

Interim Police Complaints Information Bulletin: South Yorkshire

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

Most Similar Force (MSF) Group: Bedfordshire, 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

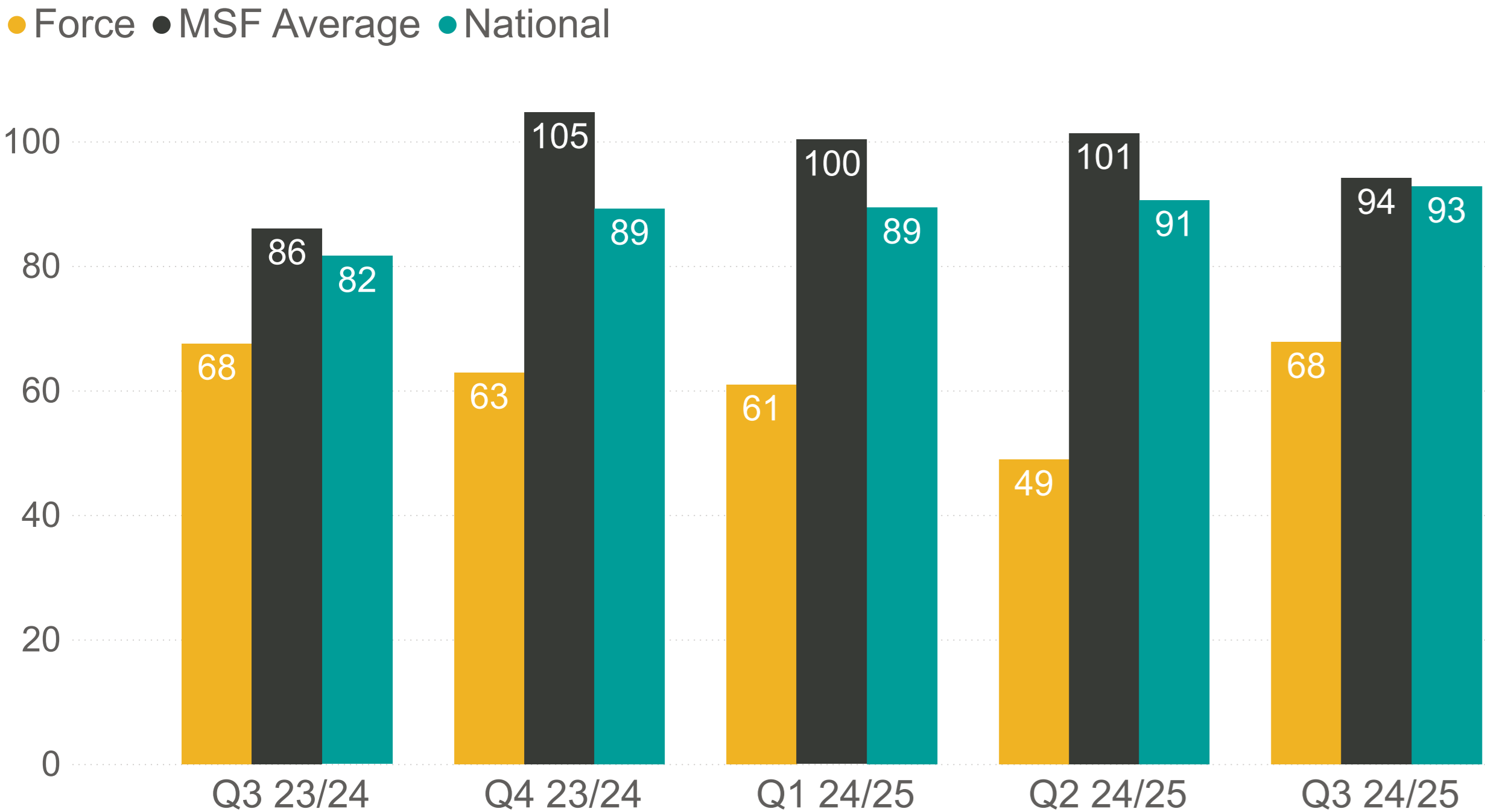
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

