

# Interim Police Complaints Information Bulletin: Leicestershire

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

**Most Similar Force (MSF) Group: Bedfordshire, Essex, Hampshire, Hertfordshire, Kent, Leicestershire, Nottinghamshire, Sussex**

## About this bulletin

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

It sets out performance against a number of measures and compares force results to their most similar force (MSF) group (where applicable) and with the overall result for all forces (national).

**Please note: Unless stated otherwise, tables within the bulletin consist of 'year-to-date' figures covering all matters being started or completed between the two dates.**

**Q1: 1 April to 30 June, Q2: 1 April to 30 September, Q3: 1 April to 31 December, Q4: 1 April to 31 March**

Where charts refer to separate quarters the dates are: Q1: 1 April to 30 June, Q2: 1 July to 30 September, Q3: October to 31 December, Q4 1 January to 31 March.

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

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## Acronyms used in this bulletin

**YTD** – Year to date figures, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002

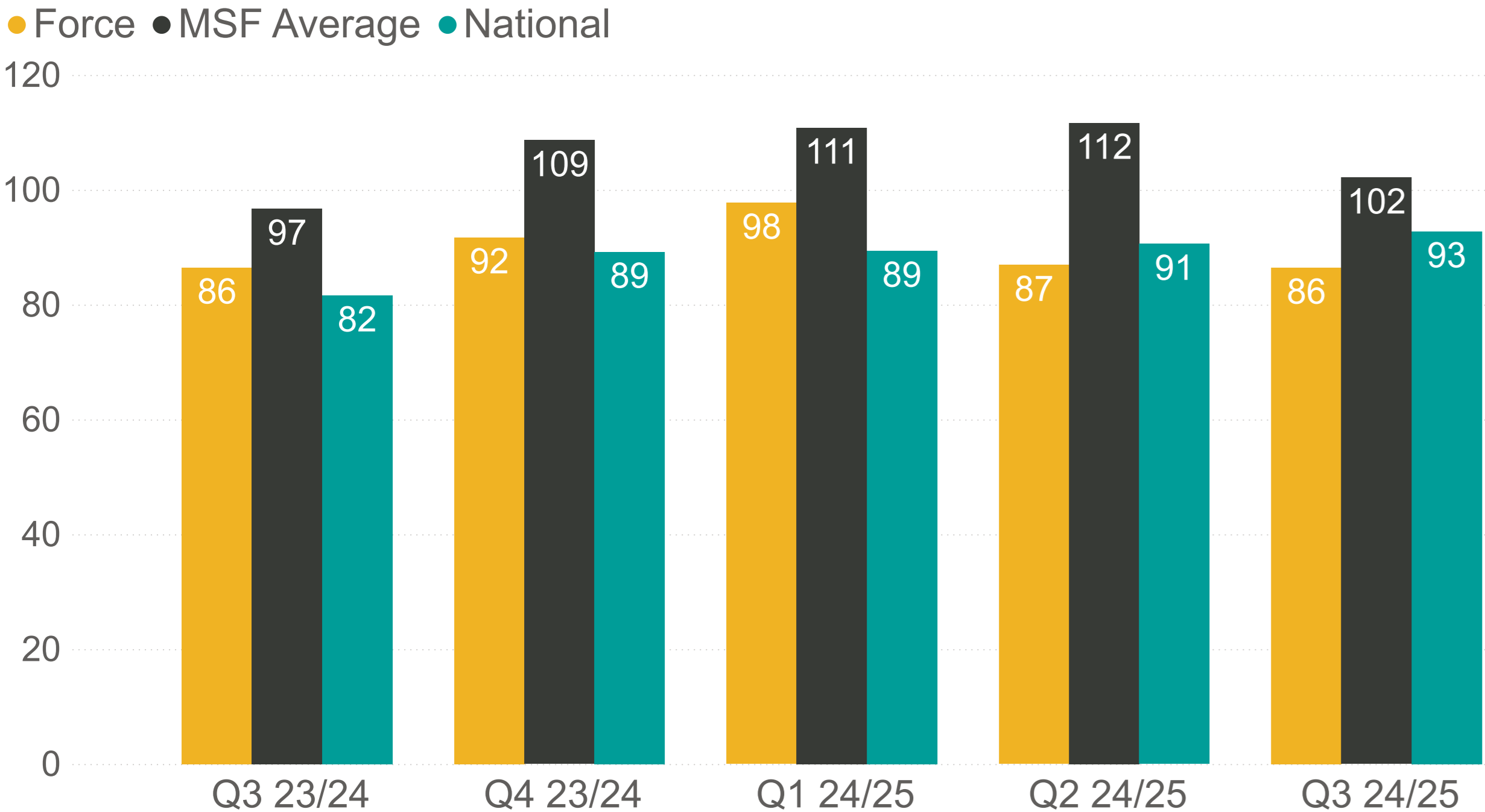
**Nat.** – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

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

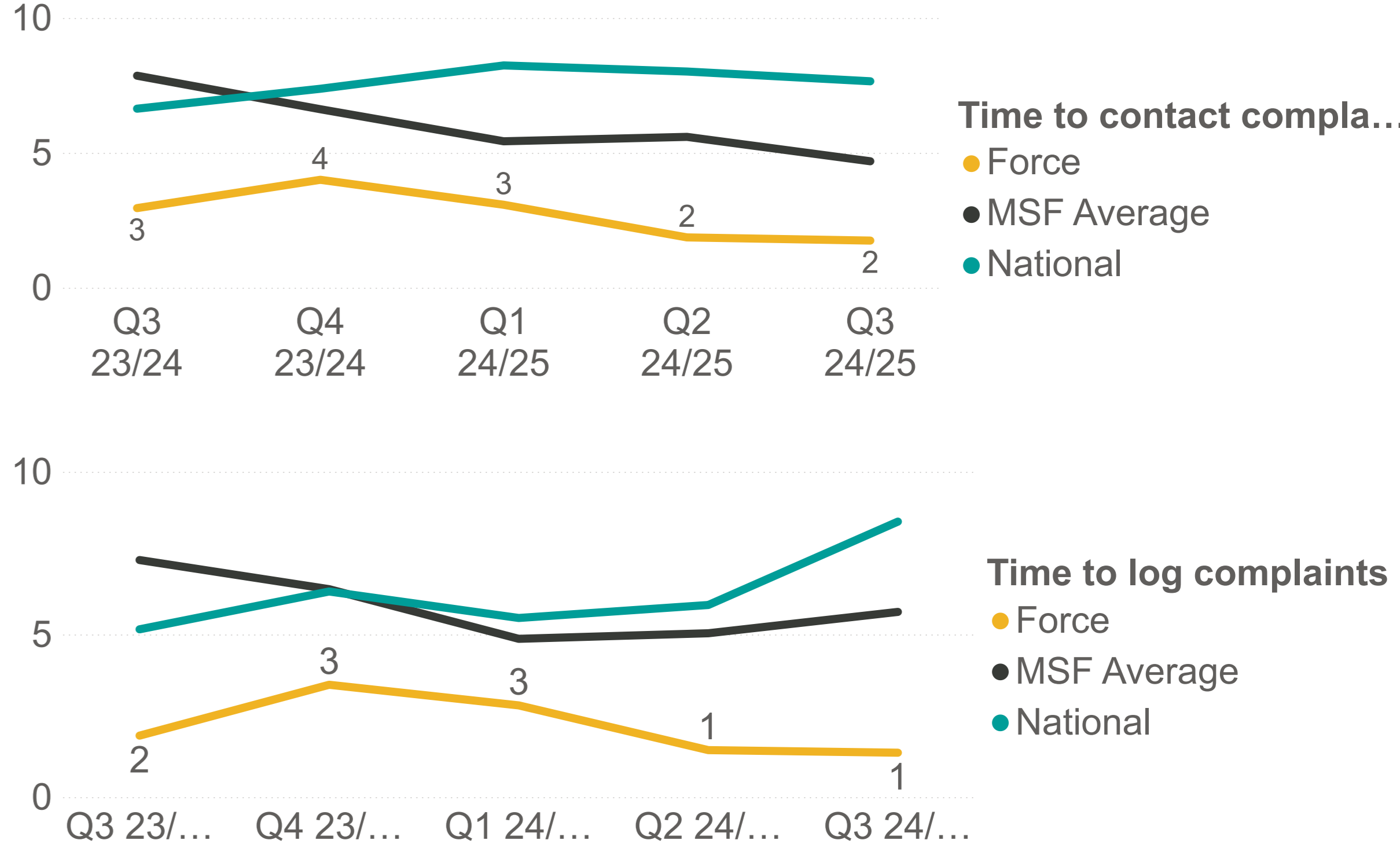
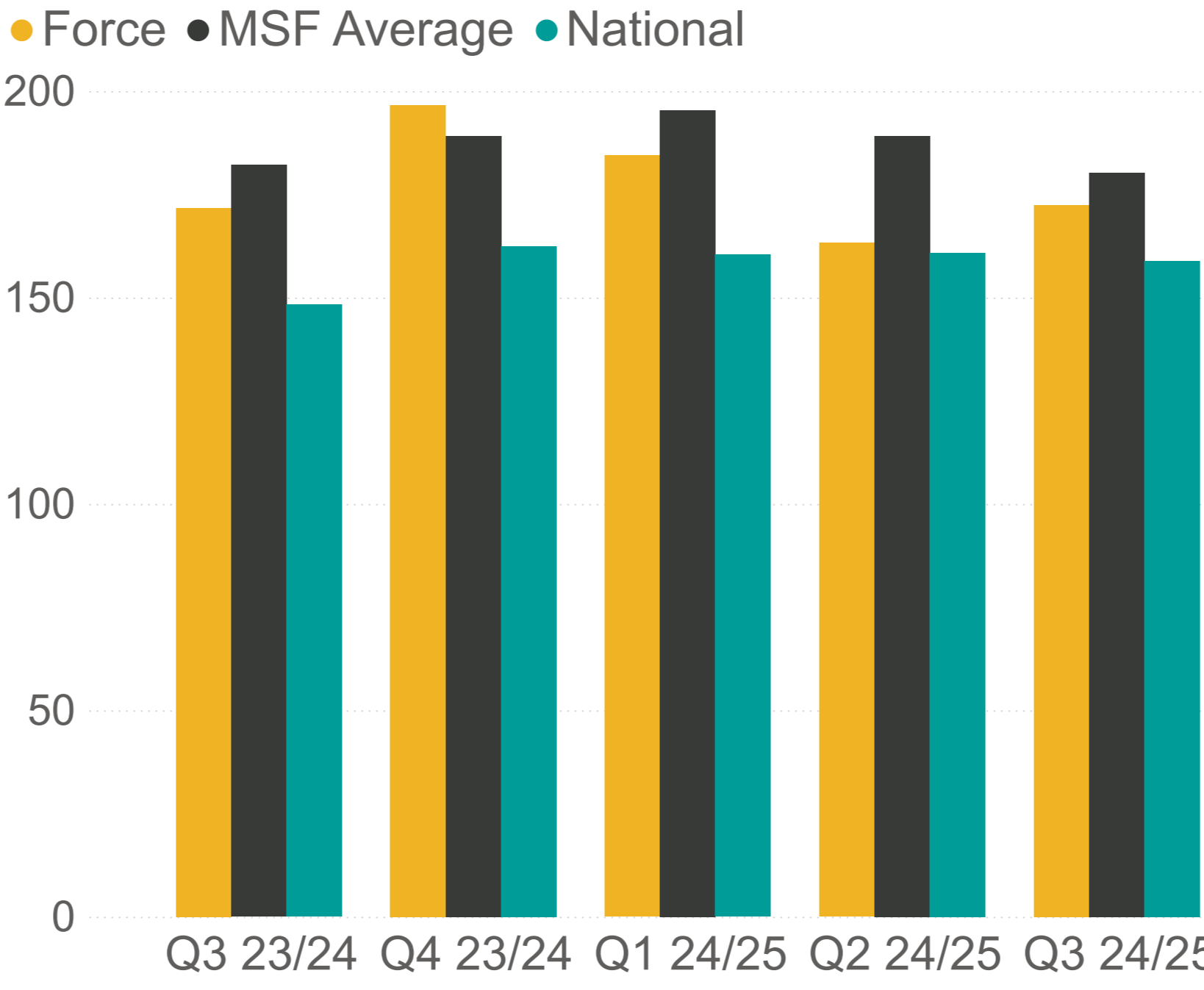
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective. Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)

