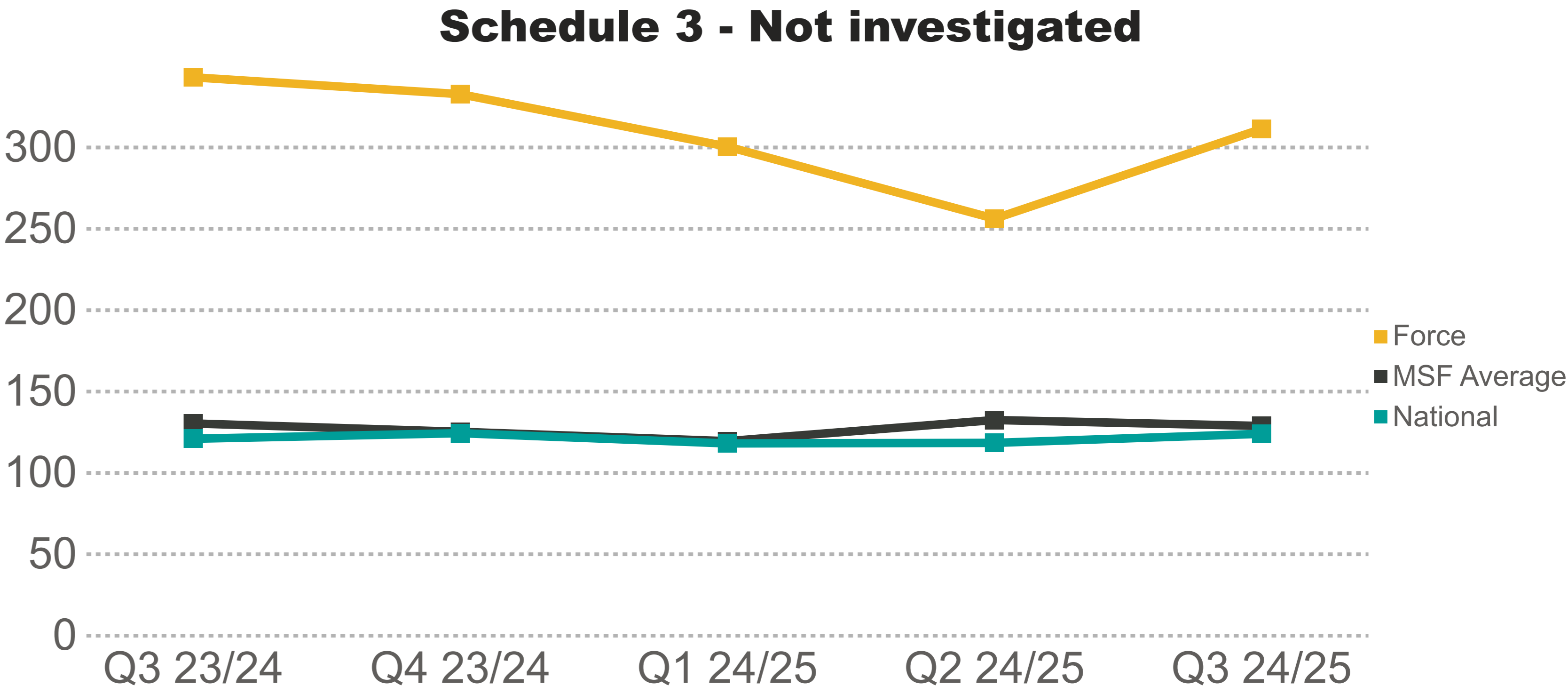
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	267	285	303	315
Under Schedule 3 investigated (not subject to special procedures)	290	328	241	228
Under Schedule 3 - not investigated	296	345	124	120
Total	294	342	143	142

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	392	398	558	19,007
Under Schedule 3 investigated (not subject to special procedures)	95	56	125	3,833
Under Schedule 3 investigated (subject to special procedures)	12	5	12	524
Total	499	459	695	23,364