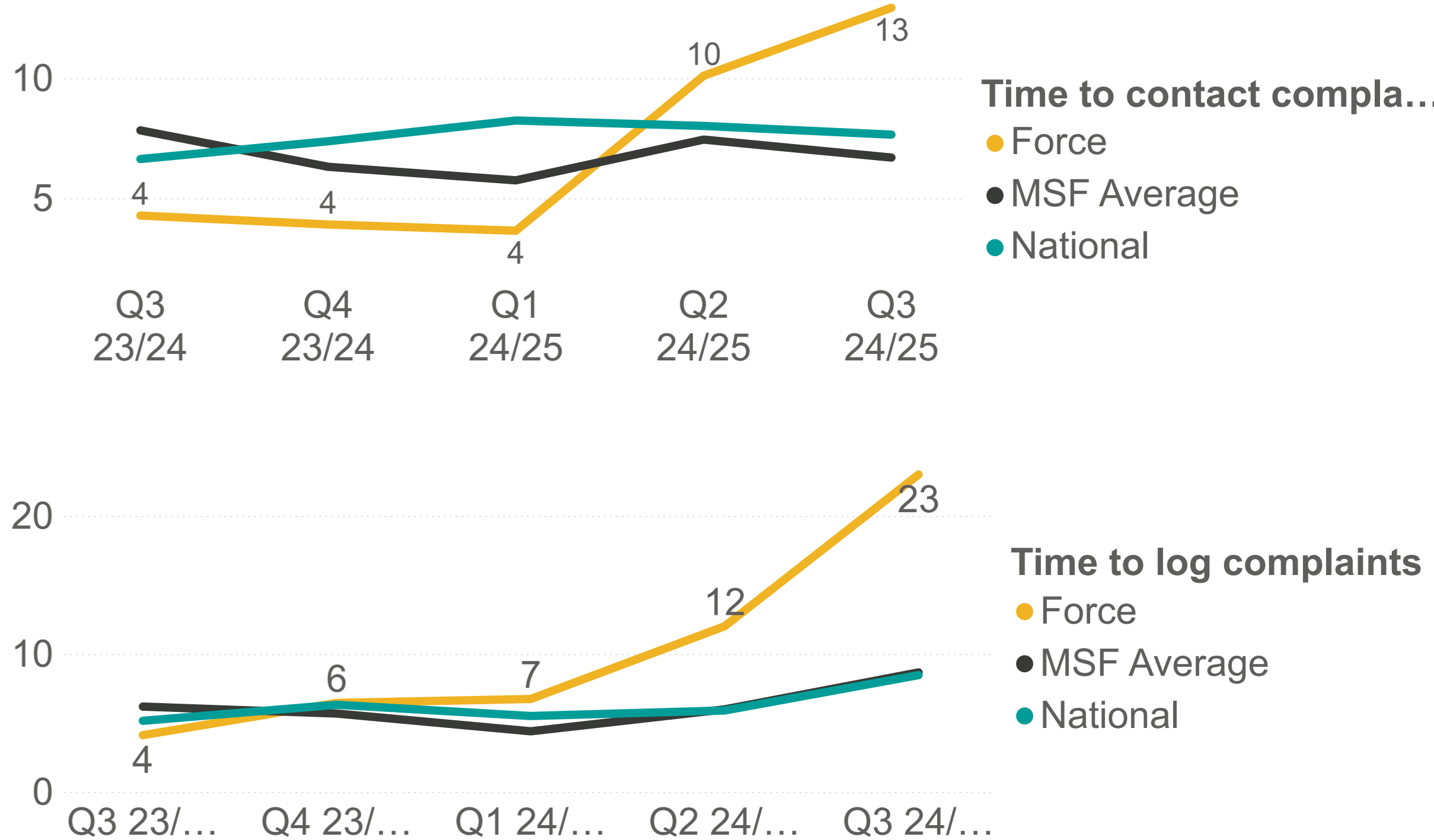
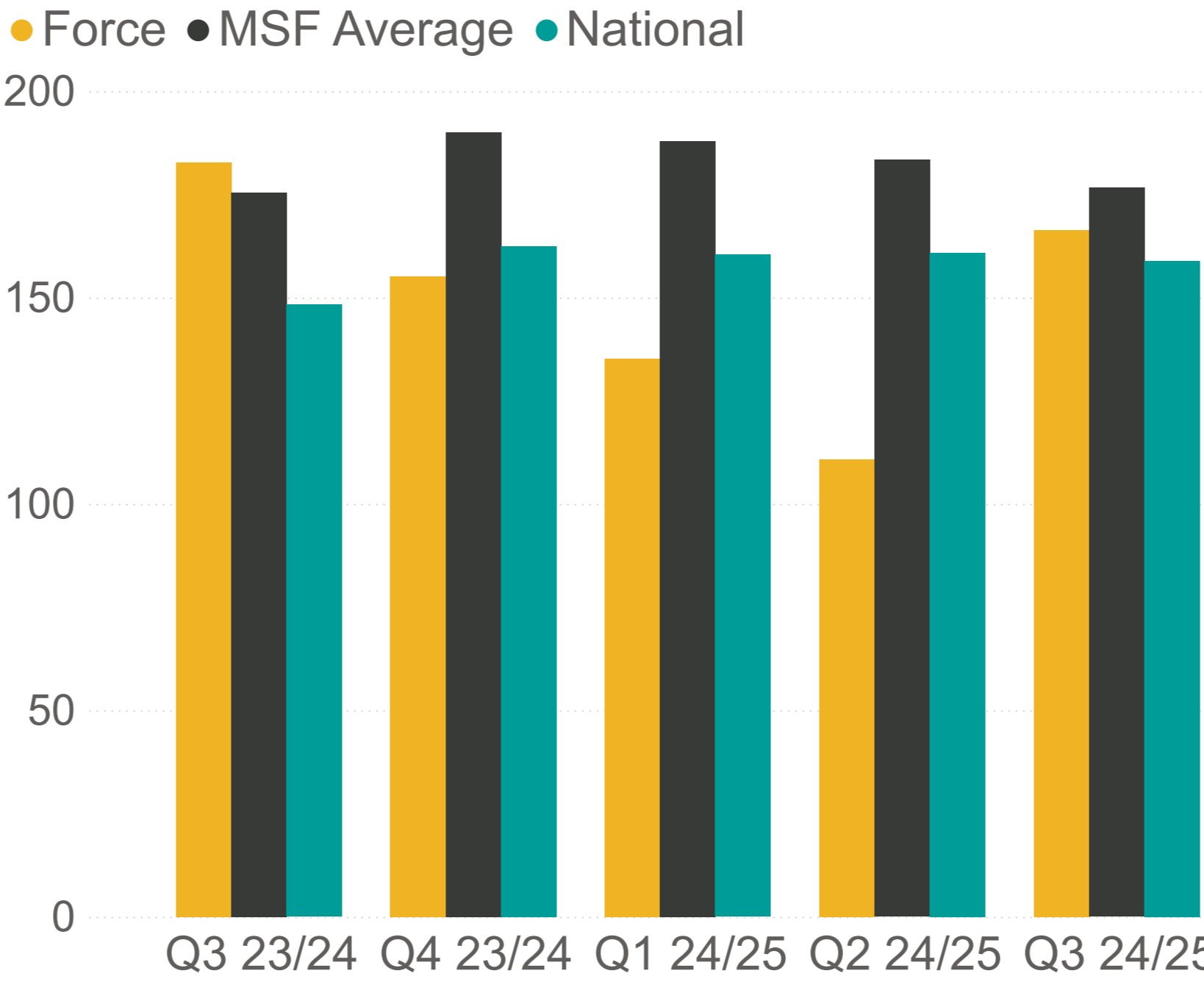
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	988	178	2,293	412	9	14
SPLY	1,301	233	2,658	476	6	2
MSF Average	1,817	296	3,292	548	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	242	453	132	9,603
Complainant wishes the complaint be recorded	66	117	219	4,564
Dissatisfaction after initial handling	30	67	92	3,723
Nature of the allegation(s) in the complaint	91	19	225	5,364
Total	429	656	668	23,254

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	56 %	69 %	21 %	41 %
Complainant wishes the complaint be recorded	15 %	18 %	24 %	20 %
Dissatisfaction after initial handling	7 %	10 %	18 %	16 %
Nature of the allegation(s) in the complaint	21 %	3 %	37 %	23 %

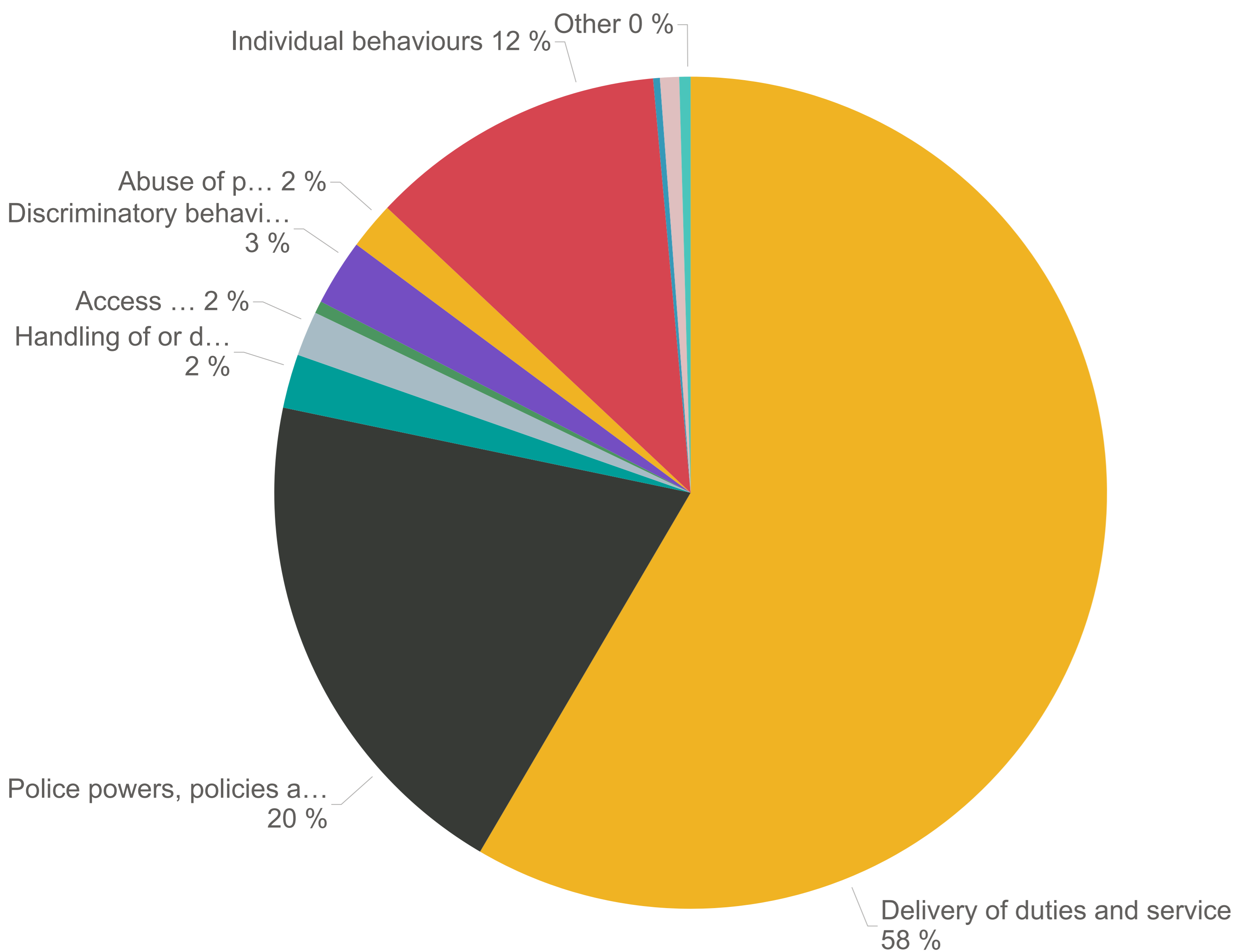
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