Year to date	Complaint cases logged	Complaints per 1,000 employees	Allegations Logged	Allegations per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	1,151	271	2,208	520	2	2
SPLY	1,138	272	2,262	540	3	2
MSF Average	1,732	325	2,995	565	5	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	622	526	312	9,603
Complainant wishes the complaint be recorded	2	23	48	4,564
Dissatisfaction after initial handling	23	25	103	3,723
Nature of the allegation(s) in the complaint	206	210	149	5,364
<b>Total</b>	<b>853</b>	<b>784</b>	<b>612</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	73 %	67 %	42 %	41 %
Complainant wishes the complaint be recorded	0 %	3 %	8 %	20 %
Dissatisfaction after initial handling	3 %	3 %	23 %	16 %
Nature of the allegation(s) in the complaint	24 %	27 %	27 %	23 %

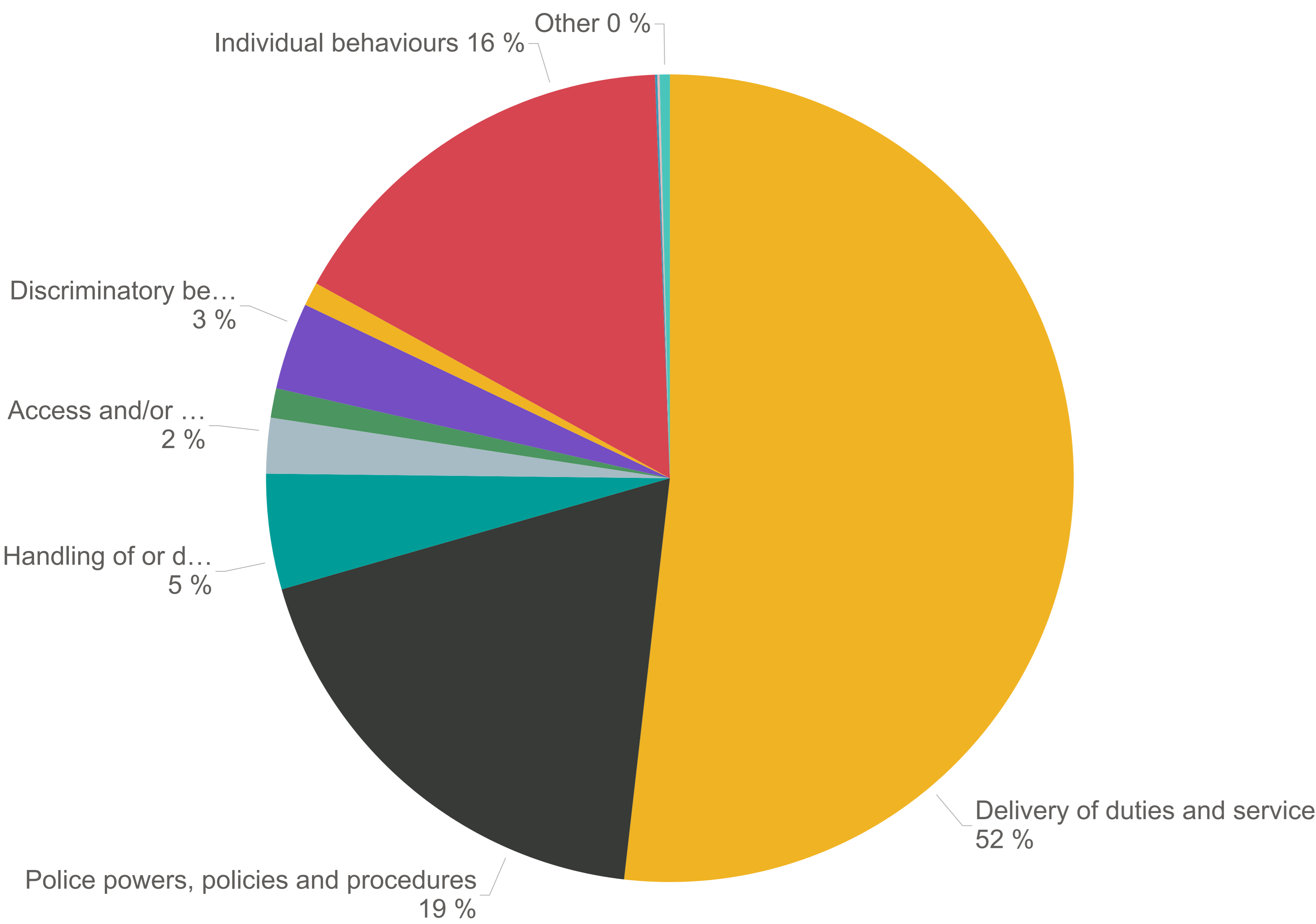
**Section A1.3: Allegations logged – what has been complained about (YTD)**

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.

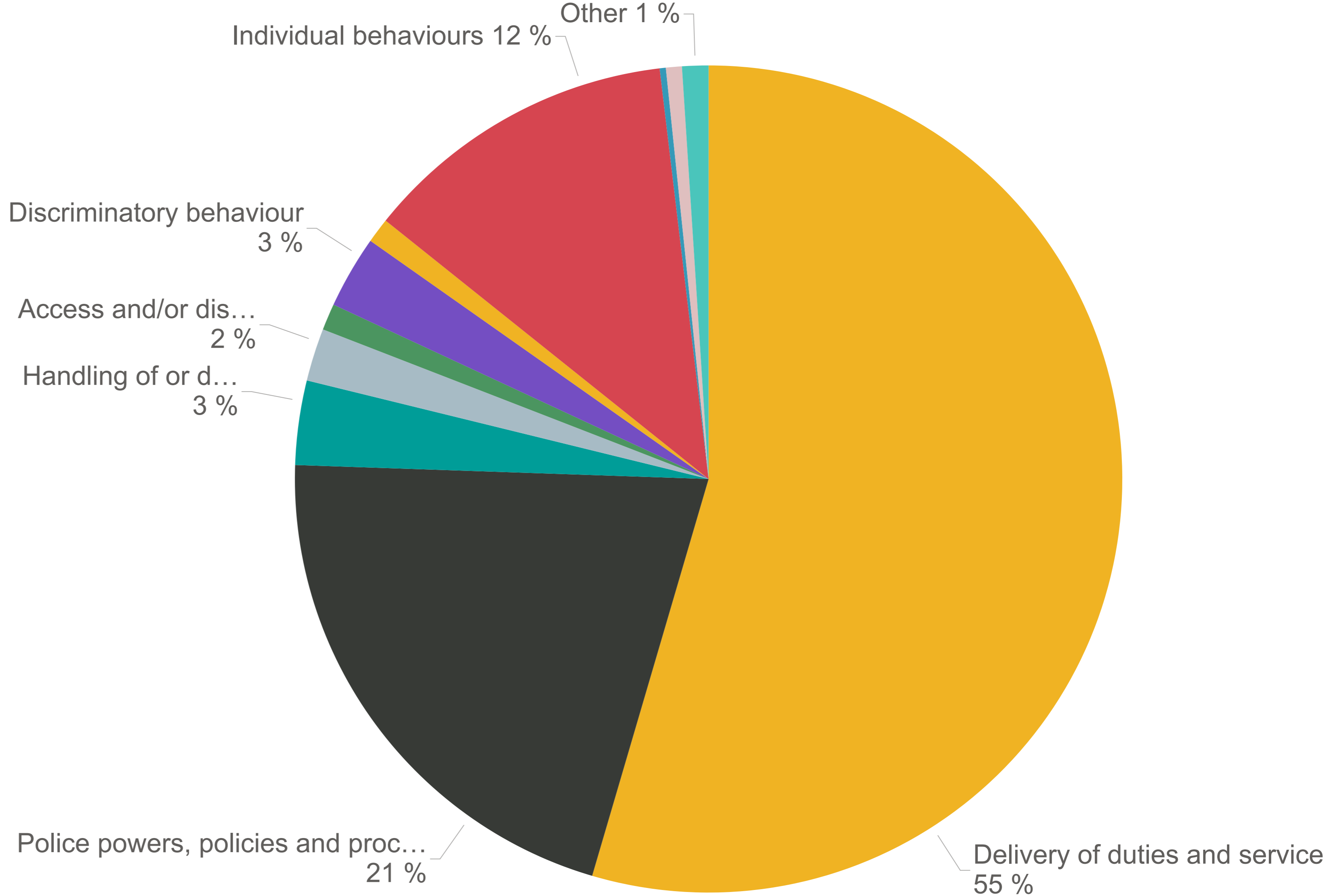
**What has been complained about (YTD)**

