

Interim Police Complaints Information Bulletin: Nottinghamshire

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

Most Similar Force (MSF) Group: Bedfordshire, Essex, Hertfordshire, Kent, Lancashire, Leicestershire, Nottinghamshire, South 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.

Contents

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

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

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

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

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

Page 6 Section A2: Allegations timeliness

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

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

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

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

Page 11 Section C1: Reviews received and timeliness

Page 12 Section C2: Outcomes on reviews

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

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

Page 15 Section E: Referrals

Page 16 Notes

Acronyms used in this bulletin

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

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

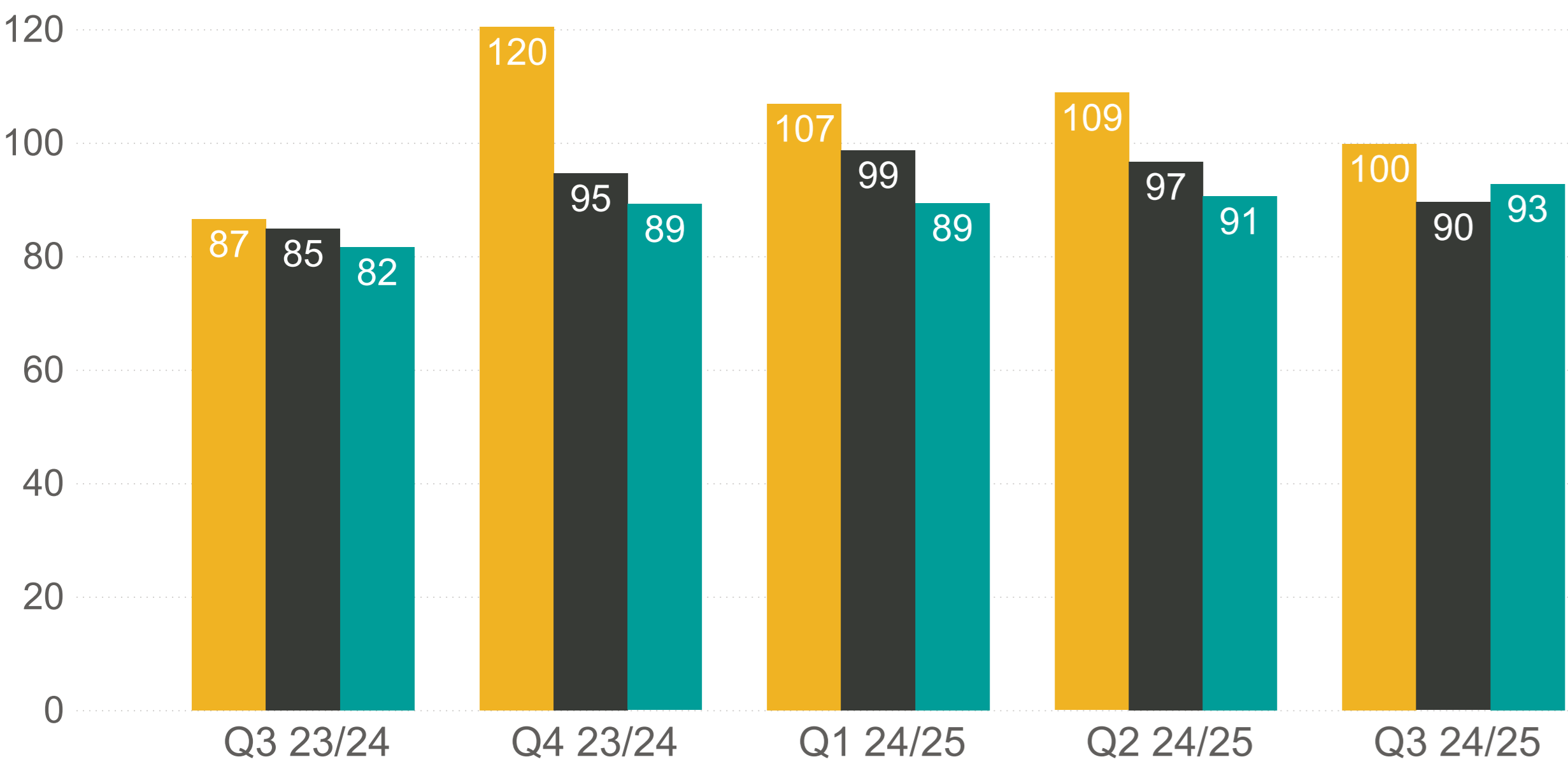
Section A1.1: Complaint cases and allegations logged

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

Year to date	Complaint cases logged	Complaints per 1,000 employees	Allegations Logged	Allegations per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	1,293	316	2,482	606	6	7
SPLY	1,061	262	1,904	471	7	5
MSF Average	1,479	285	2,846	543	4	5
National	69,504	273	122,348	480	8	7

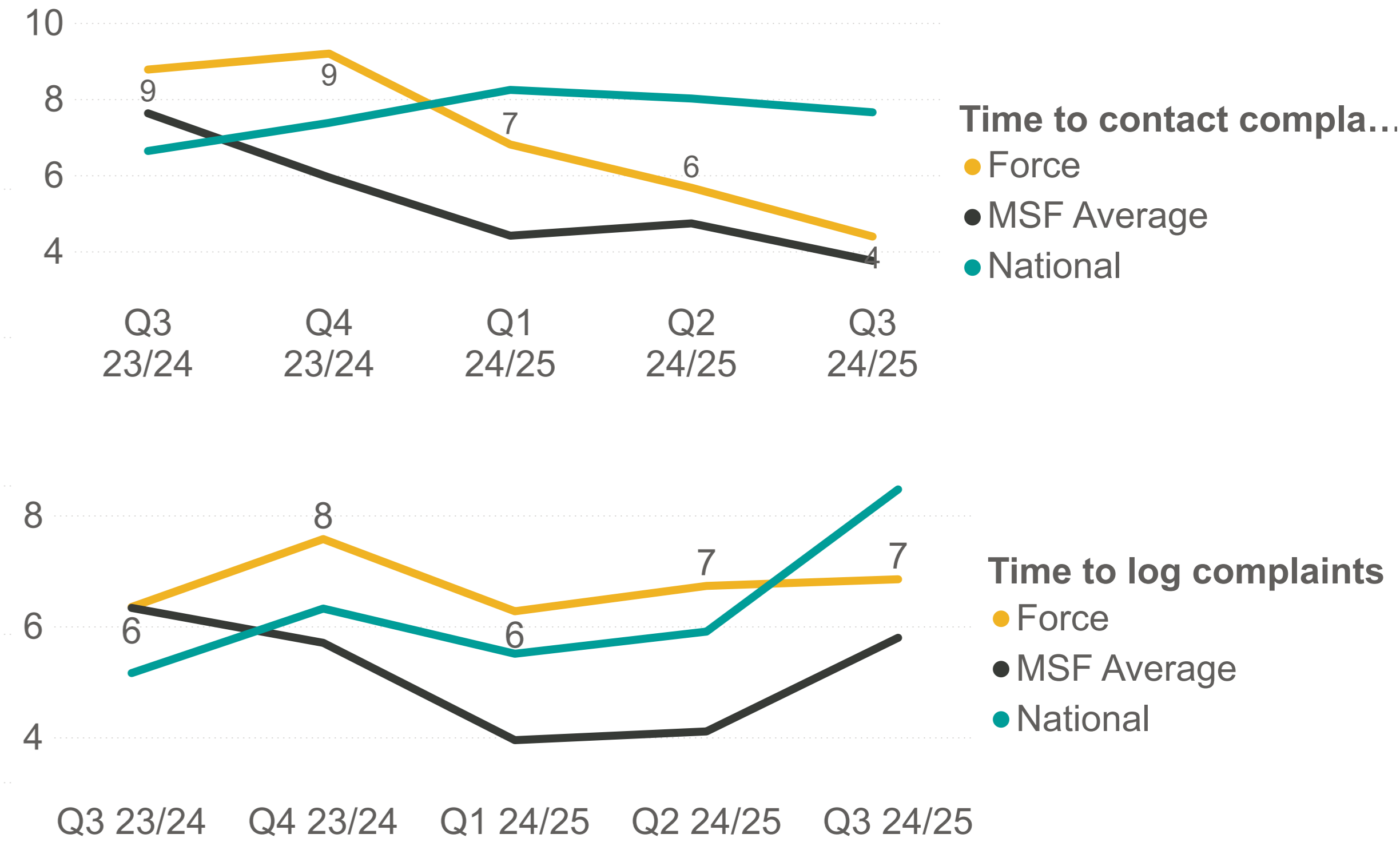
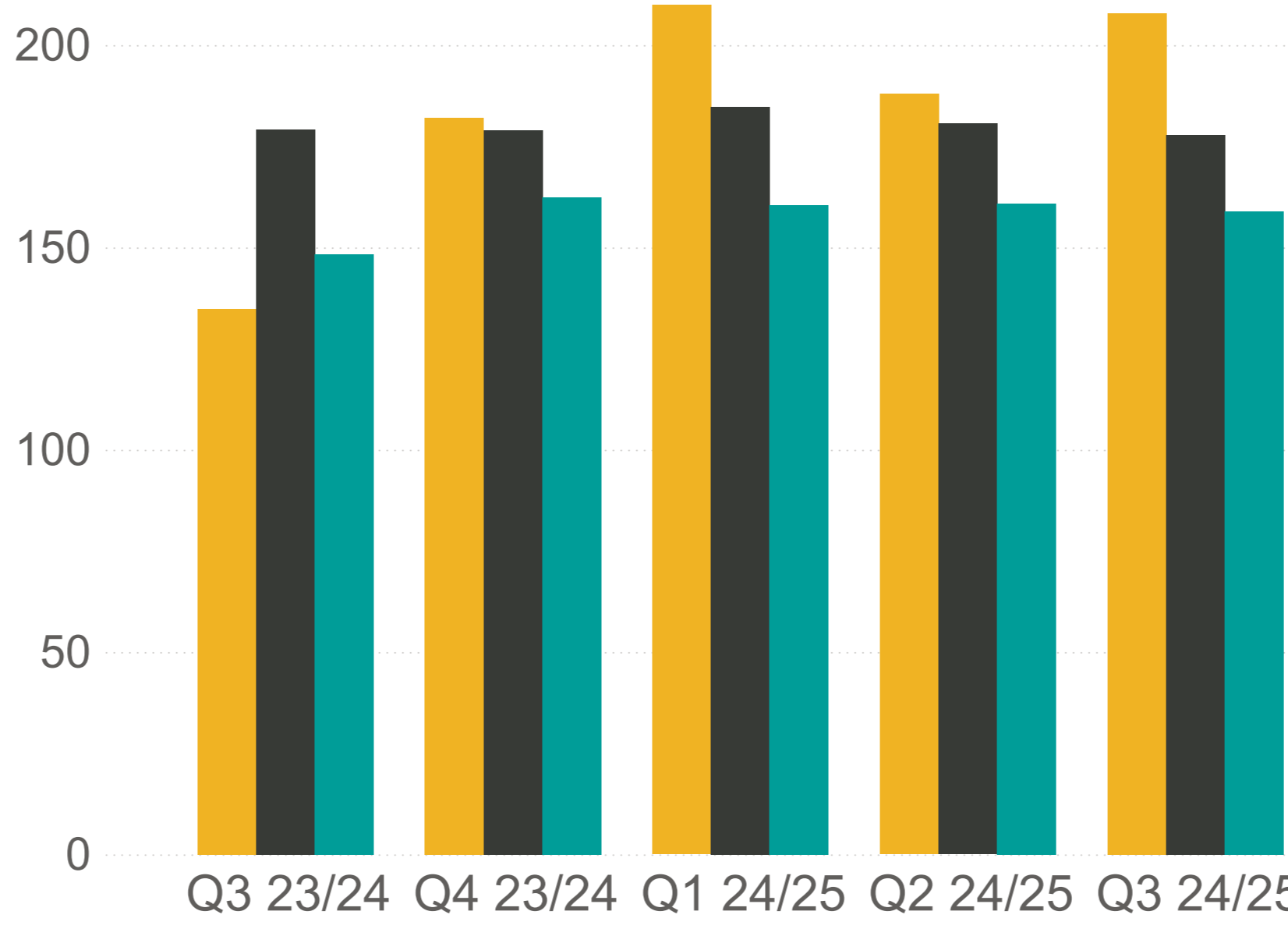
Complaints logged per 1,000 employees