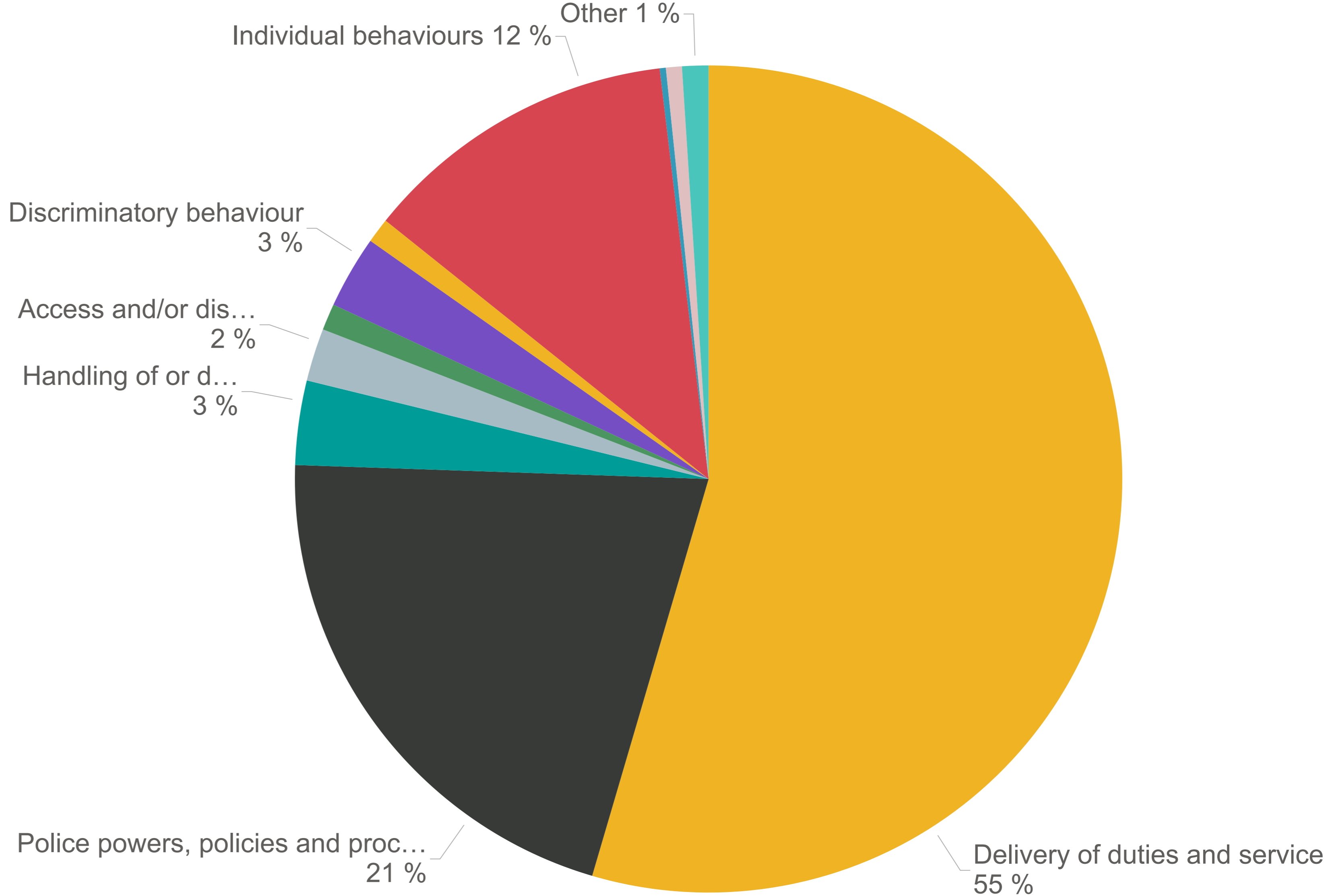
What has been complained about (YTD)