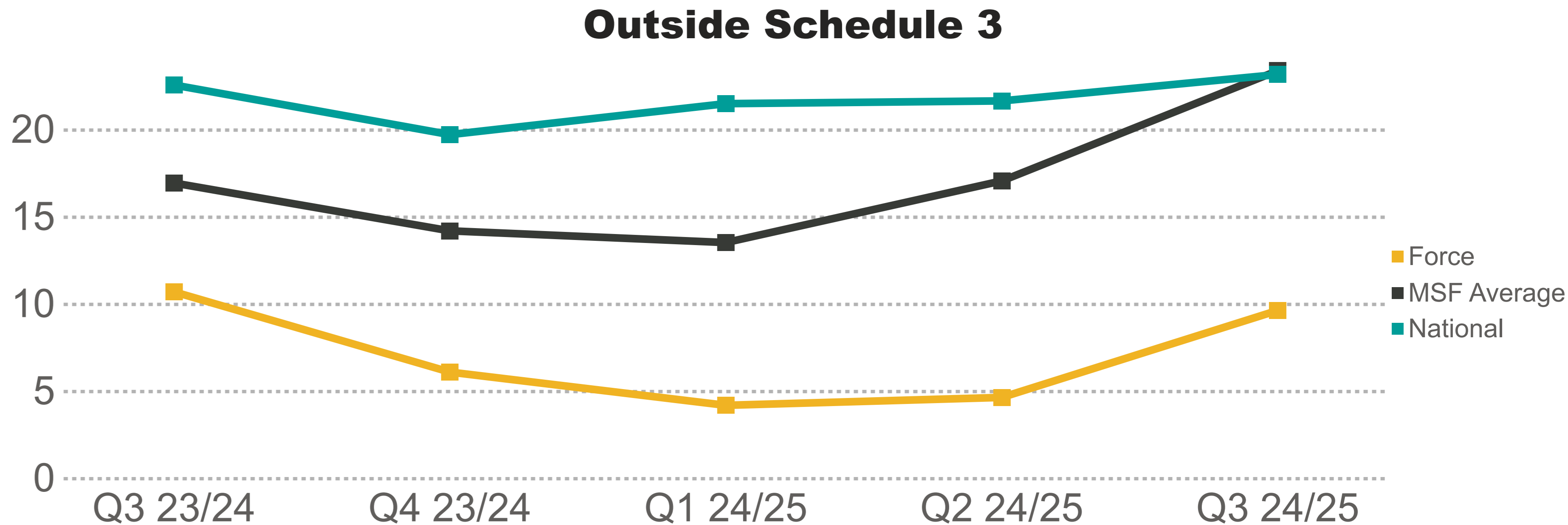


Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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	931	924	1075	43520
Average days to finalise complaint cases handled outside of Schedule 3	6	8	18	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	931	65%	924	67%	1,075	61%	43,520	65%
Under Schedule 3 - not investigated	392	27%	398	29%	558	32%	19,007	28%
Under Schedule 3 investigated (not subject to special procedures)	95	7%	56	4%	125	7%	3,834	6%
Under Schedule 3 investigated (subject to special procedures)	12	1%	5	0%	12	1%	524	1%
Total	1,430	100%	1,383	100%	1,771	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.