● Force ● MSF Average ● National



Allegations logged per 1,000 employees

● Force ● MSF Average ● National



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	40	39	267	9,603
Complainant wishes the complaint be recorded	36	40	72	4,564
Dissatisfaction after initial handling	161	170	89	3,723
Nature of the allegation(s) in the complaint	87	64	166	5,364
Total	324	313	594	23,254

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	12 %	12 %	37 %	41 %
Complainant wishes the complaint be recorded	11 %	13 %	13 %	20 %
Dissatisfaction after initial handling	50 %	54 %	19 %	16 %
Nature of the allegation(s) in the complaint	27 %	20 %	30 %	23 %

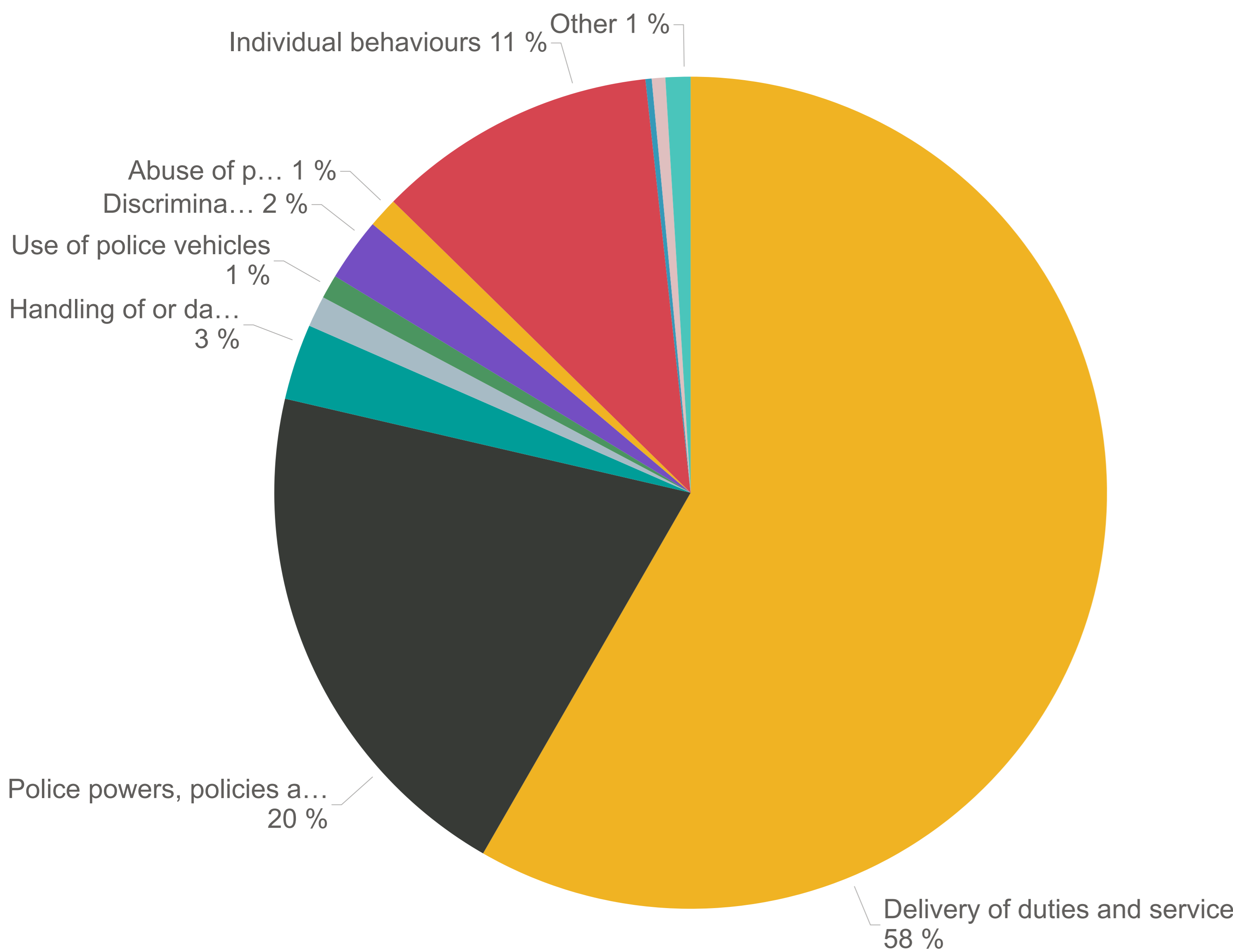
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

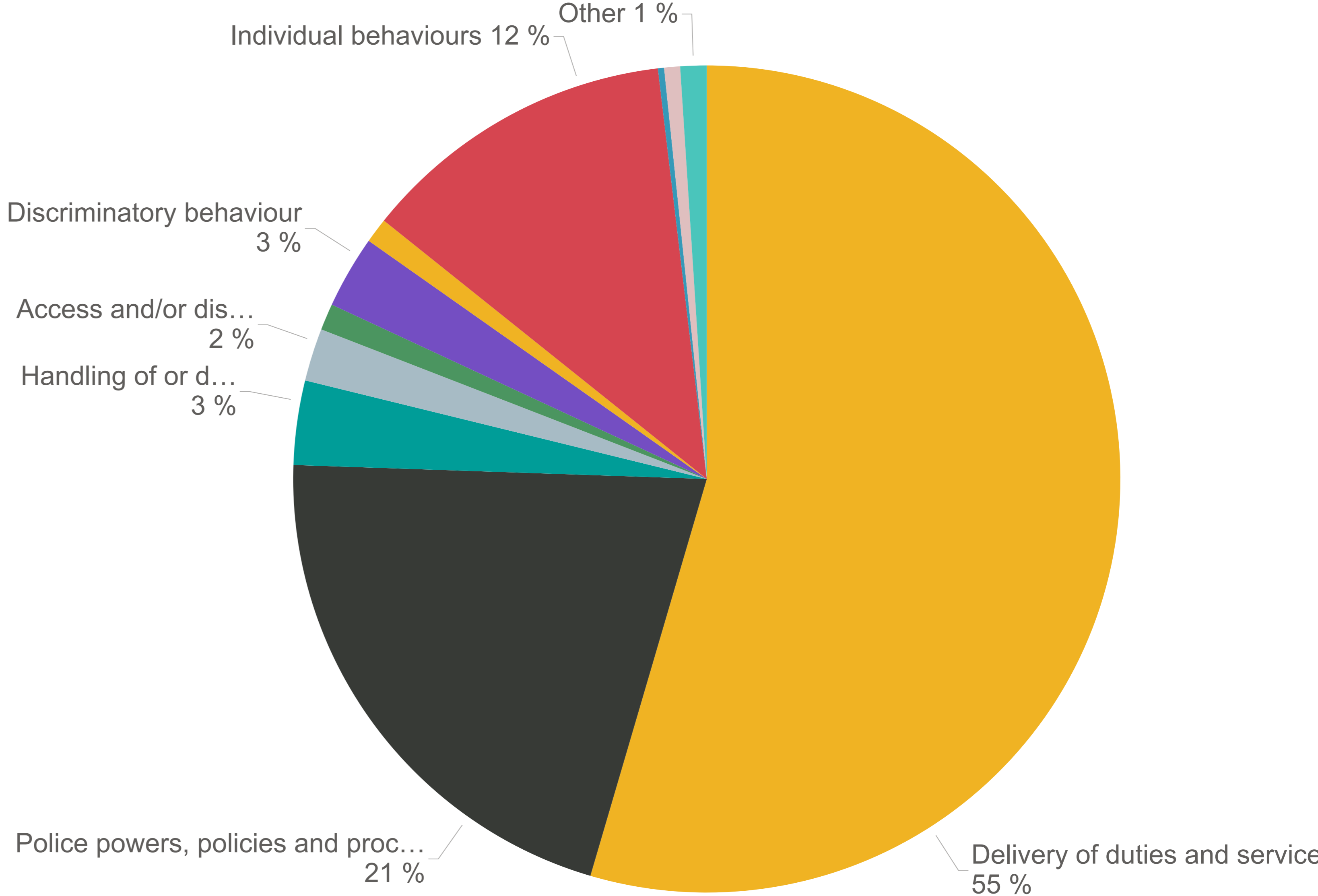
What has been complained about (YTD)