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	1,340	455	48	40	11	59	42	265	6	17	10	2,293
SPLY	1,563	628	32	42	13	51	2	312	2	6	7	2,658
MSF Average	1,755	673	105	80	31	111	42	429	6	16	45	3,292
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	1,340	58 %	1,563	59 %	1,755	54 %	66,726	55 %	
	Police action following contact	521	39 %	247	16 %	576	34 %	27,618	41 %	
	General level of service	364	27 %	1,047	67 %	668	36 %	21,727	33 %	
	Decisions	303	23 %	138	9 %	321	18 %	9,699	15 %	
Police powers, policies and procedures	Information	152	11 %	131	8 %	191	12 %	7,682	12 %	
	Total	455	20 %	628	24 %	673	21 %	25,687	21 %	
	Use of force	117	26 %	117	19 %	191	28 %	6,584	26 %	
	Searches of premises and seizure of property	92	20 %	108	17 %	94	14 %	3,261	13 %	
	Detention in police custody	62	14 %	66	11 %	99	14 %	3,661	14 %	
	Power to arrest and detain	59	13 %	80	13 %	109	16 %	4,643	18 %	
	Evidential procedures	43	9 %	115	18 %	59	8 %	1,861	7 %	
	Bail, identification and interview procedures	31	7 %	37	6 %	31	5 %	1,489	6 %	
	Stops, and stop and search	24	5 %	11	2 %	22	3 %	1,218	5 %	
	Other policies and procedures	23	5 %	71	11 %	61	10 %	2,576	10 %	
	Out of court disposals	4	1 %	23	4 %	9	1 %	393	2 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	Total	265	12 %	312	12 %	429	13 %	15,132	12 %
		Unprofessional attitude and disrespect	117	44 %	123	39 %	122	30 %	4,272	28 %
Impolite and intolerant actions		47	18 %	27	9 %	81	16 %	2,311	15 %	
Impolite language / tone		36	14 %	44	14 %	100	24 %	3,890	26 %	
Lack of fairness and impartiality		33	12 %	66	21 %	59	15 %	2,089	14 %	
Overbearing or harassing behaviours		32	12 %	52	17 %	67	14 %	2,570	17 %	
Discriminatory behaviour	Total	59	3 %	51	2 %	111	3 %	3,476	3 %	
	Race	26	44 %	33	65 %	47	43 %	1,655	48 %	
	Disability	16	27 %	11	22 %	21	20 %	663	19 %	
	Sex	5	8 %	3	6 %	22	17 %	561	16 %	
	Sexual orientation	5	8 %	1	2 %	4	4 %	105	3 %	
	Other	4	7 %	2	4 %	13	12 %	316	9 %	
	Gender reassignment	2	3 %	0	0 %	1	1 %	36	1 %	
	Age	1	2 %	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 %	1	2 %	2	2 %	84	2 %	
Handling of or damage to property/ premises	Total	48	2 %	32	1 %	102	3 %	3,932	3 %	
	Handling of or damage to property/ premises	48	100 %	32	100 %	102	92 %	3,931	98 %	
	Police action following contact	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	729	32 %	1,272	48 %	1,131	35 %	46,292	38 %
None	579	25 %	629	24 %	564	17 %	22,863	19 %
Arrest	246	11 %	185	7 %	436	14 %	15,683	13 %
VAWG - dissatisfaction handling	141	6 %	66	2 %	127	4 %	5,179	4 %
Premises search	95	4 %	92	3 %	78	3 %	2,989	2 %
Custody	91	4 %	114	4 %	192	6 %	7,020	6 %
Roads/traffic	66	3 %	33	1 %	165	5 %	7,298	6 %
Domestic / gender abuse	60	3 %	115	4 %	160	5 %	6,828	6 %
Call Handling	58	3 %	98	4 %	132	4 %	5,209	4 %
Neighbourhood policing	53	2 %	42	2 %	116	4 %	5,699	5 %
Child protection / CSA / CSE	46	2 %	40	2 %	58	2 %	2,199	2 %
VAWG - police perpetrated	35	2 %	1	0 %	24	1 %	848	1 %
Stop and/or search	29	1 %	34	1 %	40	1 %	2,543	2 %
Death	28	1 %	19	1 %	29	1 %	1,105	1 %
Mental health	25	1 %	29	1 %	114	3 %	3,667	3 %
Hate Crime	22	1 %	14	1 %	23	1 %	699	1 %
Missing persons	16	1 %	22	1 %	21	1 %	771	1 %
Public order incident	14	1 %	10	0 %	28	1 %	972	1 %
Social media	13	1 %	10	0 %	13	0 %	506	0 %
Restraint equipment	12	1 %	38	1 %	29	1 %	1,321	1 %
Drugs / alcohol	11	0 %	8	0 %	50	1 %	1,408	1 %
Firearms	6	0 %	6	0 %	11	0 %	559	0 %
Fraud	5	0 %	0	0 %	13	0 %	779	1 %
PPDA	4	0 %	0	0 %	2	0 %	27	0 %
Covert policing	3	0 %	0	0 %	2	0 %	66	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 %
Police dogs or horses	0	0 %	6	0 %	1	0 %	76	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	3	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	1	0 %	4	0 %
Serious injury	0	0 %	0	0 %	9	0 %	256	0 %
Taser	0	0 %	0	0 %	3	0 %	146	0 %
Unknown	0	0 %	2	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	Discriminatory behaviour	Individual behaviours
VAWG - police perpetrated	7	2	0	0	2
VAWG - dissatisfaction handling	115	11	0	0	11
Stop and/or search	3	23	0	1	2
Social media	10	0	0	0	2
Roads/traffic	29	15	0	3	8
Restraint equipment	1	11	0	0	0
Public order incident	2	9	0	0	1
Premises search	19	51	17	2	6
None	328	55	19	12	112
Neighbourhood policing	38	2	0	2	11
Missing persons	8	3	0	0	5
Mental health	12	7	0	3	2
Investigation	580	56	6	26	53
Hate Crime	14	1	0	6	1
Fraud	5	0	0	0	0
Firearms	6	0	0	0	0
Drugs / alcohol	7	3	0	0	0
Domestic / gender abuse	31	9	0	2	9
Death	21	4	0	0	3
Custody	21	59	0	0	7
Child protection / CSA / CSE	27	7	0	0	2
Call Handling	44	0	0	1	13
Arrest	62	151	6	4	19
Total	1,339	454	48	59	265

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	30	0	0	30
Q4 23/24	38	1	0	39
Q1 24/25	39	3	0	42
Q2 24/25	30	1	0	31
Q3 24/25	72	31	0	103
Total	209	36	0	245

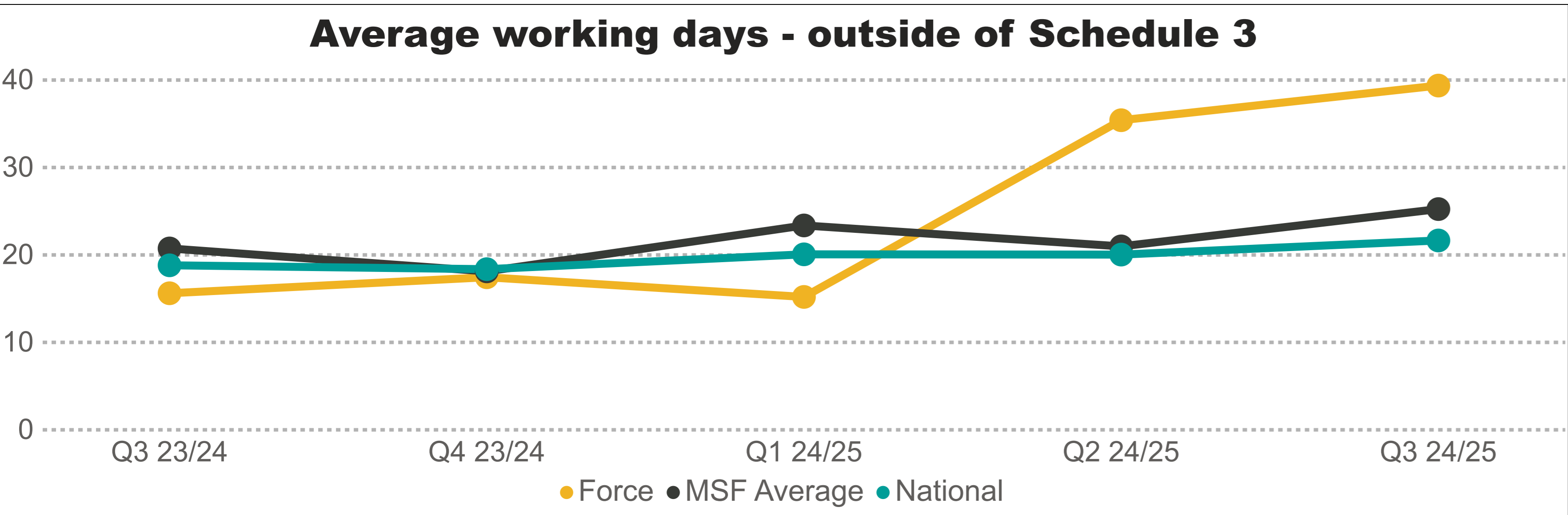
Section A2: Allegations timeliness

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.