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	1,144	414	102	49	26	77	21	362	2	2	9	2,208
SPLY	1,151	439	80	48	19	78	60	373	6	2	6	2,262
MSF Average	1,627	628	96	61	28	91	23	396	6	16	23	2,994
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>1,144</b>	<b>52 %</b>	<b>1,151</b>	<b>51 %</b>	<b>1,627</b>	<b>54 %</b>	<b>66,726</b>	<b>55 %</b>	
	Police action following contact	770	67 %	734	64 %	699	45 %	27,618	41 %	
	Information	227	20 %	240	21 %	222	15 %	7,682	12 %	
	Decisions	84	7 %	117	10 %	255	15 %	9,699	15 %	
	General level of service	63	6 %	60	5 %	451	25 %	21,727	33 %	
Police powers, policies and procedures	<b>Total</b>	<b>414</b>	<b>19 %</b>	<b>439</b>	<b>19 %</b>	<b>628</b>	<b>21 %</b>	<b>25,687</b>	<b>21 %</b>	
	Detention in police custody	102	25 %	85	19 %	83	14 %	3,661	14 %	
	Use of force	98	24 %	134	31 %	146	24 %	6,584	26 %	
	Power to arrest and detain	88	21 %	75	17 %	122	20 %	4,643	18 %	
	Searches of premises and seizure of property	71	17 %	75	17 %	82	12 %	3,261	13 %	
	Bail, identification and interview procedures	28	7 %	29	7 %	40	6 %	1,489	6 %	
	Stops, and stop and search	13	3 %	16	4 %	24	4 %	1,218	5 %	
	Other policies and procedures	7	2 %	13	3 %	64	10 %	2,576	10 %	
	Evidential procedures	5	1 %	7	2 %	57	8 %	1,861	7 %	
	Out of court disposals	2	0 %	5	1 %	12	2 %	393	2 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	<b>Total</b>	<b>362</b>	<b>16 %</b>	<b>373</b>	<b>16 %</b>	<b>396</b>	<b>13 %</b>	<b>15,132</b>	<b>12 %</b>
		Overbearing or harassing behaviours	108	30 %	126	34 %	70	18 %	2,570	17 %
		Impolite language / tone	105	29 %	95	25 %	103	26 %	3,890	26 %
Impolite and intolerant actions		63	17 %	82	22 %	53	13 %	2,311	15 %	
Unprofessional attitude and disrespect		44	12 %	35	9 %	109	28 %	4,272	28 %	
Lack of fairness and impartiality		42	12 %	35	9 %	61	15 %	2,089	14 %	
Handling of or damage to property/ premises	<b>Total</b>	<b>102</b>	<b>5 %</b>	<b>80</b>	<b>4 %</b>	<b>87</b>	<b>3 %</b>	<b>3,932</b>	<b>3 %</b>	
	Handling of or damage to property/ premises	102	100 %	80	100 %	87	84 %	3,931	98 %	
Discriminatory behaviour	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	
	<b>Total</b>	<b>77</b>	<b>3 %</b>	<b>78</b>	<b>3 %</b>	<b>91</b>	<b>3 %</b>	<b>3,476</b>	<b>3 %</b>	
	Race	30	39 %	27	35 %	40	45 %	1,655	48 %	
	Sex	16	21 %	16	21 %	17	18 %	561	16 %	
	Other	16	21 %	14	18 %	9	10 %	316	9 %	
	Disability	9	12 %	14	18 %	16	18 %	663	19 %	
	Sexual orientation	3	4 %	2	3 %	3	4 %	105	3 %	
	Gender reassignment	2	3 %	0	0 %	1	1 %	36	1 %	
	Religion or belief	1	1 %	4	5 %	3	3 %	84	2 %	
	Age	0	0 %	1	1 %	1	2 %	53	2 %	
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	2	0 %	
	Pregnancy and maternity	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
None	852	39 %	456	20 %	581	19 %	22,863	19 %
Investigation	685	31 %	1,075	48 %	1,161	39 %	46,292	38 %
Arrest	177	8 %	281	12 %	348	12 %	15,683	13 %
Custody	164	7 %	145	6 %	154	6 %	7,020	6 %
VAWG - dissatisfaction handling	79	4 %	118	5 %	96	3 %	5,179	4 %
Domestic / gender abuse	74	3 %	130	6 %	159	5 %	6,828	6 %
Call Handling	69	3 %	88	4 %	154	5 %	5,209	4 %
Premises search	68	3 %	56	2 %	66	2 %	2,989	2 %
Mental health	35	2 %	26	1 %	80	3 %	3,667	3 %
Stop and/or search	32	1 %	56	2 %	48	2 %	2,543	2 %
Death	24	1 %	37	2 %	21	1 %	1,105	1 %
Roads/traffic	23	1 %	59	3 %	149	5 %	7,298	6 %
Neighbourhood policing	17	1 %	43	2 %	157	5 %	5,699	5 %
Restraint equipment	16	1 %	36	2 %	27	1 %	1,321	1 %
Child protection / CSA / CSE	13	1 %	31	1 %	48	2 %	2,199	2 %
Firearms	12	1 %	5	0 %	16	1 %	559	0 %
Missing persons	12	1 %	11	0 %	14	0 %	771	1 %
Drugs / alcohol	4	0 %	20	1 %	26	1 %	1,408	1 %
Social media	3	0 %	6	0 %	10	0 %	506	0 %
Taser	2	0 %	7	0 %	3	0 %	146	0 %
VAWG - police perpetrated	2	0 %	6	0 %	20	1 %	848	1 %
Public order incident	1	0 %	13	1 %	9	0 %	972	1 %
Serious injury	1	0 %	0	0 %	7	0 %	256	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 %	1	0 %	2	0 %	66	0 %
Fraud	0	0 %	9	0 %	8	0 %	779	1 %
Hate Crime	0	0 %	12	1 %	19	1 %	699	1 %
Police dogs or horses	0	0 %	3	0 %	1	0 %	76	0 %
PPDA	0	0 %	0	0 %	1	0 %	27	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	3	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %	4	0 %
Unknown	0	0 %	0	0 %	1	0 %	23	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	16	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	23	0 %
VAWG - police victim	0	0 %	2	0 %	6	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	0	0	0	0
VAWG - dissatisfaction handling	68	0	0	1	9
Taser	0	2	0	0	0
Stop and/or search	2	19	0	6	4
Social media	3	0	0	0	0
Serious injury	0	1	0	0	0
Roads/traffic	5	0	0	0	3
Restraint equipment	0	16	0	0	0
Public order incident	1	0	0	0	0
Premises search	3	45	8	1	9
None	421	48	69	37	210
Neighbourhood policing	16	0	0	0	1
Missing persons	6	2	0	0	4
Mental health	18	9	0	1	6
Investigation	559	19	16	18	62
Firearms	0	11	1	0	0
Drugs / alcohol	1	1	0	0	1
Domestic / gender abuse	55	1	0	5	10
Death	17	3	1	0	1
Custody	8	135	5	1	12
Child protection / CSA / CSE	11	0	0	1	0
Call Handling	36	0	0	0	32
Arrest	11	144	2	8	11
<b>Total</b>	<b>1,144</b>	<b>414</b>	<b>102</b>	<b>76</b>	<b>362</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	39	3	1	<b>43</b>
Q4 23/24	29	1	0	<b>30</b>
Q1 24/25	30	0	0	<b>30</b>
Q2 24/25	20	1	0	<b>21</b>
Q3 24/25	29	1	0	<b>30</b>
<b>Total</b>	<b>147</b>	<b>6</b>	<b>1</b>	<b>154</b>