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	1,446	504	73	30	23	61	29	271	6	13	24	2,480
SPLY	1,023	335	50	23	15	24	14	357	11	23	29	1,904
MSF Average	1,581	577	86	56	22	88	29	372	6	12	18	2,845
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	1,445	58 %	1,023	54 %	1,580	55 %	66,726	55 %	
	General level of service	608	42 %	375	37 %	428	24 %	21,727	33 %	
	Police action following contact	307	21 %	311	30 %	638	43 %	27,618	41 %	
	Information	269	19 %	76	7 %	244	16 %	7,682	12 %	
	Decisions	261	18 %	261	26 %	271	17 %	9,699	15 %	
Police powers, policies and procedures	Total	504	20 %	335	18 %	577	20 %	25,687	21 %	
	Use of force	153	30 %	102	30 %	138	24 %	6,584	26 %	
	Power to arrest and detain	97	19 %	71	21 %	106	19 %	4,643	18 %	
	Detention in police custody	70	14 %	20	6 %	85	15 %	3,661	14 %	
	Other policies and procedures	64	13 %	39	12 %	50	8 %	2,576	10 %	
	Searches of premises and seizure of property	52	10 %	40	12 %	82	14 %	3,261	13 %	
	Evidential procedures	43	9 %	20	6 %	52	8 %	1,861	7 %	
	Bail, identification and interview procedures	11	2 %	13	4 %	35	6 %	1,489	6 %	
	Stops, and stop and search	10	2 %	27	8 %	20	4 %	1,218	5 %	
	Out of court disposals	4	1 %	3	1 %	8	1 %	393	2 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	Total	270	11 %	357	19 %	372	13 %	15,132	12 %
		Unprofessional attitude and disrespect	86	32 %	114	32 %	100	27 %	4,272	28 %
		Impolite language / tone	60	22 %	74	21 %	95	25 %	3,890	26 %
Lack of fairness and impartiality		55	20 %	52	15 %	65	17 %	2,089	14 %	
Impolite and intolerant actions		55	20 %	103	29 %	53	14 %	2,311	15 %	
Overbearing or harassing behaviours		14	5 %	14	4 %	59	16 %	2,570	17 %	
Handling of or damage to property/ premises	Total	72	3 %	50	3 %	76	3 %	3,932	3 %	
	Handling of or damage to property/ premises	72	99 %	50	100 %	76	84 %	3,931	98 %	
Discriminatory behaviour	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	
	Total	61	2 %	24	1 %	88	3 %	3,476	3 %	
	Race	26	43 %	10	42 %	39	44 %	1,655	48 %	
	Disability	15	25 %	7	29 %	18	21 %	663	19 %	
	Sex	9	15 %	3	13 %	16	18 %	561	16 %	
	Other	7	11 %	2	8 %	9	10 %	316	9 %	
	Sexual orientation	3	5 %	0	0 %	3	4 %	105	3 %	
	Gender reassignment	1	2 %	0	0 %	1	1 %	36	1 %	
	Age	0	0 %	0	0 %	1	1 %	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 %	
	Religion or belief	0	0 %	2	8 %	2	2 %	84	2 %	

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	916	37 %	803	42 %	1,077	38 %	46,292	38 %
None	350	14 %	350	18 %	650	22 %	22,863	19 %
Arrest	328	13 %	268	14 %	320	12 %	15,683	13 %
Custody	156	6 %	53	3 %	147	5 %	7,020	6 %
Neighbourhood policing	133	5 %	79	4 %	84	3 %	5,699	5 %
Roads/traffic	110	4 %	97	5 %	117	4 %	7,298	6 %
Call Handling	89	4 %	52	3 %	123	4 %	5,209	4 %
Premises search	62	2 %	42	2 %	71	3 %	2,989	2 %
Domestic / gender abuse	61	2 %	25	1 %	109	4 %	6,828	6 %
VAWG - dissatisfaction handling	47	2 %	14	1 %	87	3 %	5,179	4 %
Mental health	38	2 %	39	2 %	75	3 %	3,667	3 %
Serious injury	22	1 %	4	0 %	5	0 %	256	0 %
Stop and/or search	21	1 %	36	2 %	41	1 %	2,543	2 %
Hate Crime	17	1 %	12	1 %	16	1 %	699	1 %
Drugs / alcohol	14	1 %	11	1 %	23	1 %	1,408	1 %
Child protection / CSA / CSE	12	0 %	21	1 %	42	1 %	2,199	2 %
Death	9	0 %	22	1 %	20	1 %	1,105	1 %
Public order incident	9	0 %	17	1 %	13	0 %	972	1 %
Restraint equipment	8	0 %	5	0 %	18	1 %	1,321	1 %
Social media	8	0 %	5	0 %	7	0 %	506	0 %
Firearms	7	0 %	10	1 %	11	0 %	559	0 %
Missing persons	7	0 %	22	1 %	13	0 %	771	1 %
Covert policing	5	0 %	1	0 %	2	0 %	66	0 %
VAWG - police perpetrated	4	0 %	28	1 %	22	1 %	848	1 %
Fraud	1	0 %	2	0 %	7	0 %	779	1 %
Police dogs or horses	1	0 %	1	0 %	1	0 %	76	0 %
PPDA	1	0 %	4	0 %	1	0 %	27	0 %
Taser	1	0 %	0	0 %	2	0 %	146	0 %
Unknown	1	0 %	1	0 %	0	0 %	23	0 %
VAWG - police victim	1	0 %	1	0 %	5	0 %	107	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 - Police victim	0	0 %	0	0 %	0	0 %	3	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %	4	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	16	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	23	0 %

This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category and the percentages here will add up to over 100%. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

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

Factors on top five allegation categories (Year to date)	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Discriminatory behaviour	Individual behaviours
VAWG - police victim	0	1	0	0	0
VAWG - police perpetrated	0	3	0	0	0
VAWG - dissatisfaction handling	39	3	0	1	3
Unknown	1	0	0	0	0
Taser	0	1	0	0	0
Stop and/or search	1	13	0	2	4
Social media	5	2	0	1	0
Serious injury	16	4	1	0	1
Roads/traffic	46	19	3	8	18
Restraint equipment	0	7	0	1	0
Public order incident	2	6	0	0	1
Premises search	5	32	17	1	5
PPDA	0	0	0	1	0
Police dogs or horses	1	0	0	0	0
None	208	32	19	8	44
Neighbourhood policing	87	14	0	5	24
Missing persons	4	2	0	0	1
Mental health	24	9	0	1	3
Investigation	700	75	17	14	74
Hate Crime	14	1	0	2	0
Fraud	1	0	0	0	0
Firearms	4	1	0	0	2
Drugs / alcohol	9	3	1	0	1
Domestic / gender abuse	38	5	0	8	7
Death	8	0	0	0	0
Custody	41	91	6	3	12
Covert policing	0	5	0	0	0
Child protection / CSA / CSE	10	1	0	0	1
Call Handling	71	2	0	1	15
Arrest	79	178	6	6	46
Total	1,353	476	69	59	257

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	1	5	1	7
Q4 23/24	10	0	0	10
Q1 24/25	7	3	0	10
Q2 24/25	23	1	0	24
Q3 24/25	17	0	1	18
Total	58	9	2	69