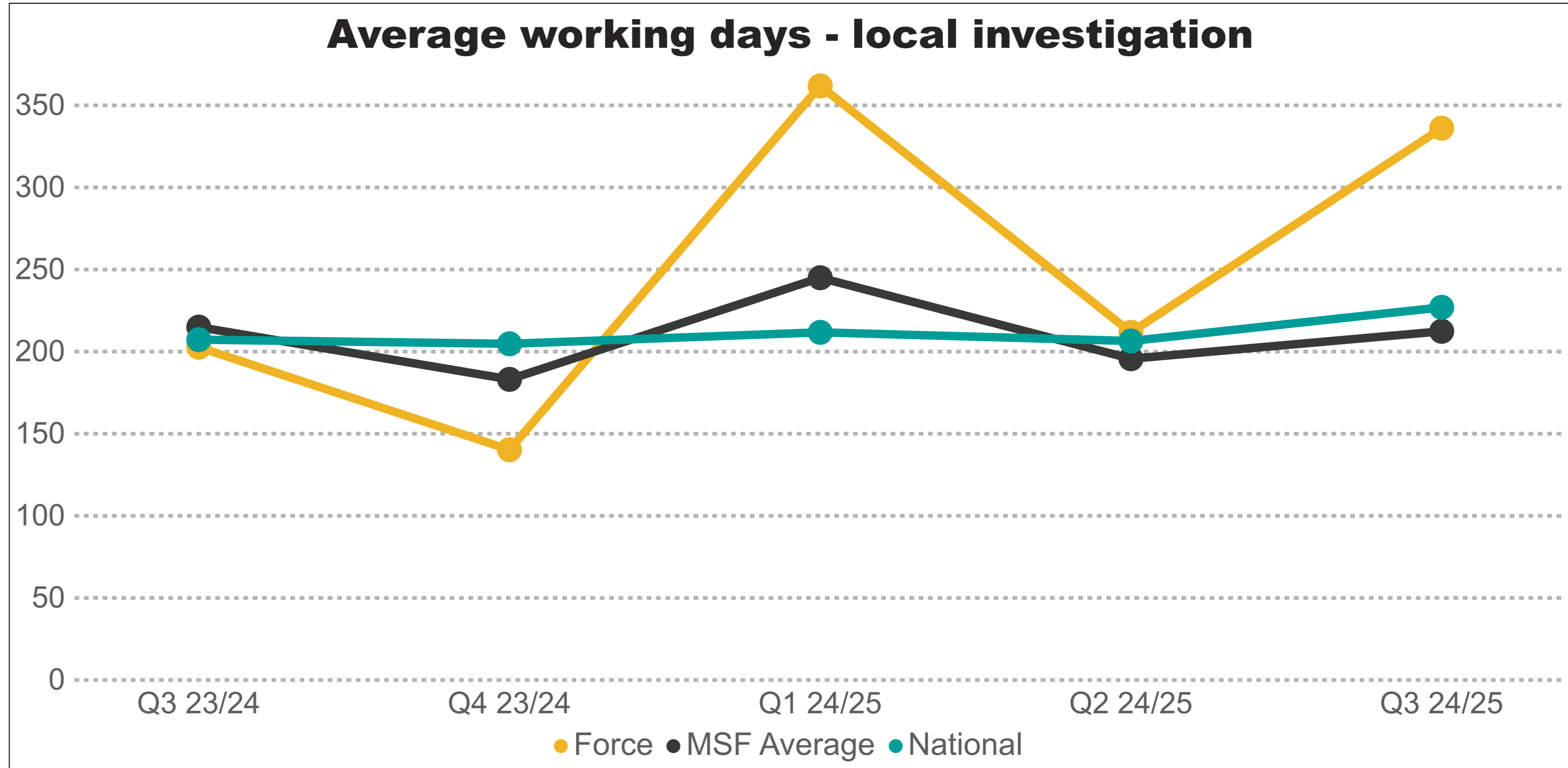
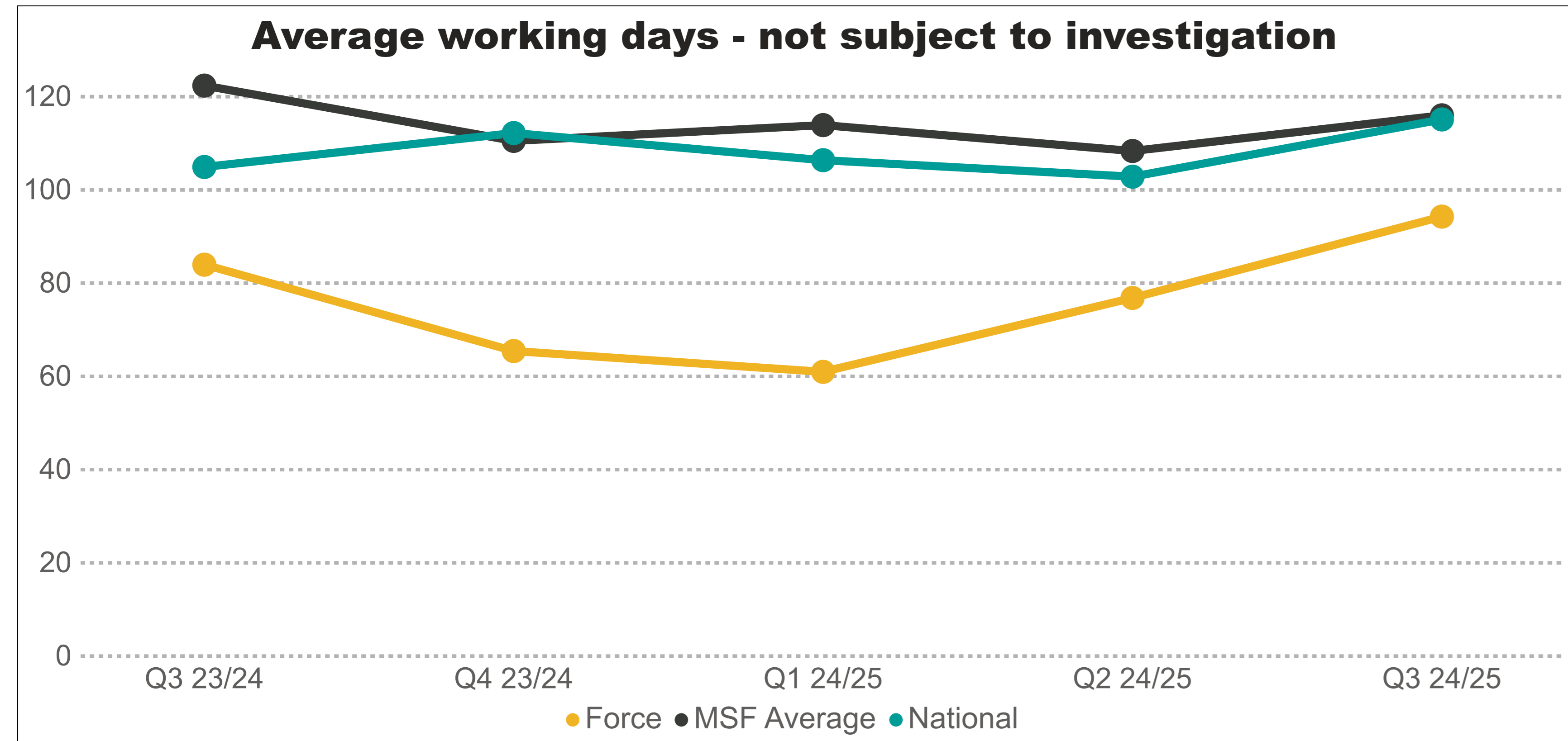
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	733	28	1,105	73	63	283	4	770
SPLY	743	14	1,661	63	40	164	3	154
MSF Average	1,242	23	1,334	113	411	217	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	1	1,040
SPLY	0	0
MSF Average	0	130
National	17	574