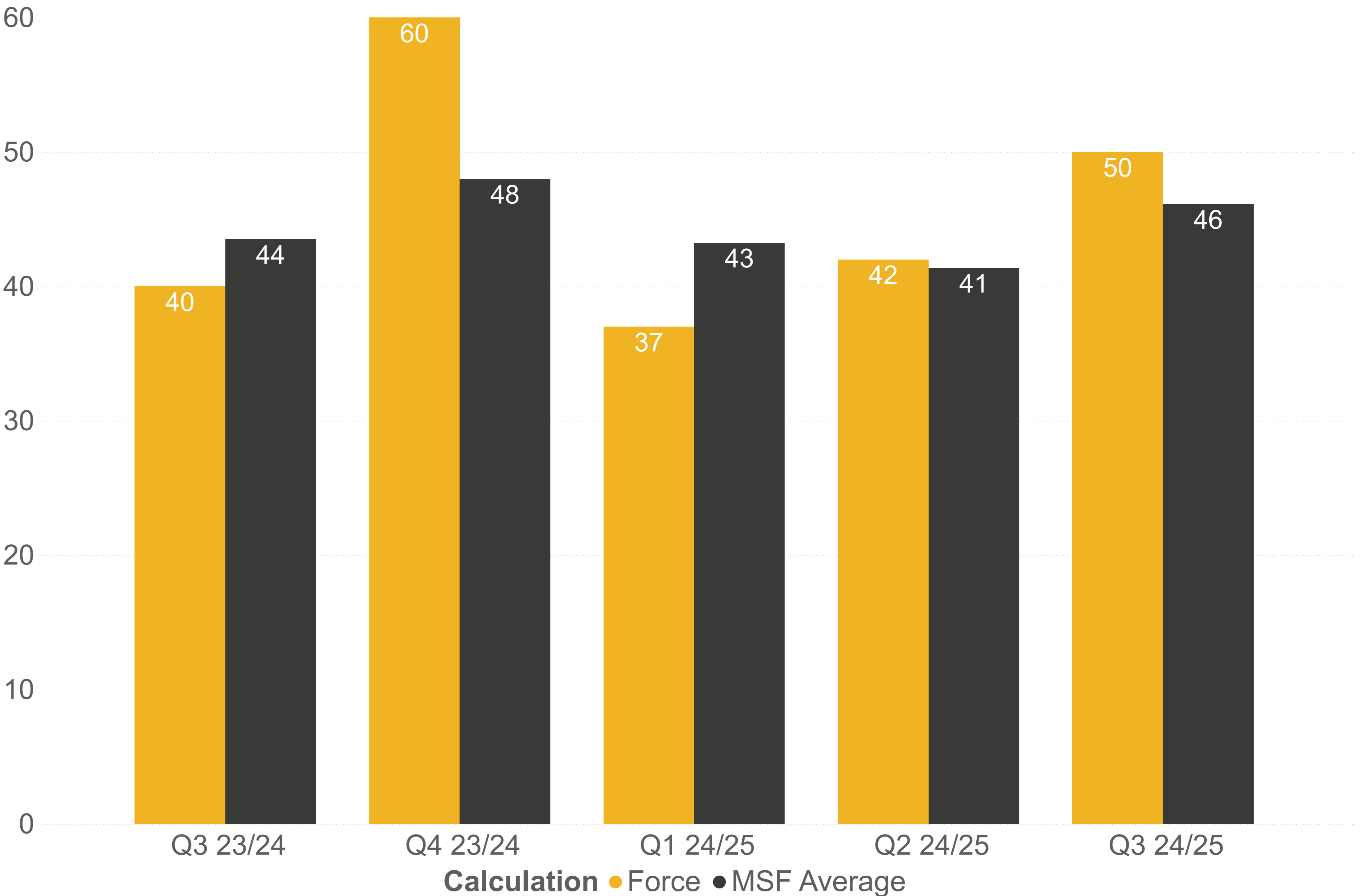
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	129	172	131	5,168
Number referrals completed	123	172	128	5,081
Decision: Independent Investigation	5	7	7	279
Decision: Directed Investigation	0	0	1	23
Decision: Local Investigation	67	118	64	2,754
Decision: Return to Force	48	42	54	1,907
Decision: Invalid	3	5	3	116

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Humberside, Kent, Lancashire, Northumbria, Nottinghamshire, South Wales, South Yorkshire, West Yorkshire

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 \(February 2020\)](#).