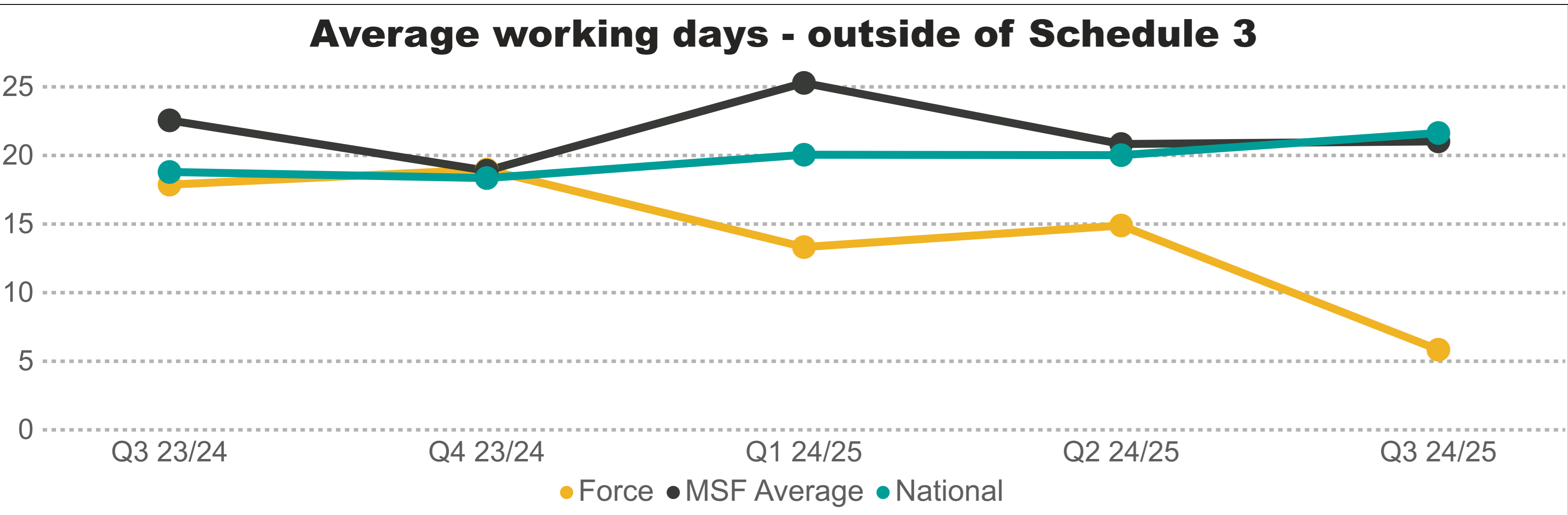
**Section A2: Allegations timeliness**

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.

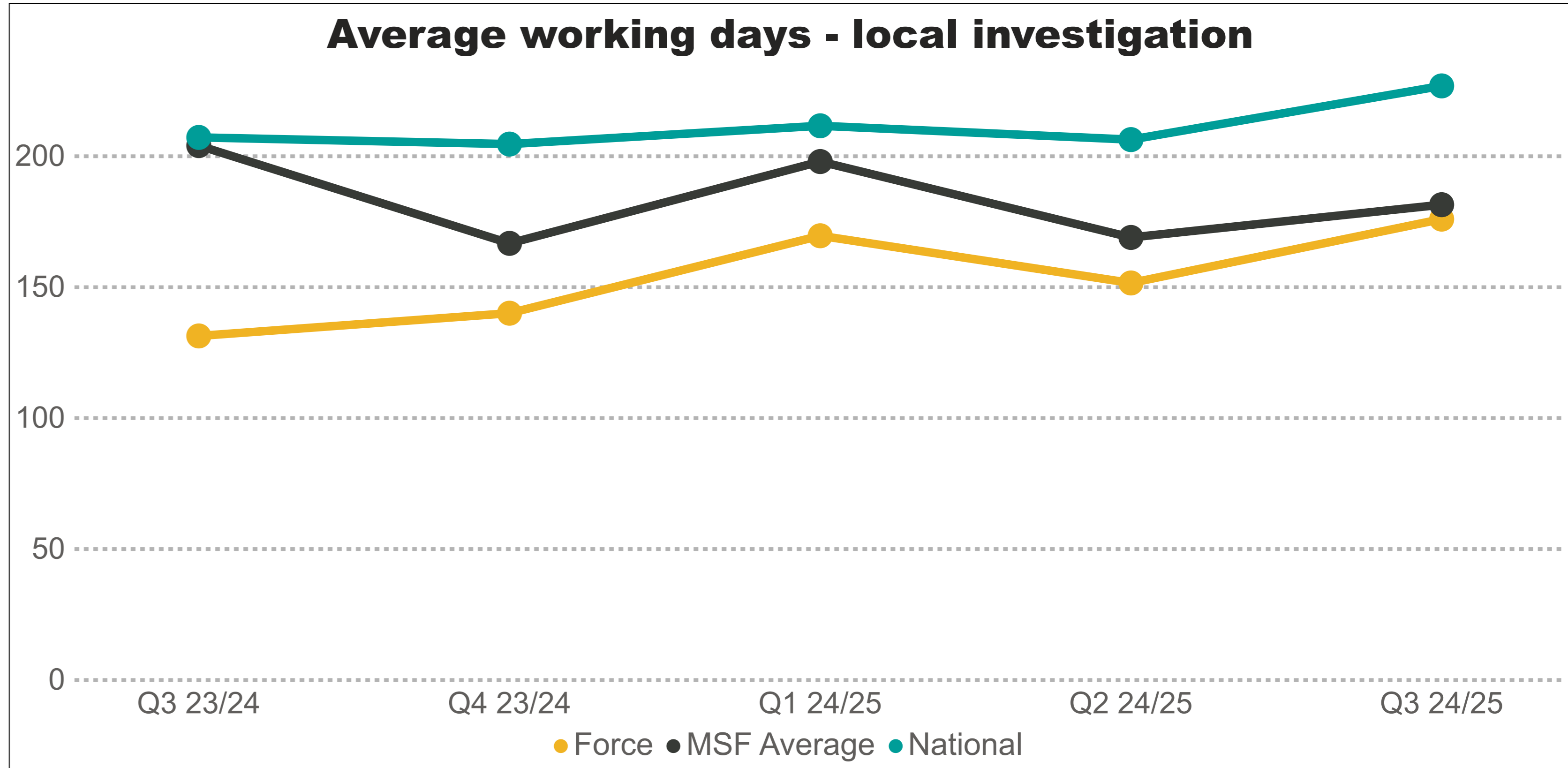
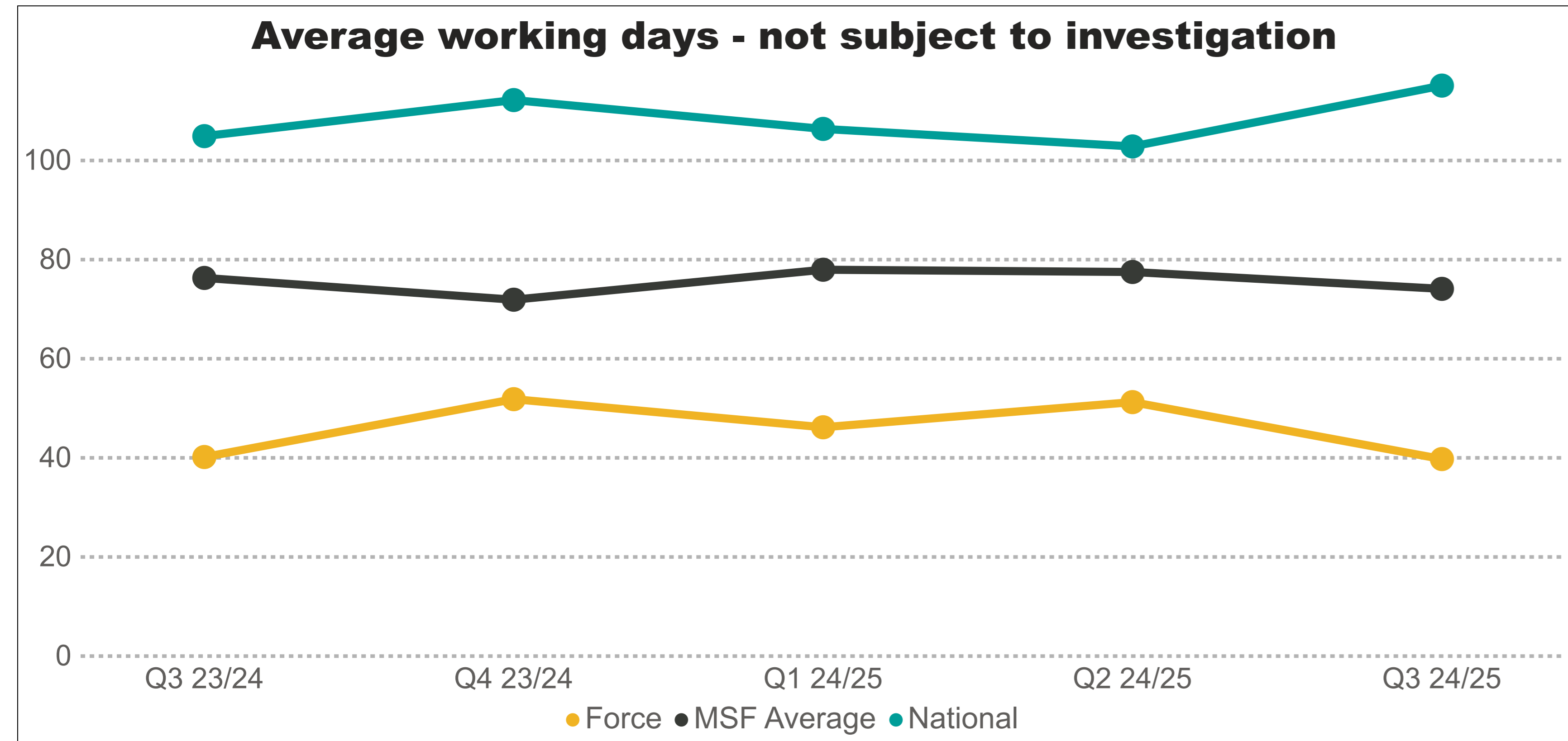
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	366	11	1,815	46	201	169	15	235
SPLY	456	11	1,565	43	109	143	0	0
MSF Average	1,263	23	1,306	76	291	181	3	71
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