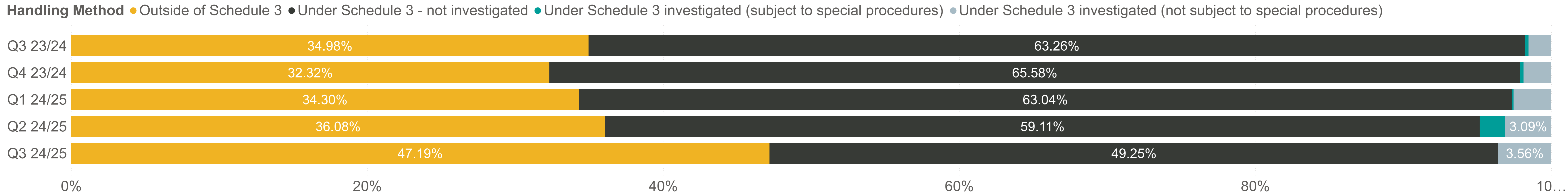


Section A3.1: How allegations were handled and their decisions

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)	57	3 %	392	12 %	12,092	10 %
Under Schedule 3 investigated (subject to special procedures)	11	1 %	26	1 %	1,408	1 %
Under Schedule 3 - not investigated	1,105	58 %	1334	43 %	53,990	45 %
Outside of Schedule 3	733	38 %	1242	44 %	51,937	43 %
Total	1,906	100 %	2993	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					42	4 %	4,006	7 %			22	2 %	2	4 %	347	3 %
Regulation 41 applies							77	0 %			3	0 %			155	1 %
Service provided - unable to determine					199	18 %	4,930	9 %			18	1 %	8	14 %	1,148	9 %
Service provided - not acceptable					144	13 %	7,176	13 %			43	3 %	4	7 %	1,461	12 %
Service provided - acceptable					701	63 %	36,299	67 %			199	14 %	43	75 %	8,649	72 %
Not Resolved	46	6 %	2,767	5 %												
Resolved	687	94 %	49,169	95 %												
No Case to Answer									11	100 %	796	57 %				
Case to Answer											301	21 %				
Withdrawal					19	2 %	1,501	3 %			26	2 %			332	3 %

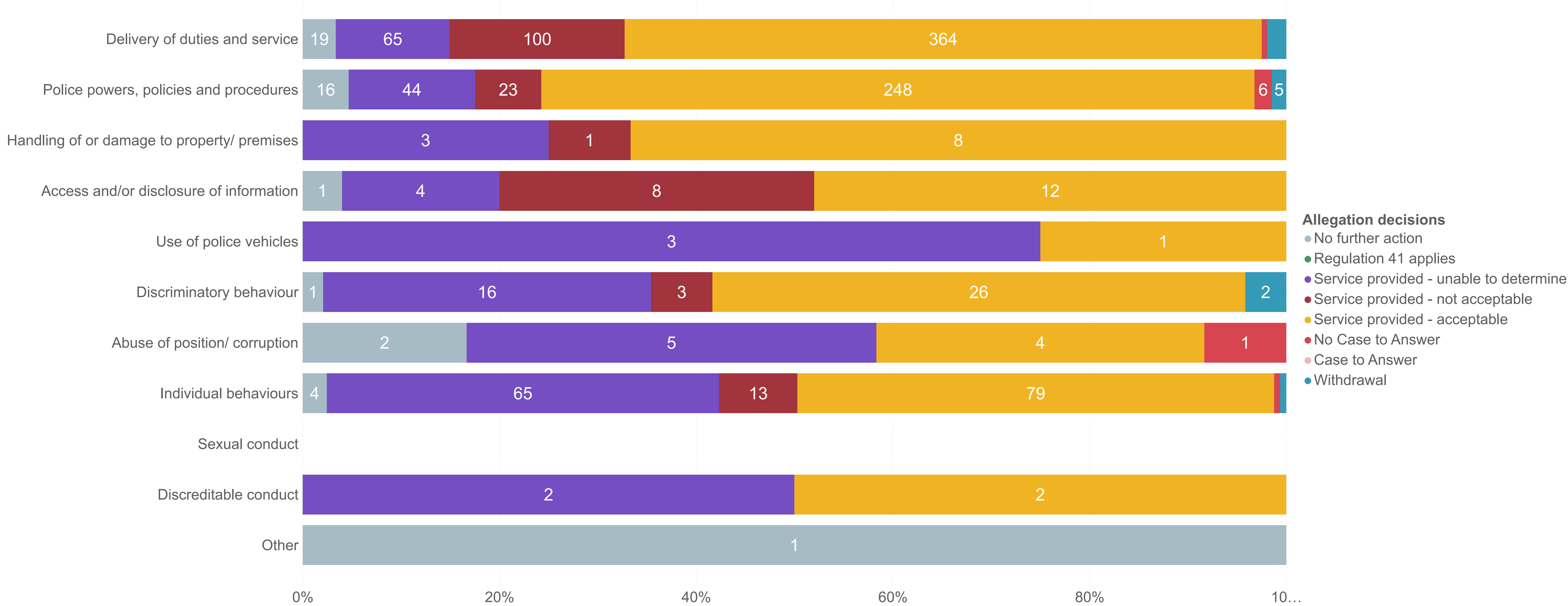
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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

Outside Schedule 3 allegation decisions

Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Resolved	514	62	28	6	4	0	0	71	0	0	2	687
Not Resolved	31	7	1	1	0	0	1	5	0	0	0	46

Schedule 3 allegation decisions



Section B1.1: Allegation actions - on allegations handled outside of Schedule 3 (Year to date)

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available.

Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	0	0 %	1	0 %	12	1 %	199	0 %
Learning from reflection	4	1 %	4	1 %	100	7 %	1,462	3 %
Policy review	0	0 %	0	0 %	3	0 %	48	0 %
Goodwill gesture	0	0 %	0	0 %	2	0 %	80	0 %
Apology	51	7 %	56	8 %	126	13 %	4,995	10 %
Debrief	0	0 %	0	0 %	19	2 %	436	1 %
Explanation	595	81 %	313	42 %	668	54 %	32,190	62 %
No further action	67	9 %	338	45 %	174	13 %	5,660	11 %
Other action	16	2 %	25	3 %	103	7 %	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	3	0 %	11	1 %	15	1 %	586	1 %
Apology	37	3 %	93	5 %	104	4 %	2,663	4 %
Debrief	0	0 %	0	0 %	13	0 %	1,928	3 %
Explanation	815	69 %	1,216	71 %	1,119	64 %	41,875	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	27	0 %
No further action	227	19 %	316	19 %	329	20 %	14,539	22 %
Other action	8	1 %	2	0 %	14	1 %	670	1 %
Learning from reflection	62	5 %	41	2 %	118	7 %	3,600	5 %
Referral to RPRP	17	1 %	20	1 %	19	1 %	1,026	2 %

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

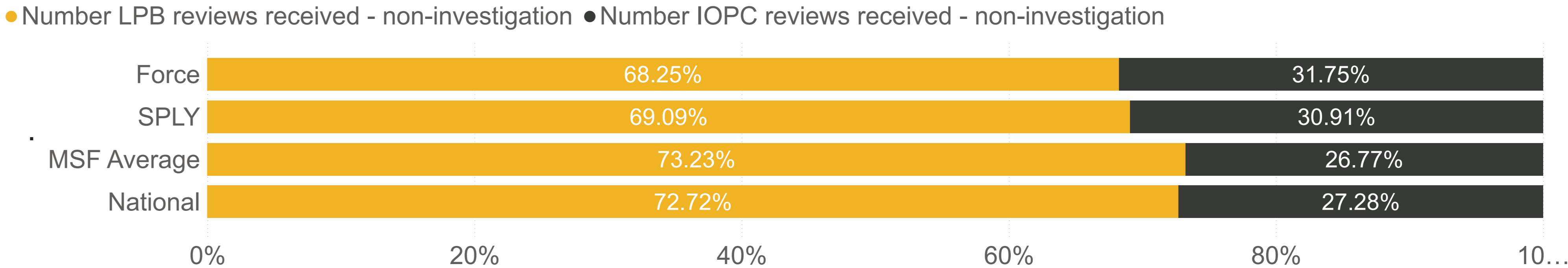
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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 %	0	0 %	5	16 %	157	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	10	1 %
Other actions following a case to answer decision	0	0 %	0	0 %	3	9 %	93	7 %
Referral to RPRP	1	9 %	5	56 %	2	9 %	230	16 %