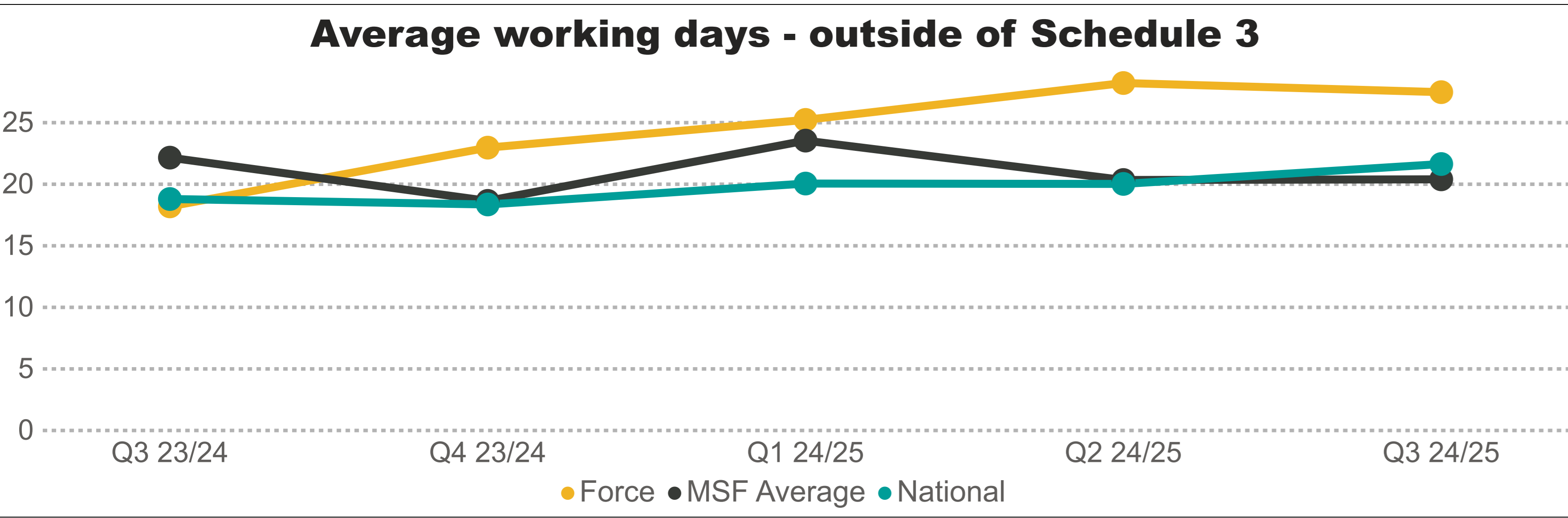
Section A2: Allegations timeliness

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.

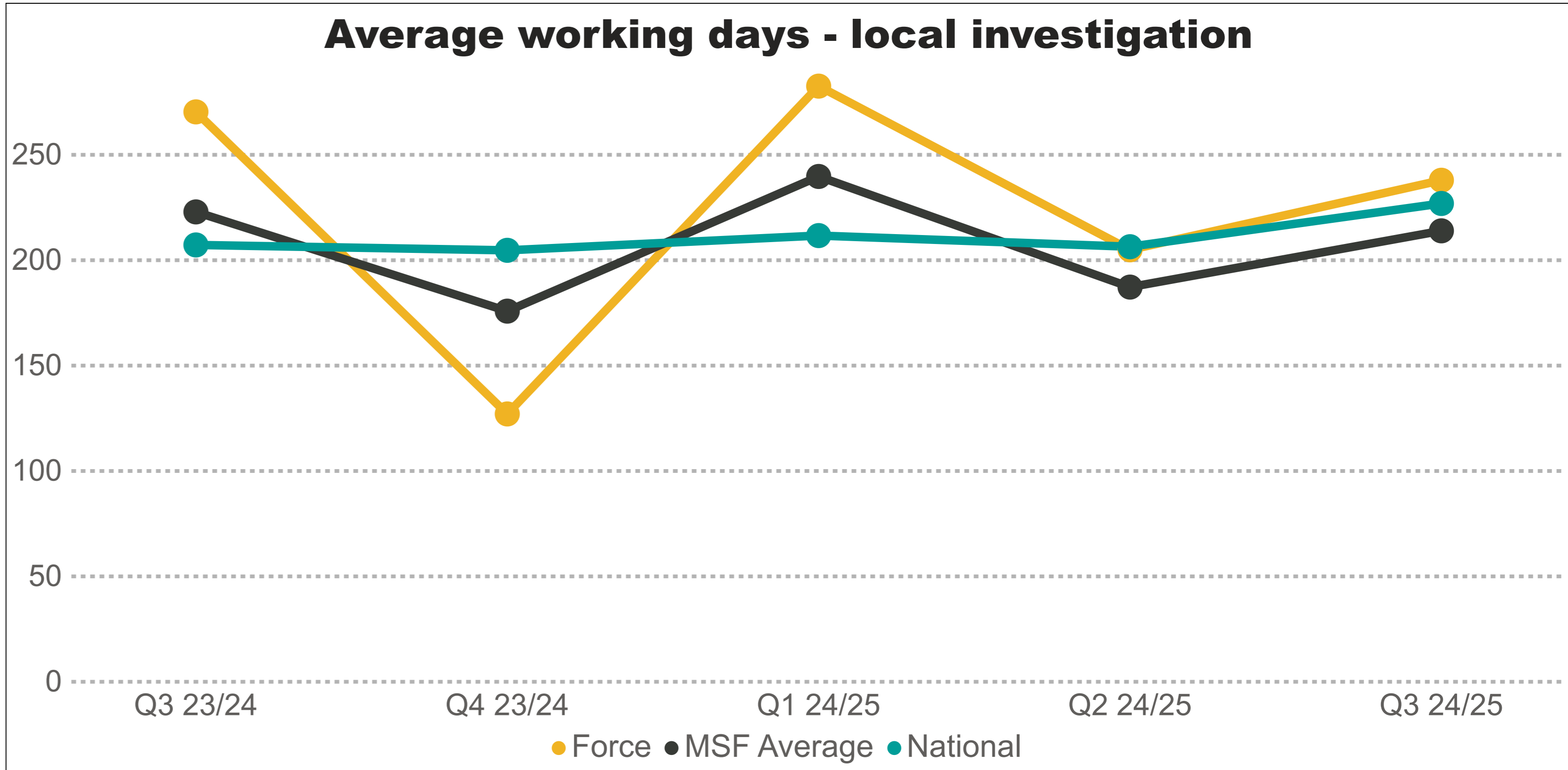
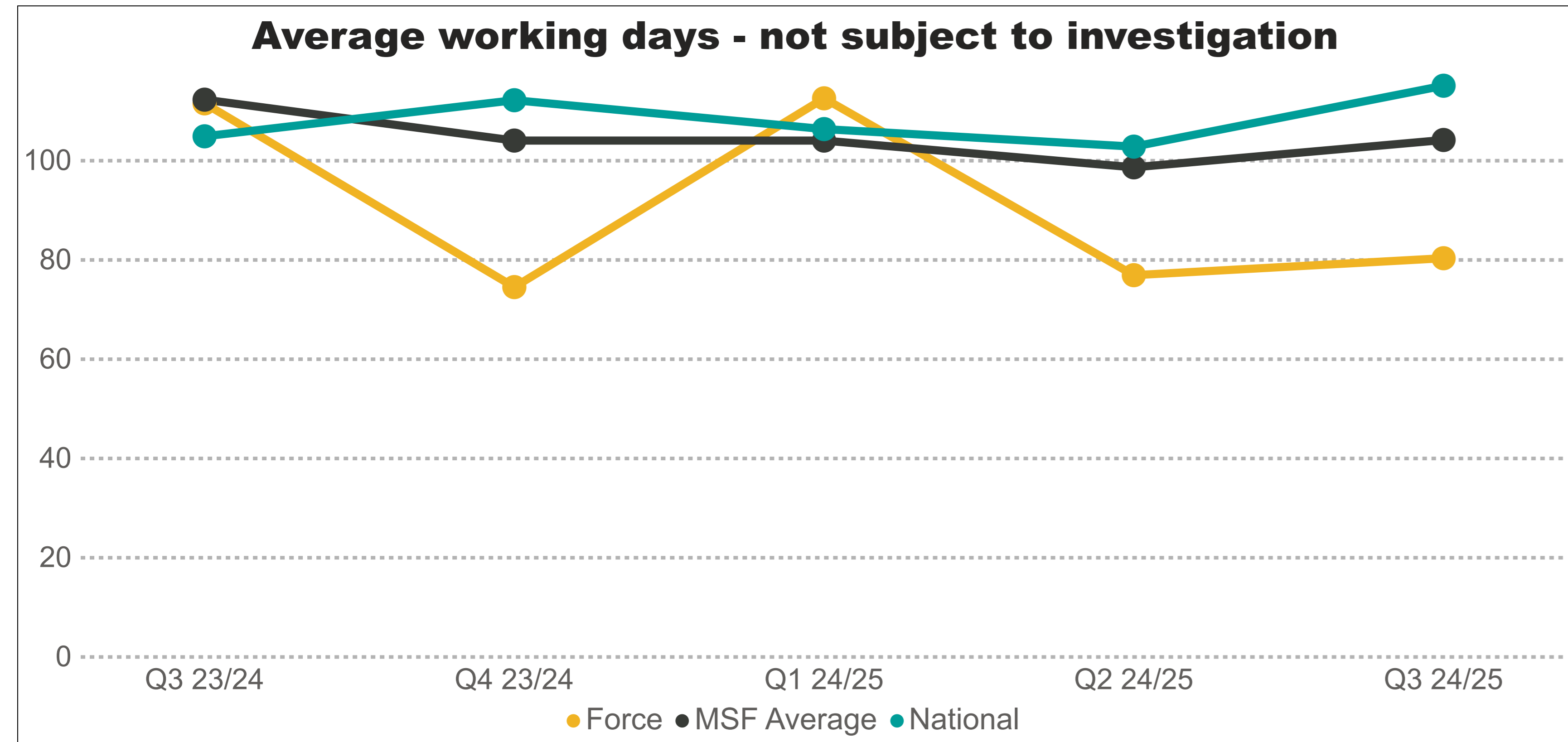
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	1,182	27	790	89	242	243	11	336
SPLY	1,022	14	688	101	257	183	1	738
MSF Average	1,013	22	1,308	103	341	212	6	194
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