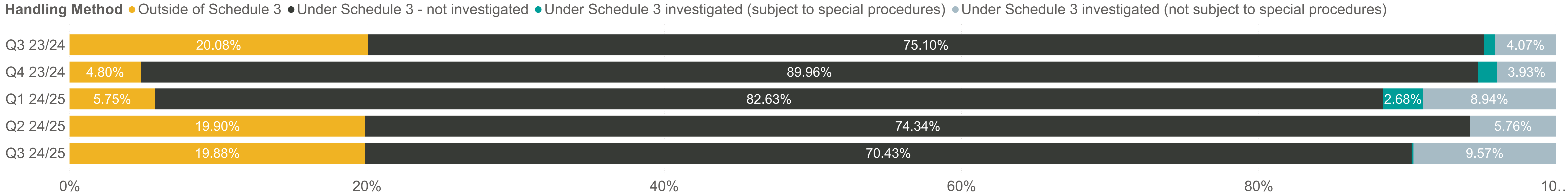


**Section A3.1: How allegations were handled and their decisions**

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)	194	8 %	275	9 %	12,092	10 %
Under Schedule 3 investigated (subject to special procedures)	22	1 %	19	1 %	1,408	1 %
Under Schedule 3 - not investigated	1,815	76 %	1306	44 %	53,990	45 %
Outside of Schedule 3	366	15 %	1263	46 %	51,937	43 %
<b>Total</b>	<b>2,397</b>	<b>100 %</b>	<b>2862</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					89	5 %	4,006	7 %			22	2 %	2	1 %	347	3 %
Regulation 41 applies							77	0 %			3	0 %	5	3 %	155	1 %
Service provided - unable to determine					92	5 %	4,930	9 %			18	1 %	9	5 %	1,148	9 %
Service provided - not acceptable					190	10 %	7,176	13 %			43	3 %	11	6 %	1,461	12 %
Service provided - acceptable					1385	76 %	36,299	67 %	4	18 %	199	14 %	163	84 %	8,649	72 %
Not Resolved			2,767	5 %												
Resolved	366	100 %	49,169	95 %												
No Case to Answer									18	82 %	796	57 %				
Case to Answer											301	21 %				
Withdrawal					59	3 %	1,501	3 %			26	2 %	4	2 %	332	3 %



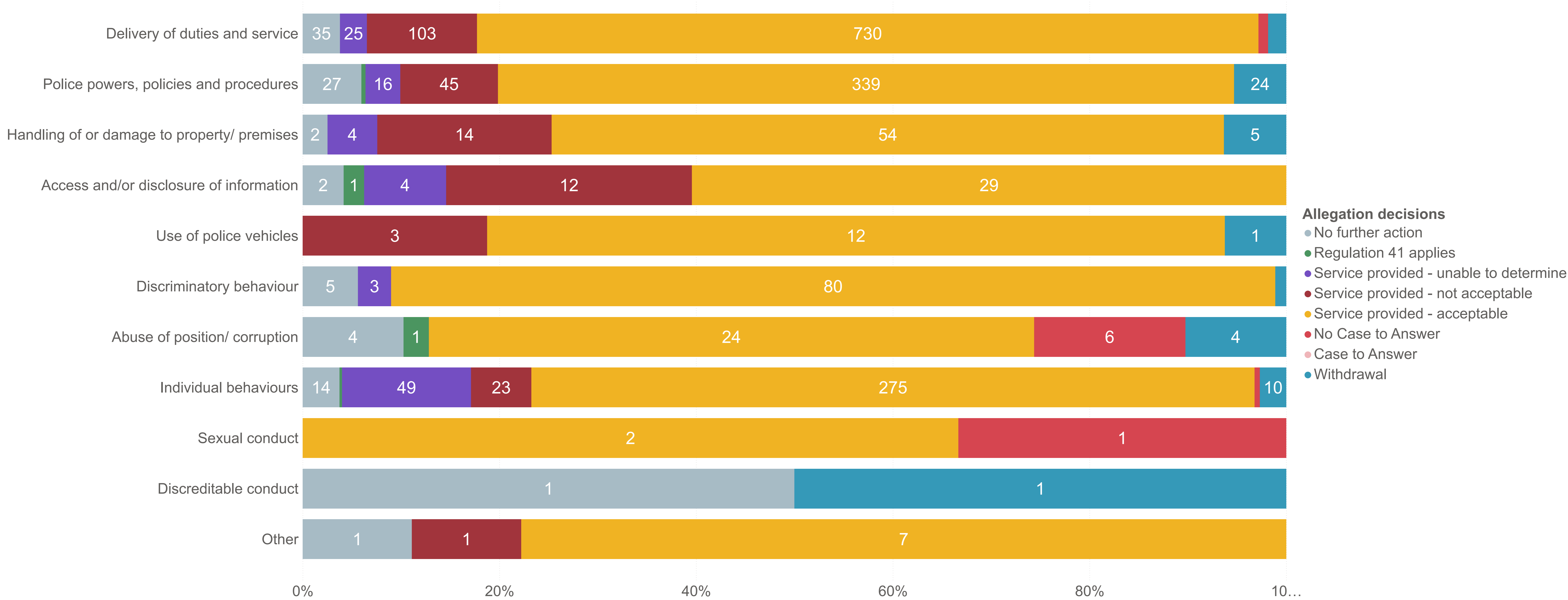
**Section A3.2: Allegation decisions by what was complained about (Year to date by category)**

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	268	9	16	3	11	1	0	58	0	0	0	366
Not Resolved	0	0	0	0	0	0	0	0	0	0	0	0

**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	4	1 %	19	4 %	14	1 %	199	0 %
Learning from reflection	27	7 %	47	10 %	97	8 %	1,462	3 %
Policy review	0	0 %	0	0 %	3	0 %	48	0 %
Goodwill gesture	8	2 %	28	6 %	3	0 %	80	0 %
Apology	13	4 %	31	7 %	108	8 %	4,995	10 %
Debrief	0	0 %	0	0 %	14	1 %	436	1 %
Explanation	311	85 %	329	72 %	794	62 %	32,190	62 %
No further action	0	0 %	2	0 %	153	13 %	5,660	11 %
Other action	3	1 %	0	0 %	56	5 %	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	32	2 %	39	2 %	13	1 %	586	1 %
Apology	20	1 %	21	1 %	75	4 %	2,663	4 %
Debrief	0	0 %	0	0 %	1	0 %	1,928	3 %
Explanation	1,647	81 %	1,212	72 %	904	61 %	41,875	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	1	0 %	27	0 %
No further action	147	7 %	173	10 %	441	24 %	14,539	22 %
Other action	2	0 %	3	0 %	50	2 %	670	1 %
Learning from reflection	160	8 %	187	11 %	85	6 %	3,600	5 %
Referral to RPRP	19	1 %	22	1 %	13	1 %	1,026	2 %

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

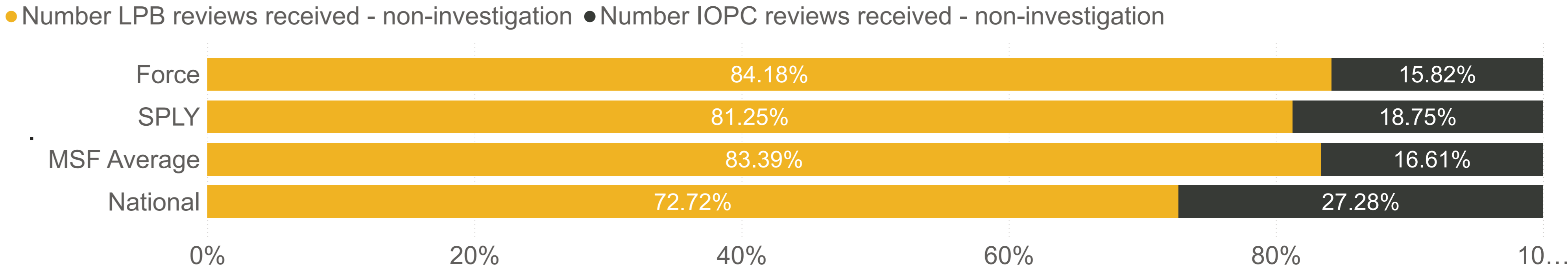
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	0	0 %	3	20 %	2	11 %	157	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	1	4 %	10	1 %
Other actions following a case to answer decision	0	0 %	0	0 %	3	12 %	93	7 %
Referral to RPRP	15	68 %	1	7 %	5	34 %	230	16 %

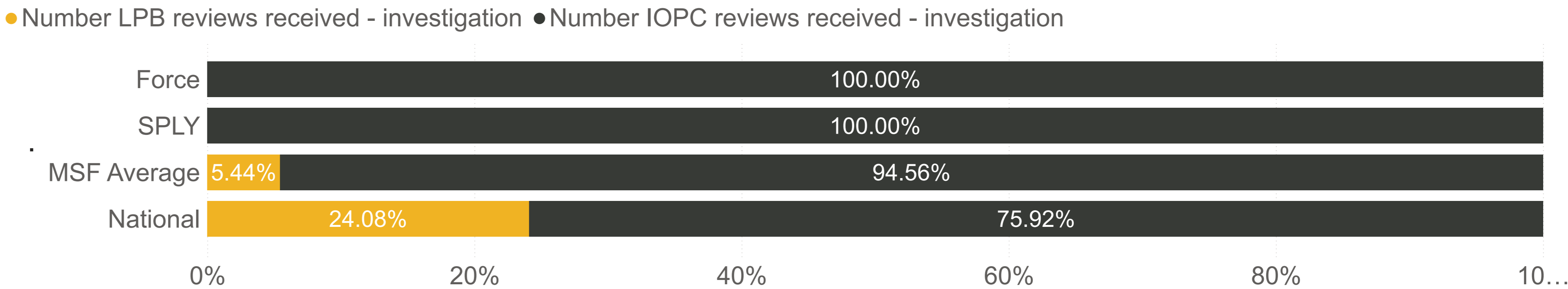
**Section C1: Reviews received and timeliness (Year to date)**

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	133	25
SPLY	104	24
MSF Average	92	18
National	2,868	1,076