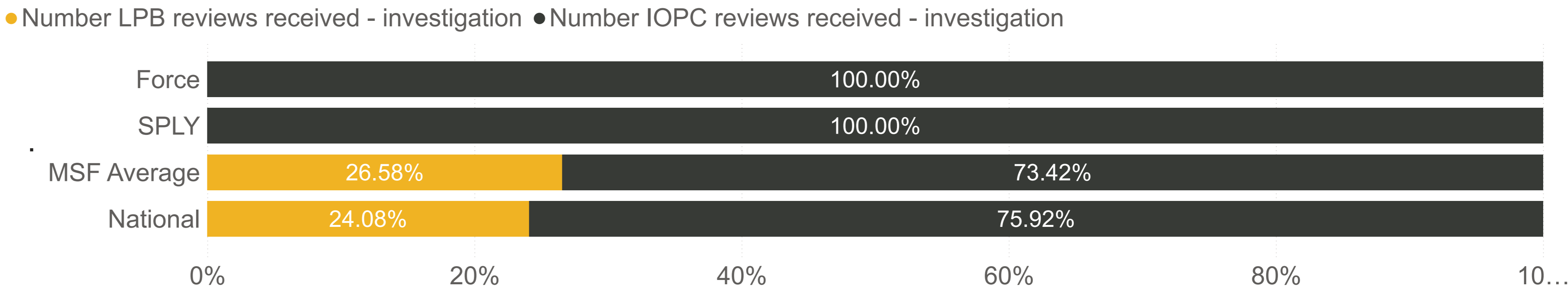
Section C1: Reviews received and timeliness (Year to date)

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	43	20
SPLY	76	34
MSF Average	80	29
National	2,868	1,076

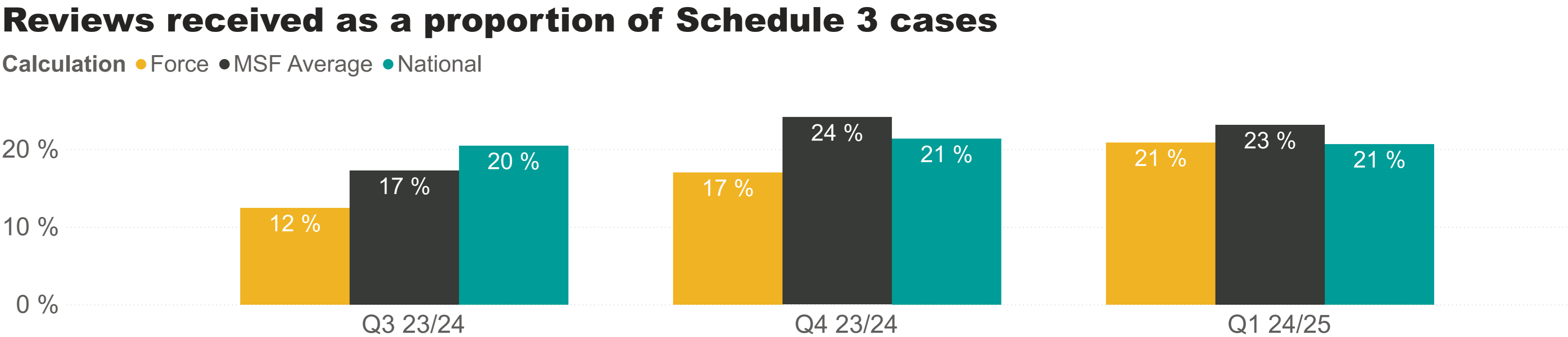


Investigation reviews received	LPB	IOPC
Force	0	3
SPLY	0	3
MSF Average	8	22
National	230	725



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	66	375
SPLY	113	678
MSF Average	139	687
National	4,899	23,364



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	28	31	31	48
Average number of working days to complete IOPC reviews	115	118	136	137

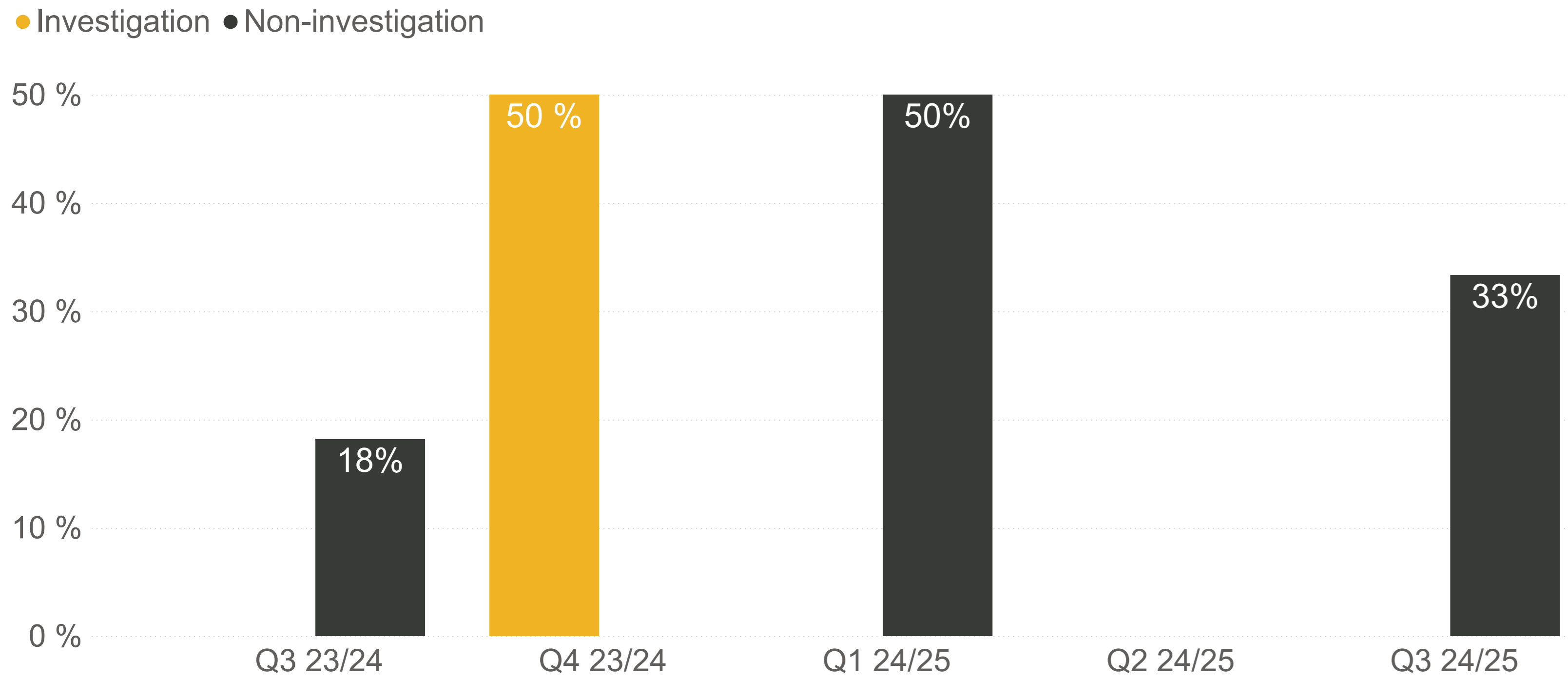
Section C2: Outcomes on reviews

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.