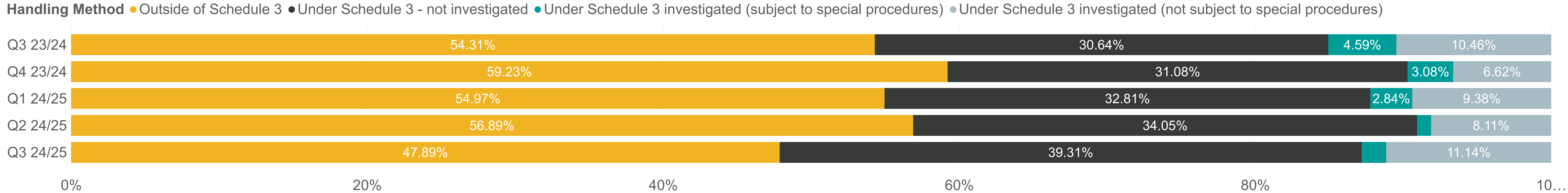


Section A3.1: How allegations were handled and their decisions

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)	213	10 %	325	11 %	12,092	10 %
Under Schedule 3 investigated (subject to special procedures)	40	2 %	23	1 %	1,408	1 %
Under Schedule 3 - not investigated	790	36 %	1308	47 %	53,990	45 %
Outside of Schedule 3	1,182	53 %	1013	41 %	51,937	43 %
Total	2,225	100 %	2668	100 %	119,427	100 %

Force: percent of allegations finalised by handling method



How allegations were handled (Year to date)	Outside of Schedule 3				Under Schedule 3 - not investigated				Under Schedule 3 investigated (subject to special procedures)				Under Schedule 3 investigated (not subject to special procedures)			
	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %
No further action					28	4 %	4,006	7 %			22	2 %	5	2 %	347	3 %
Regulation 41 applies							77	0 %	1	3 %	3	0 %			155	1 %
Service provided - unable to determine					72	9 %	4,930	9 %			18	1 %	18	8 %	1,148	9 %
Service provided - not acceptable					111	14 %	7,176	13 %	2	5 %	43	3 %	21	10 %	1,461	12 %
Service provided - acceptable					557	71 %	36,299	67 %	5	13 %	199	14 %	169	79 %	8,649	72 %
Not Resolved	37	3 %	2,767	5 %												
Resolved	1145	97 %	49,169	95 %												
No Case to Answer									16	40 %	796	57 %				
Case to Answer									16	40 %	301	21 %				
Withdrawal					22	3 %	1,501	3 %			26	2 %			332	3 %

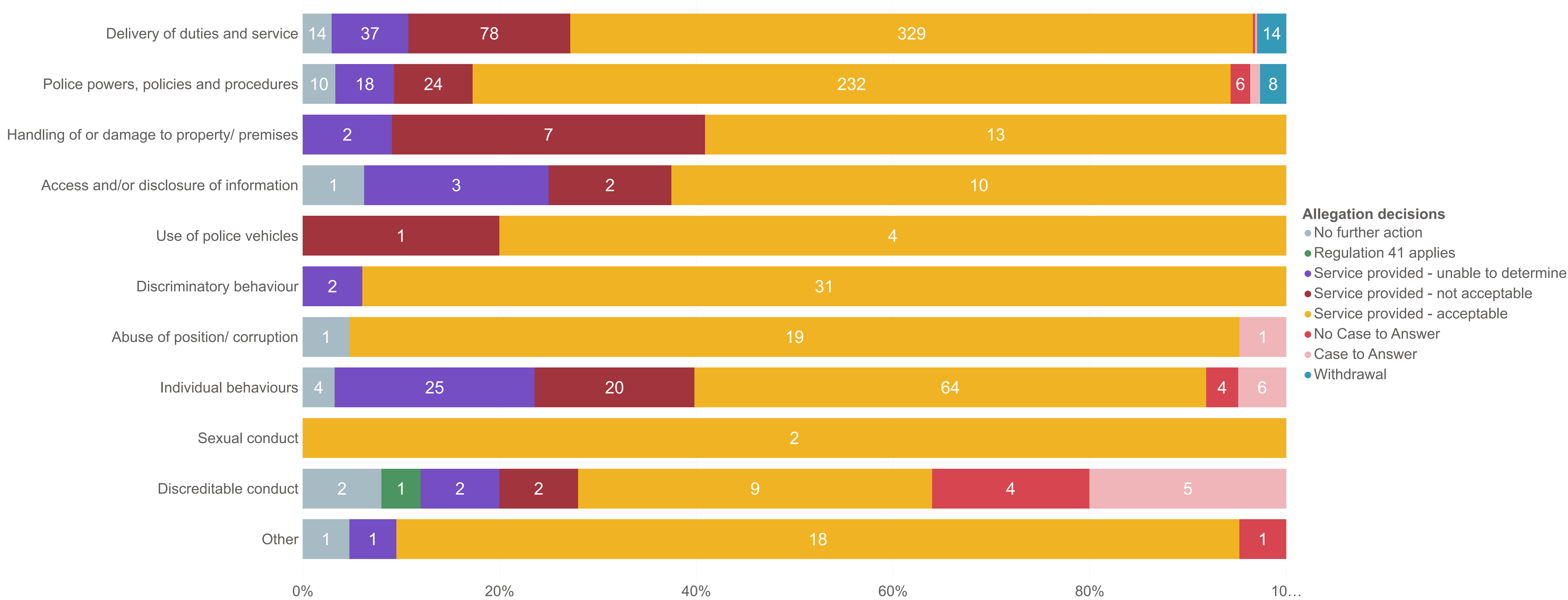
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

Outside Schedule 3 allegation decisions

Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Resolved	802	125	38	16	17	12	4	118	1	3	9	1,145
Not Resolved	26	3	0	0	1	0	0	7	0	0	0	37

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	8	1 %	0	0 %	14	1 %	199	0 %
Learning from reflection	60	5 %	5	0 %	94	8 %	1,462	3 %
Policy review	1	0 %	0	0 %	2	0 %	48	0 %
Goodwill gesture	2	0 %	0	0 %	3	0 %	80	0 %
Apology	122	10 %	9	1 %	90	8 %	4,995	10 %
Debrief	23	2 %	1	0 %	14	1 %	436	1 %
Explanation	757	64 %	596	58 %	572	60 %	32,190	62 %
No further action	110	9 %	377	37 %	148	14 %	5,660	11 %
Other action	93	8 %	13	1 %	58	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	12	1 %	15	2 %	14	1 %	586	1 %
Apology	27	3 %	15	2 %	72	3 %	2,663	4 %
Debrief	0	0 %	0	0 %	3	0 %	1,928	3 %
Explanation	439	42 %	136	14 %	891	59 %	41,875	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	2	0 %	1	0 %	27	0 %
No further action	405	39 %	592	63 %	497	26 %	14,539	22 %
Other action	22	2 %	13	1 %	51	2 %	670	1 %
Learning from reflection	88	8 %	86	9 %	93	6 %	3,600	5 %
Referral to RPRP	7	1 %	23	2 %	15	1 %	1,026	2 %

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

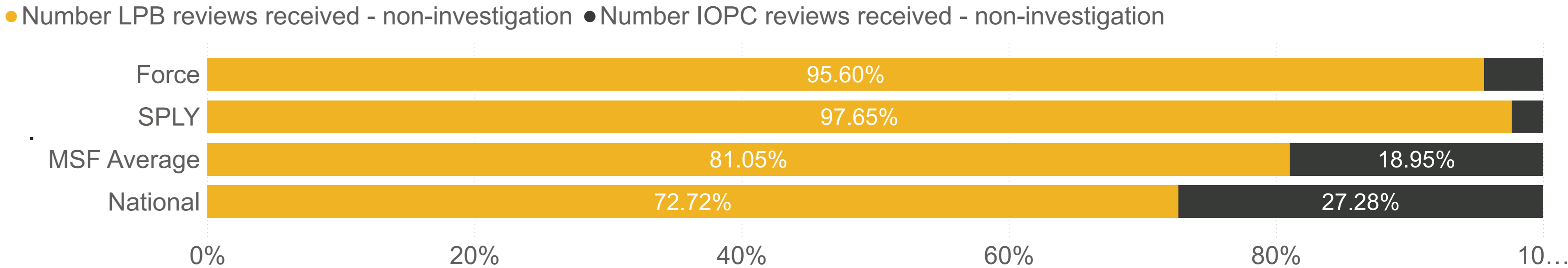
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	23 %	28	44 %	4	13 %	157	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	2	3 %	1	4 %	10	1 %
Other actions following a case to answer decision	15	38 %	1	2 %	3	9 %	93	7 %
Referral to RPRP	0	0 %	5	8 %	4	20 %	230	16 %

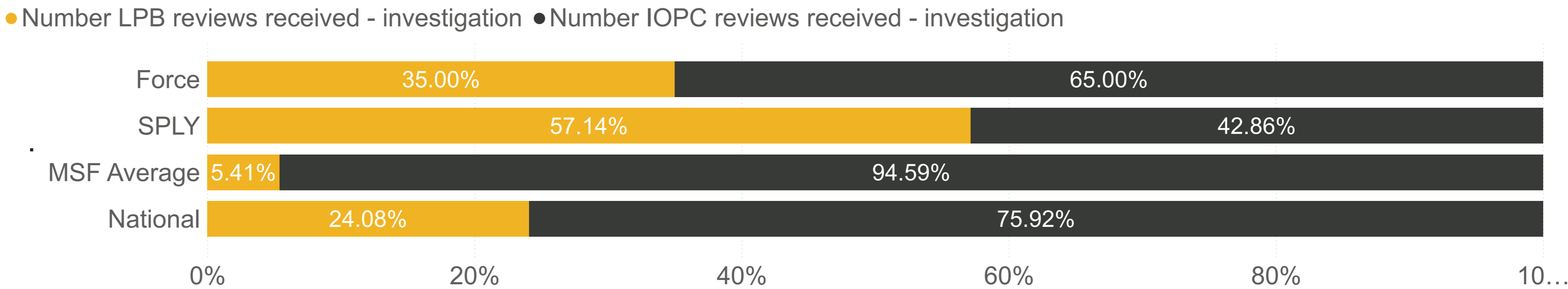
Section C1: Reviews received and timeliness (Year to date)