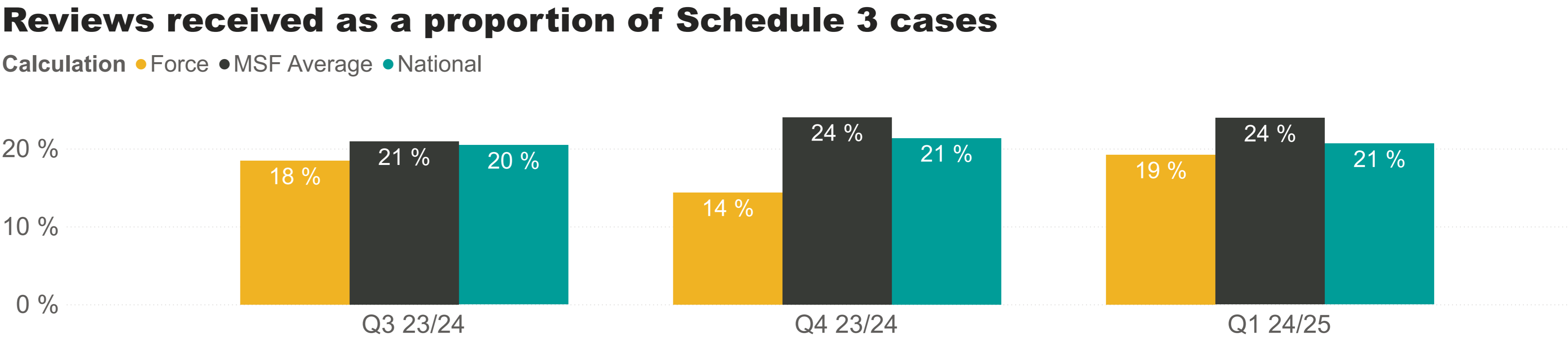


Investigation reviews received	LPB	IOPC
Force	0	9
SPLY	0	5
MSF Average	1	17
National	230	725



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	167	932
SPLY	133	693
MSF Average	129	608
National	4,899	23,364



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	27	48	49	48
Average number of working days to complete IOPC reviews	141	145	148	137

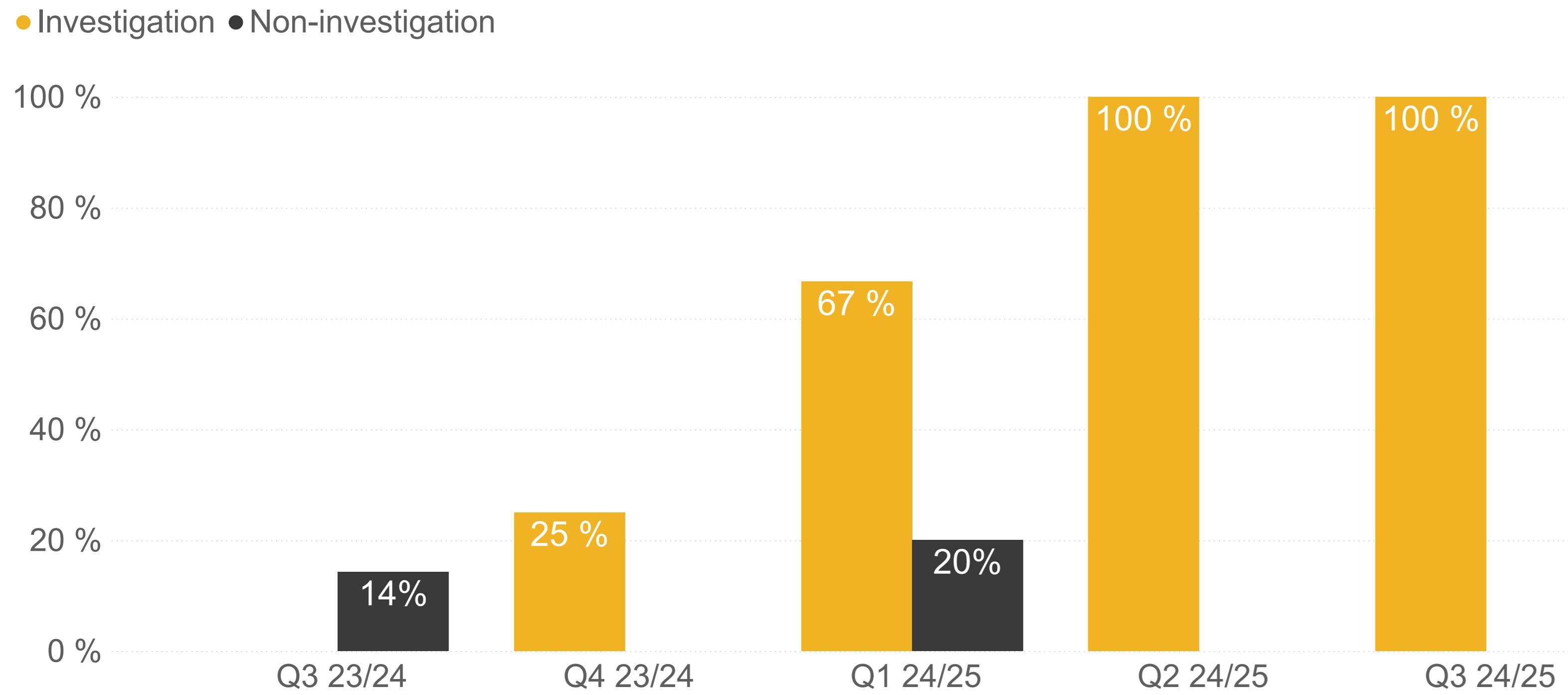
**Section C2: Outcomes on reviews**

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.

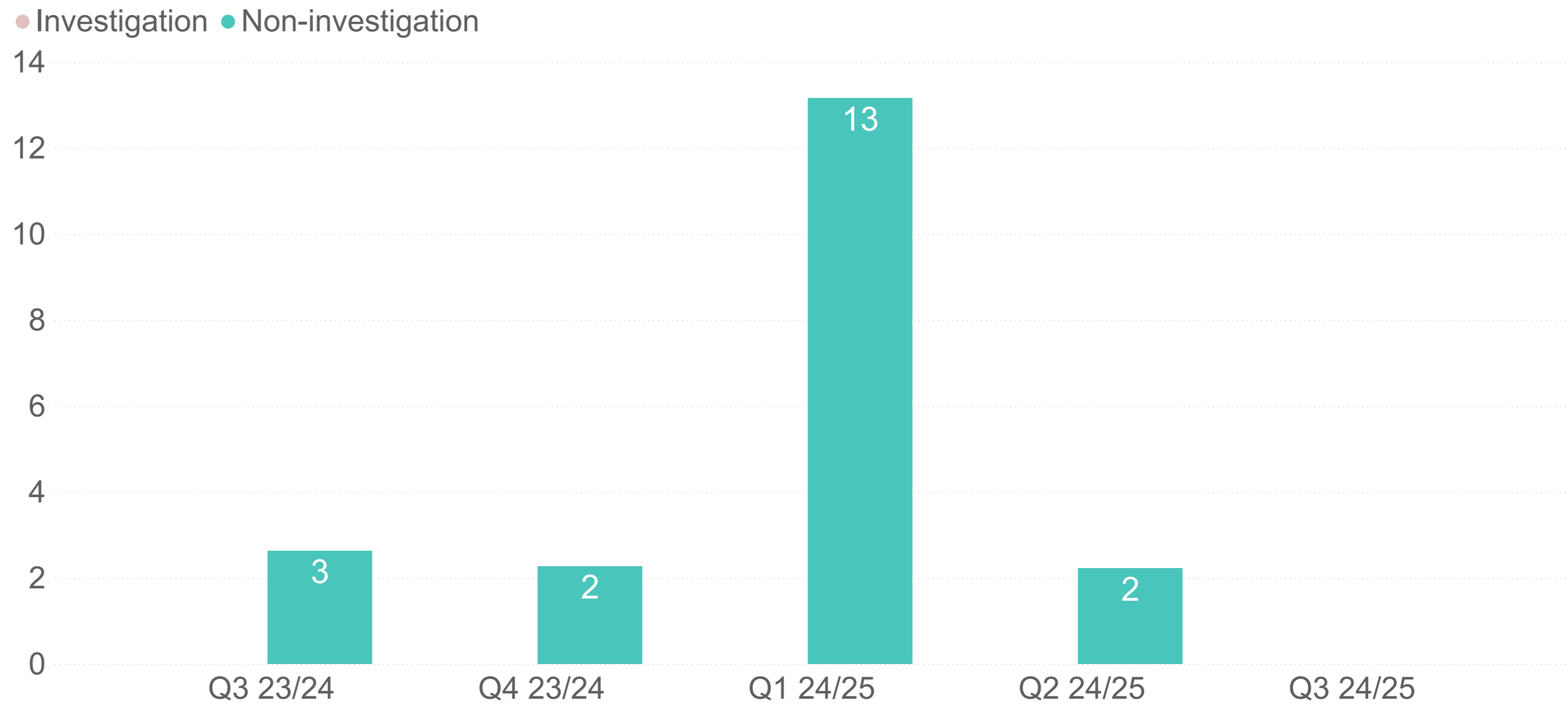
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	5	4	0	
SPLY	9	2	0	
MSF Average	16	5	1	2
National	631	201	215	57

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	10	1	128	6
SPLY	29	5	104	5
MSF Average	13	3	86	15
National	729	226	2,774	578