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	87	4
SPLY	83	2
MSF Average	79	19
National	2,868	1,076

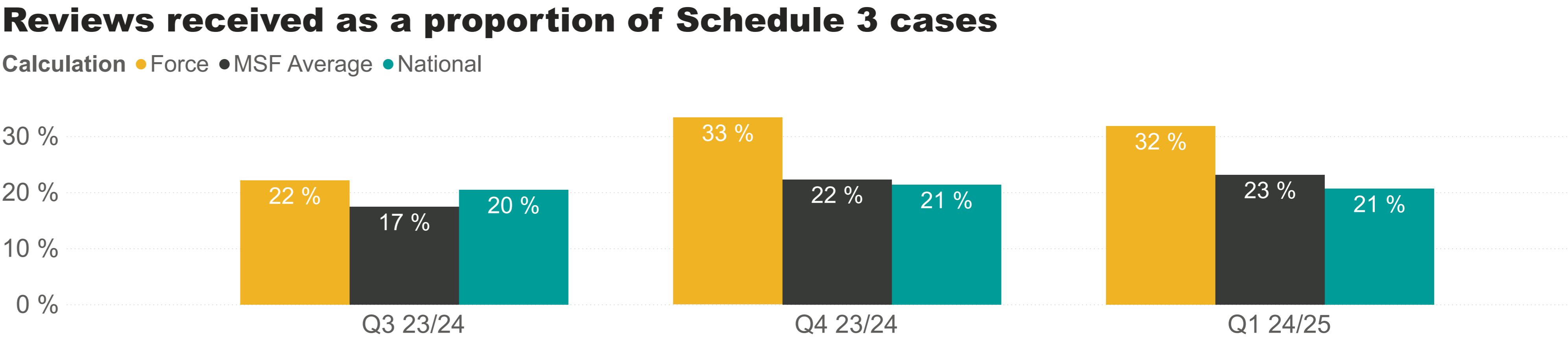


Investigation reviews received	LPB	IOPC
Force	7	13
SPLY	4	3
MSF Average	1	18
National	230	725



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	111	328
SPLY	92	381
MSF Average	116	577
National	4,899	23,364



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	11	13	50	48
Average number of working days to complete IOPC reviews	122	193	142	137

Section C2: Outcomes on reviews

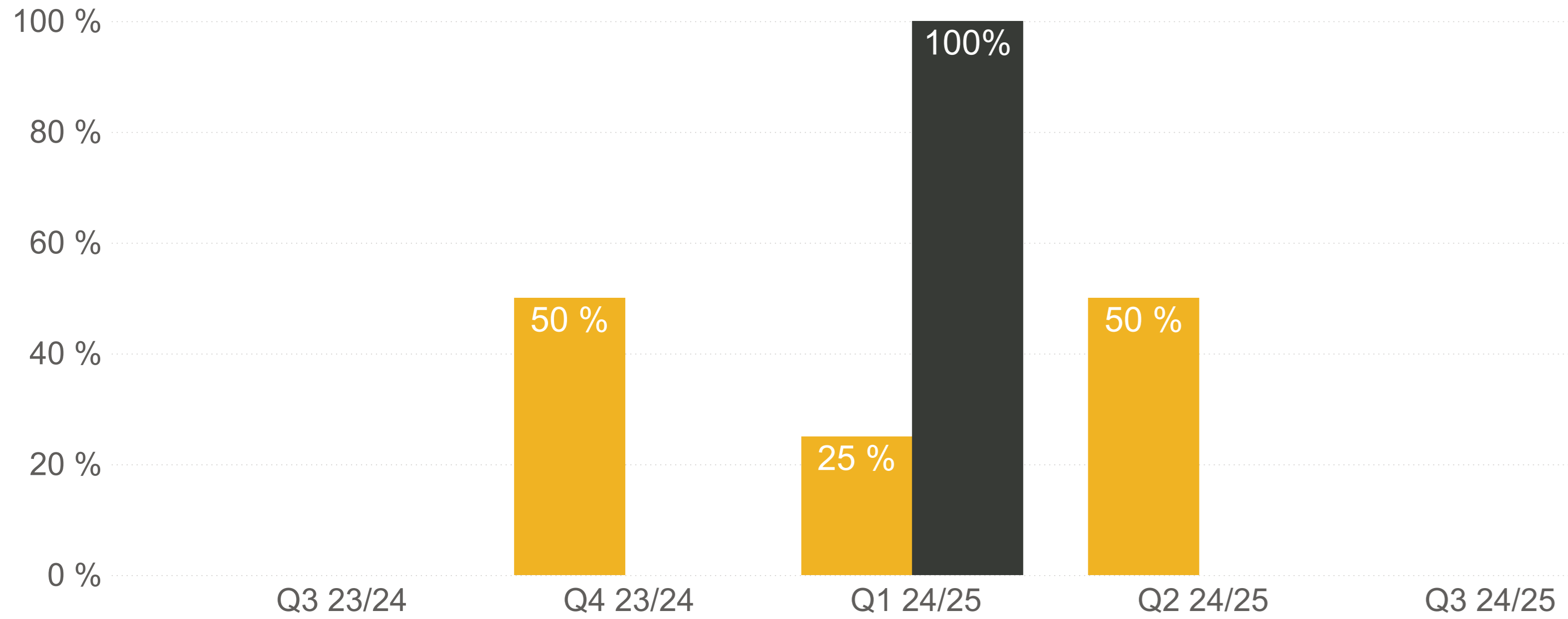
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate leading to the review being upheld.

Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	8	2	7	2
SPLY	10	1	3	
MSF Average	16	4	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	1	1	81	12
SPLY	2	1	73	11
MSF Average	14	4	75	12
National	729	226	2,774	578

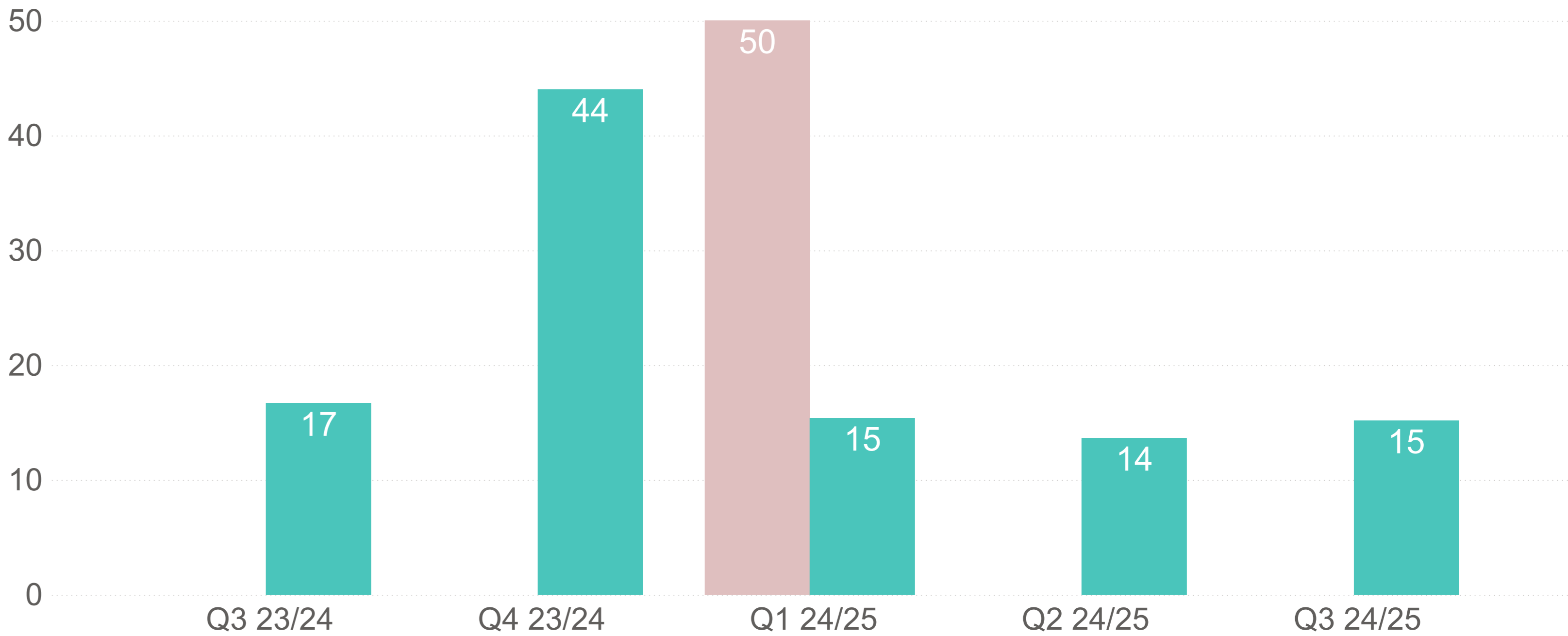
% IOPC reviews upheld - Force

● Investigation ● Non-investigation



% LPB Reviews upheld - Force

● Investigation ● Non-investigation



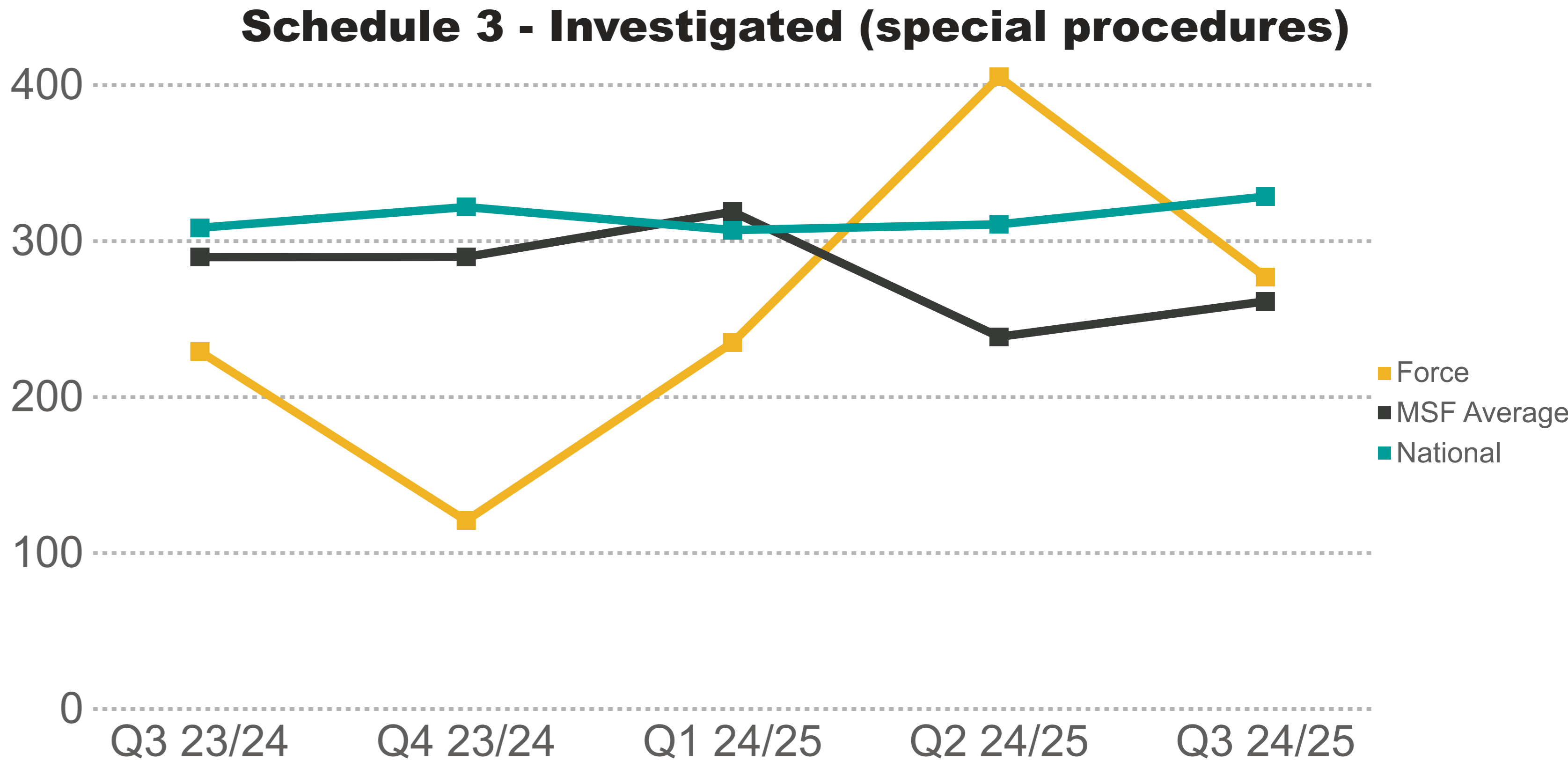
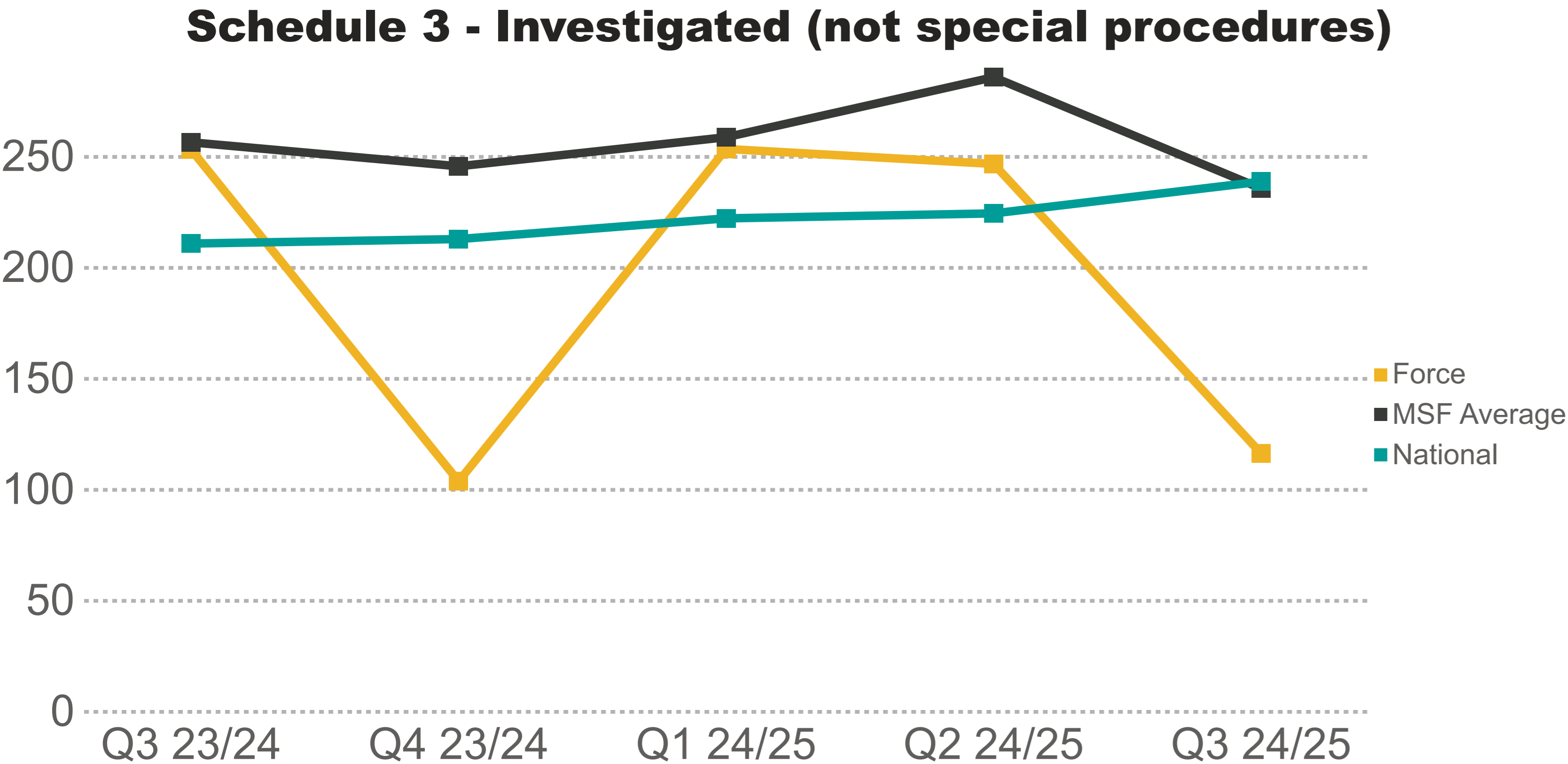
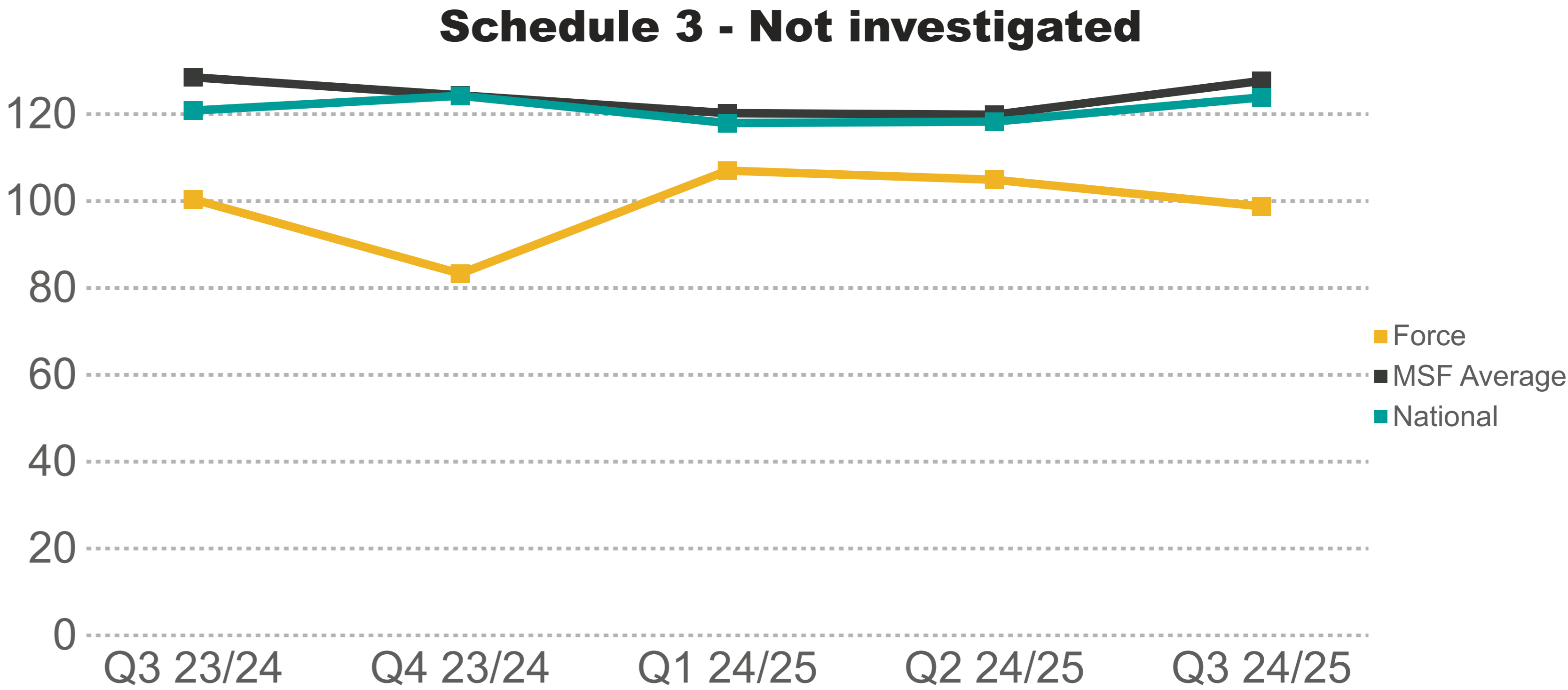
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	314	214	305	315
Under Schedule 3 investigated (not subject to special procedures)	234	174	268	228
Under Schedule 3 - not investigated	104	118	123	120
Total	128	131	143	142