**% IOPC reviews upheld - Force**



**% LPB Reviews upheld - Force**



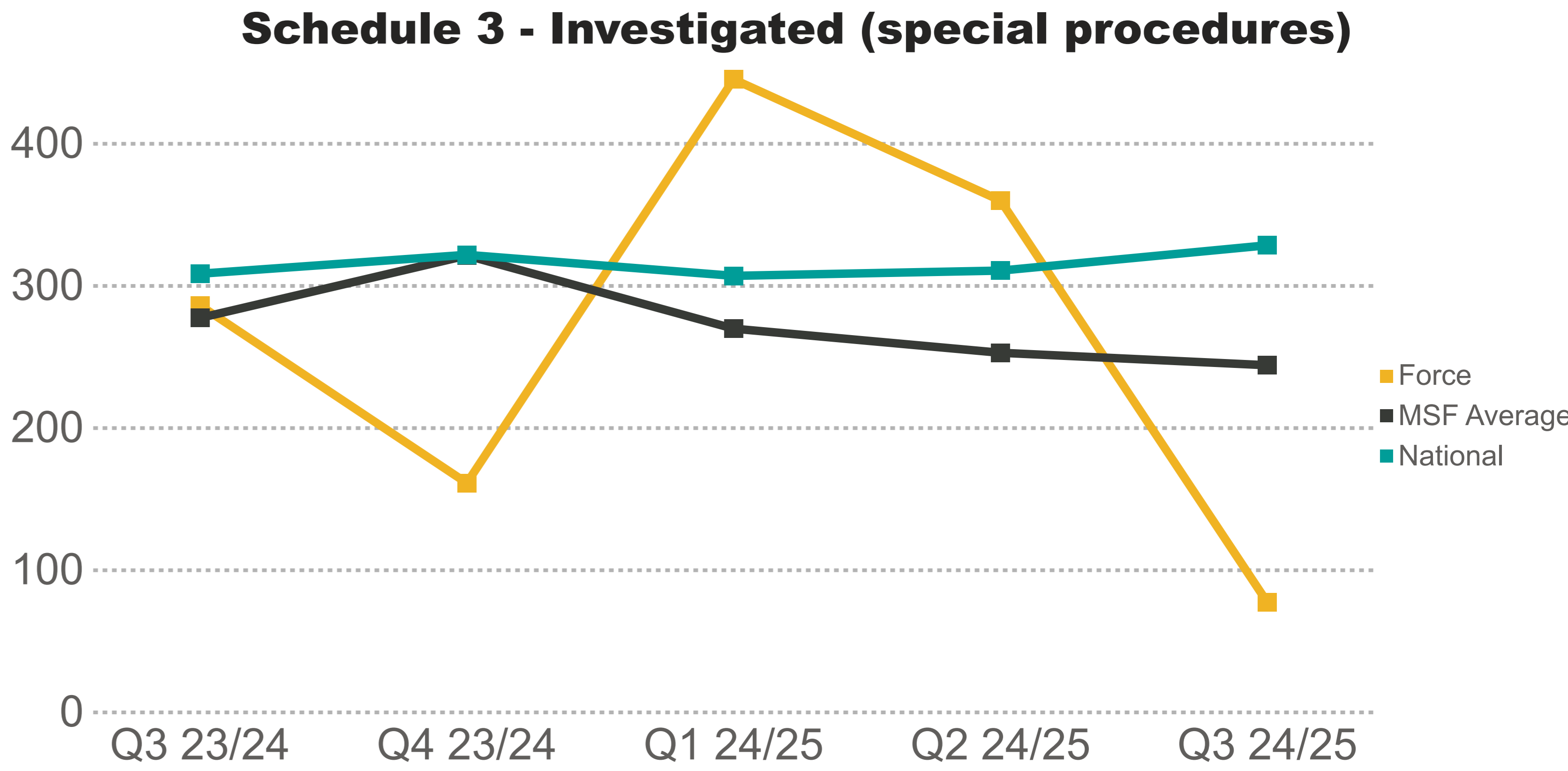
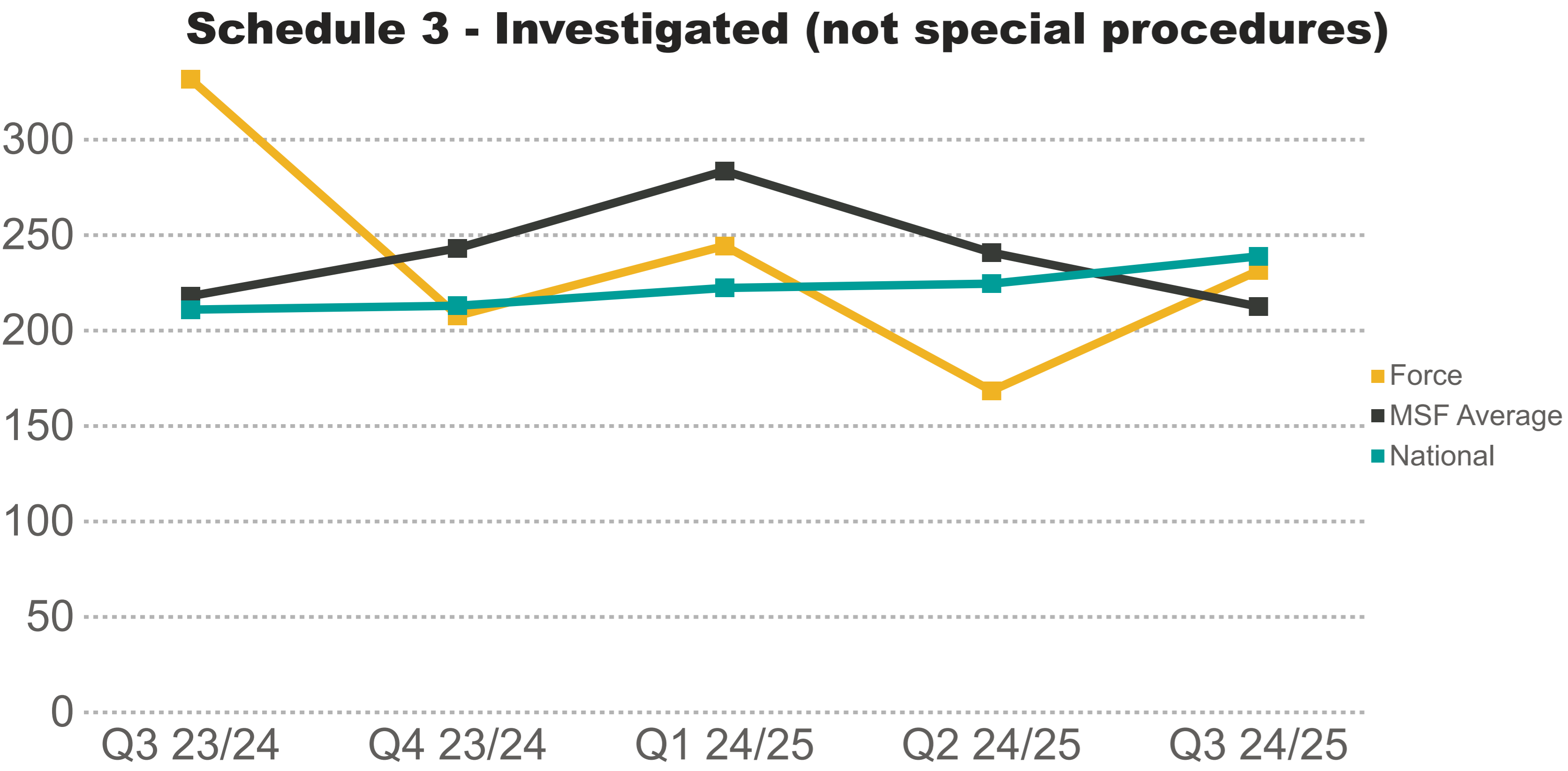
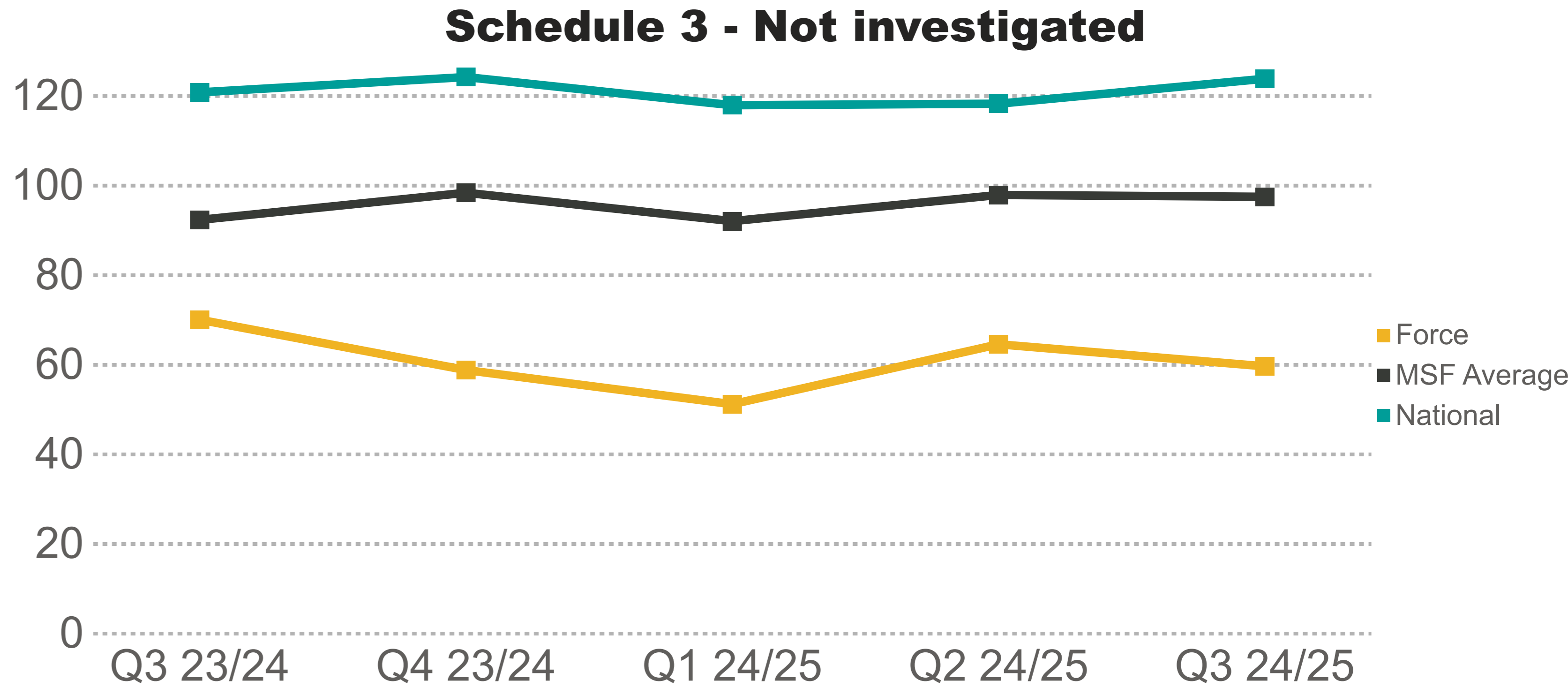
**Section D1: Complaint cases finalised under Schedule 3 - timeliness**