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	274	302	489	19,007
Under Schedule 3 investigated (not subject to special procedures)	40	64	79	3,833
Under Schedule 3 investigated (subject to special procedures)	14	15	10	524
Total	328	381	577	23,364



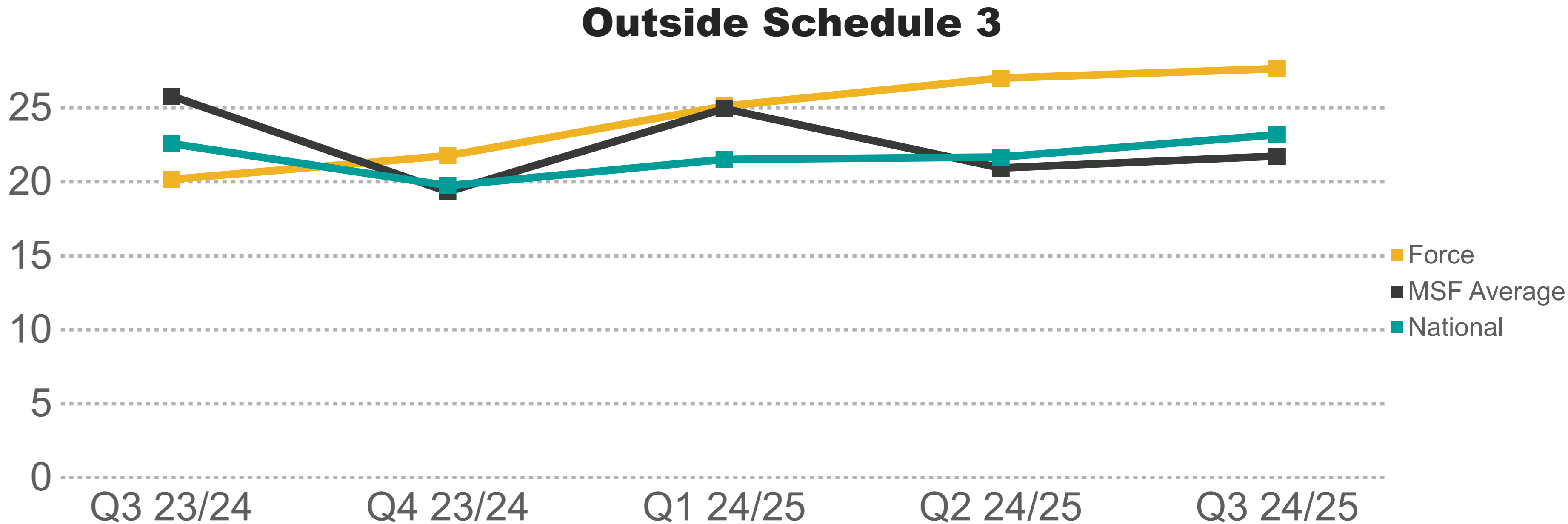
Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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	900	733	864	43520
Average days to finalise complaint cases handled outside of Schedule 3	27	16	23	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	900	73%	733	66%	864	60%	43,520	65%
Under Schedule 3 - not investigated	274	22%	302	27%	489	34%	19,007	28%
Under Schedule 3 investigated (not subject to special procedures)	40	3%	64	6%	79	5%	3,834	6%
Under Schedule 3 investigated (subject to special procedures)	14	1%	15	1%	10	1%	524	1%
Total	1,228	100%	1,114	100%	1,441	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.

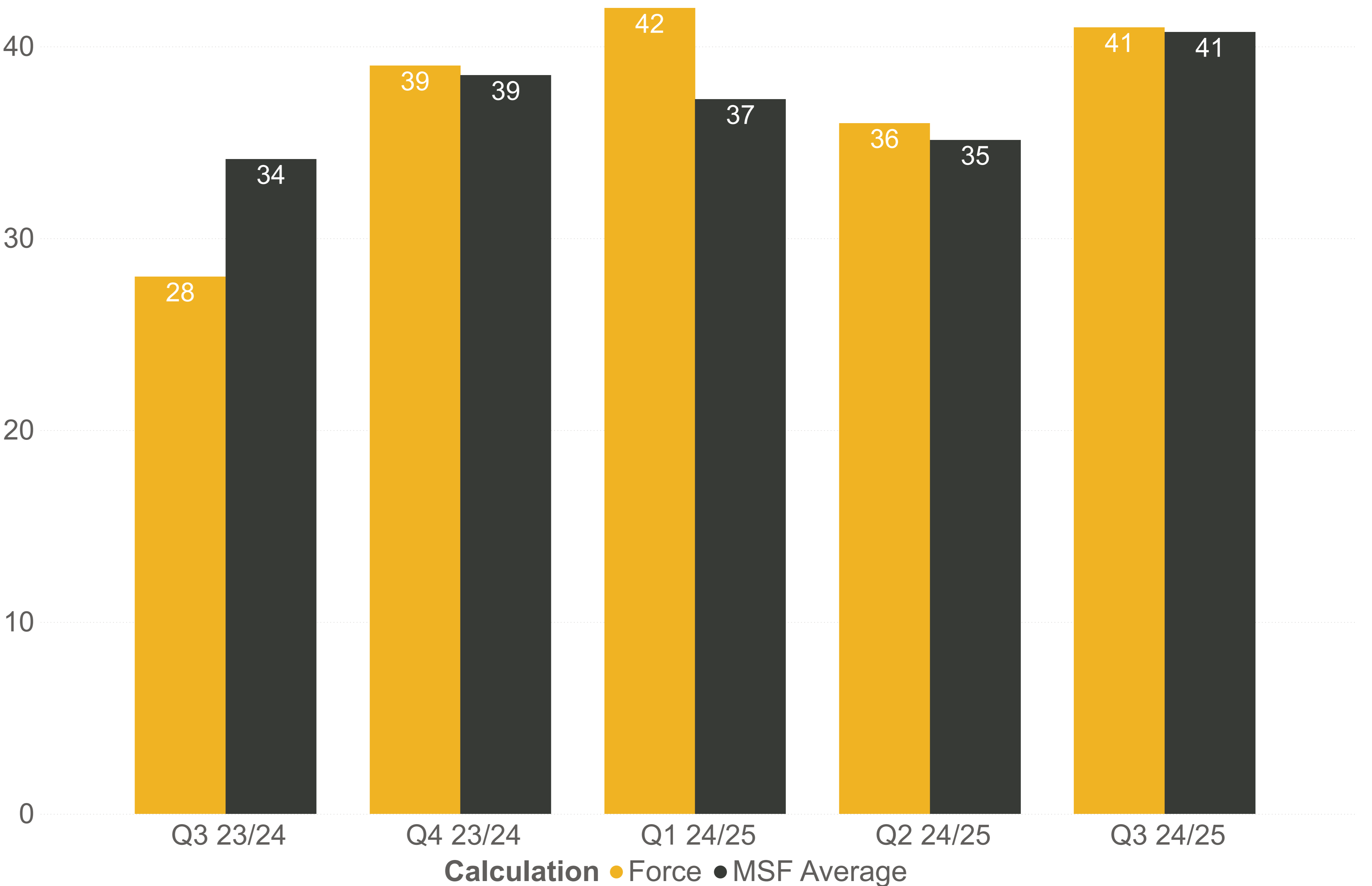
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	119	89	113	5,168
Number referrals completed	116	88	110	5,081
Decision: Independent Investigation	9	7	6	279
Decision: Directed Investigation	0	0	1	23
Decision: Local Investigation	71	56	58	2,754
Decision: Return to Force	30	24	43	1,907
Decision: Invalid	6	1	3	116

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Bedfordshire, Essex, Hertfordshire, Kent, Lancashire, Leicestershire, Nottinghamshire, South 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 \(February 2020\)](#).