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)	356	243	311	315
Under Schedule 3 investigated (not subject to special procedures)	210	239	242	228
Under Schedule 3 - not investigated	59	68	96	120
<b>Total</b>	<b>66</b>	<b>75</b>	<b>116</b>	<b>142</b>

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	894	663	530	19,007
Under Schedule 3 investigated (not subject to special procedures)	31	25	69	3,833
Under Schedule 3 investigated (subject to special procedures)	7	5	9	524
<b>Total</b>	<b>932</b>	<b>693</b>	<b>608</b>	<b>23,364</b>

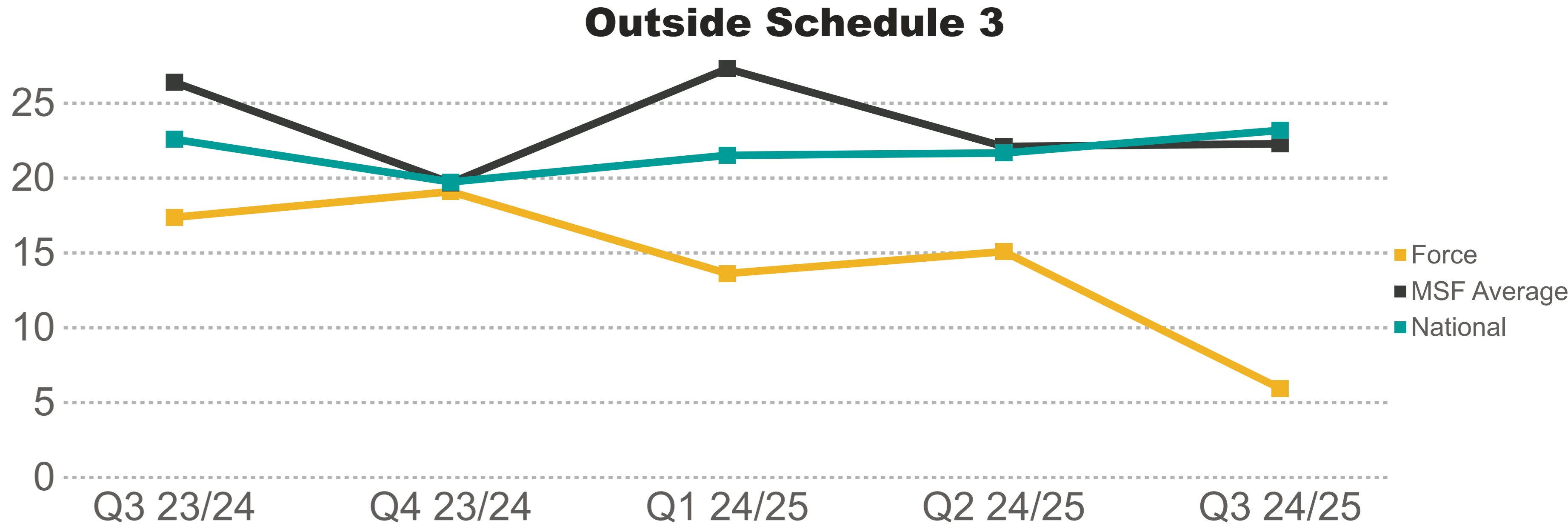


**Section D2: Complaint cases finalised outside of Schedule 3 - timeliness**

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	305	353	1070	43520
Average days to finalise complaint cases handled outside of Schedule 3	11	11	25	22



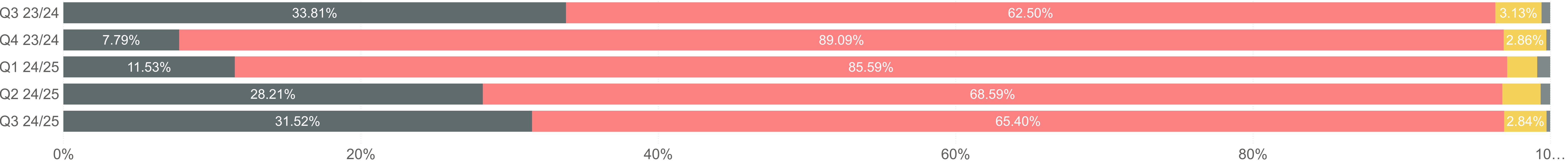
**Section D3: How complaint cases handled**

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	305	25%	353	34%	1,070	64%	43,520	65%
Under Schedule 3 - not investigated	894	72%	663	63%	530	32%	19,007	28%
Under Schedule 3 investigated (not subject to special procedures)	31	3%	25	2%	69	4%	3,834	6%
Under Schedule 3 investigated (subject to special procedures)	7	1%	5	0%	9	1%	524	1%
<b>Total</b>	<b>1,237</b>	<b>100%</b>	<b>1,046</b>	<b>100%</b>	<b>1,677</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.

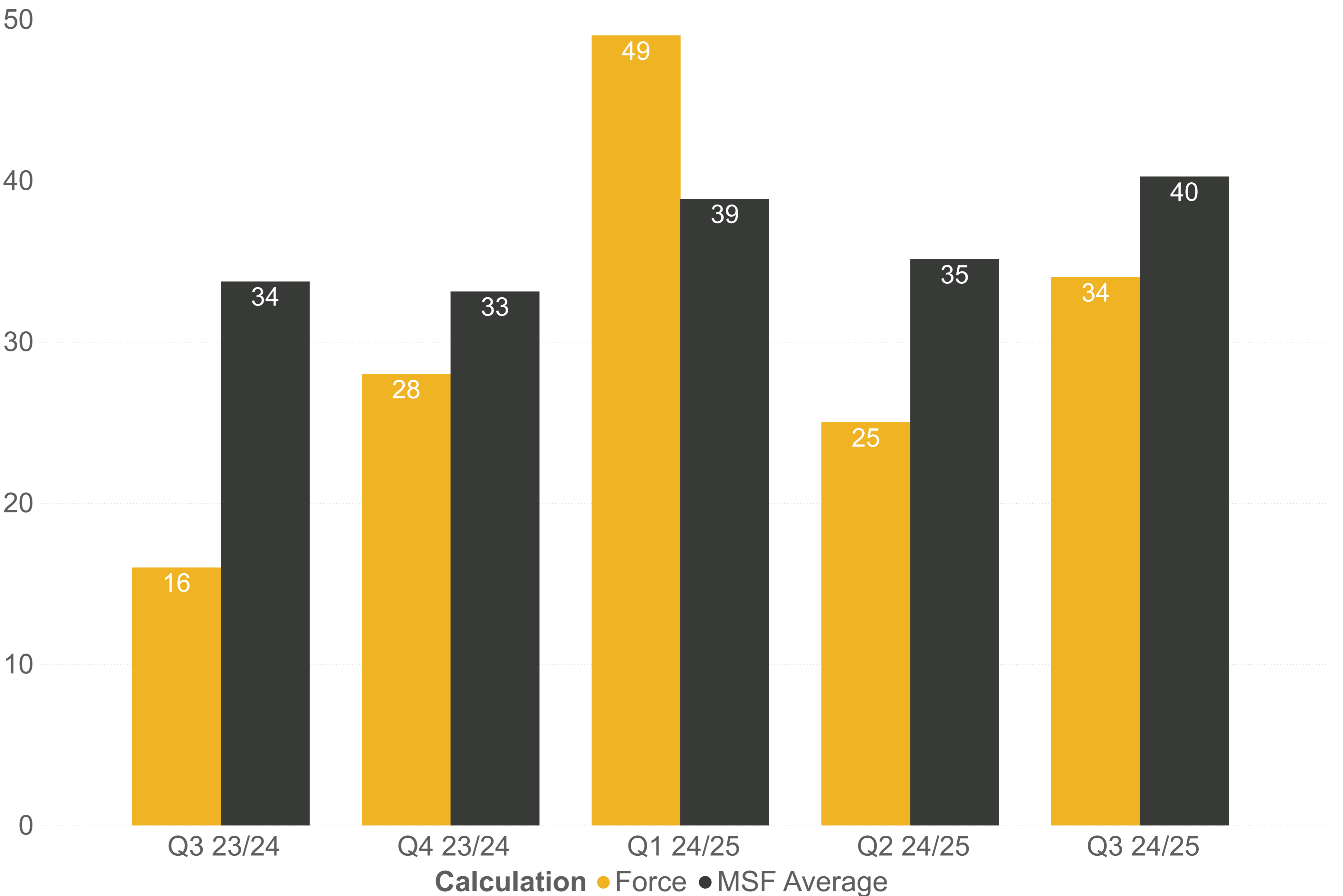
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	108	56	114	5,168
Number referrals completed	103	57	111	5,081
Decision: Independent Investigation	5	7	6	279
Decision: Directed Investigation	0	0	0	23
Decision: Local Investigation	68	40	62	2,754
Decision: Return to Force	30	9	40	1,907
Decision: Invalid	0	1	3	116

**Force and MSF Group referrals received**





Most Similar Force (MSF) Group: Bedfordshire, Essex, Hampshire, Hertfordshire, Kent, Leicestershire, Nottinghamshire, Sussex

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