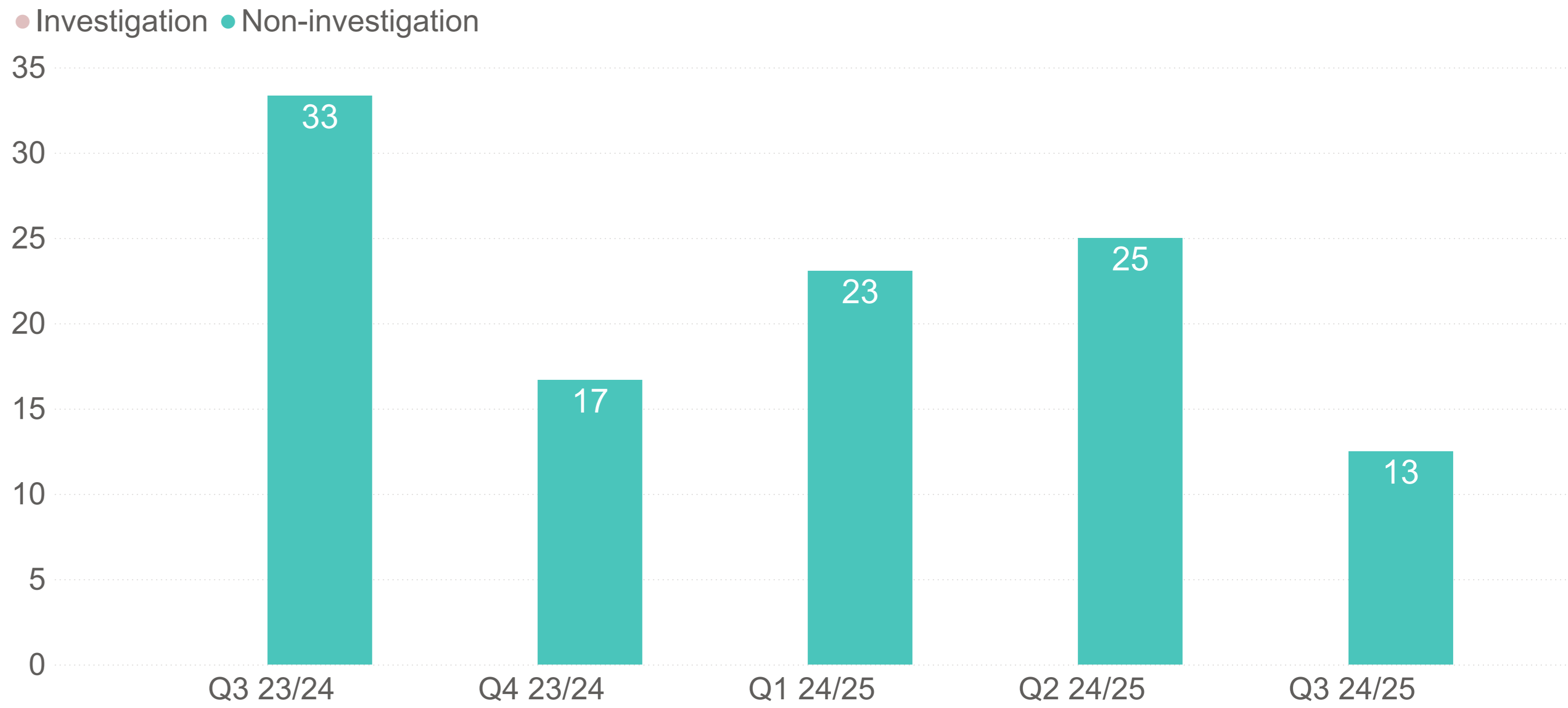
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	3	0	0	
SPLY	7	1	0	
MSF Average	20	5	7	7
National	631	201	215	57

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	24	9	33	7
SPLY	36	14	73	24
MSF Average	24	8	74	14
National	729	226	2,774	578

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



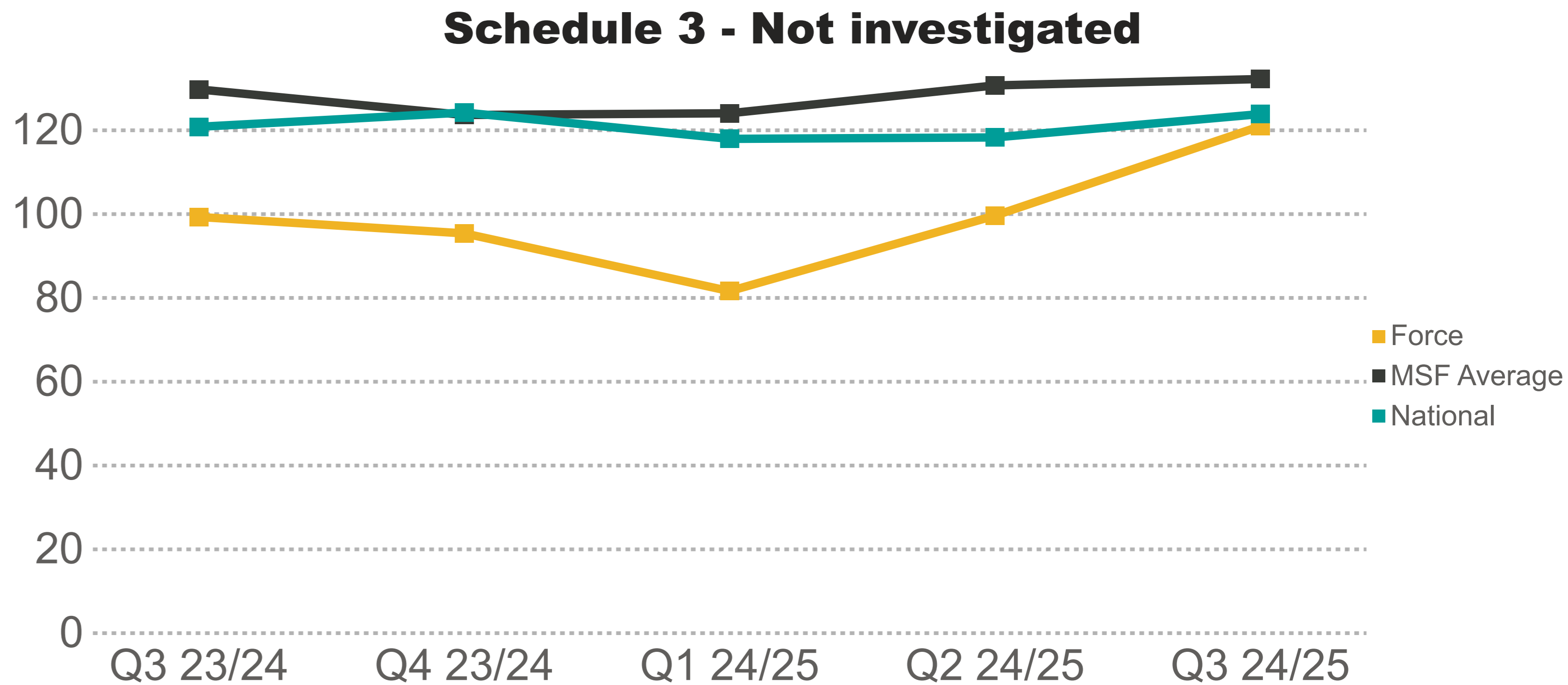
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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.

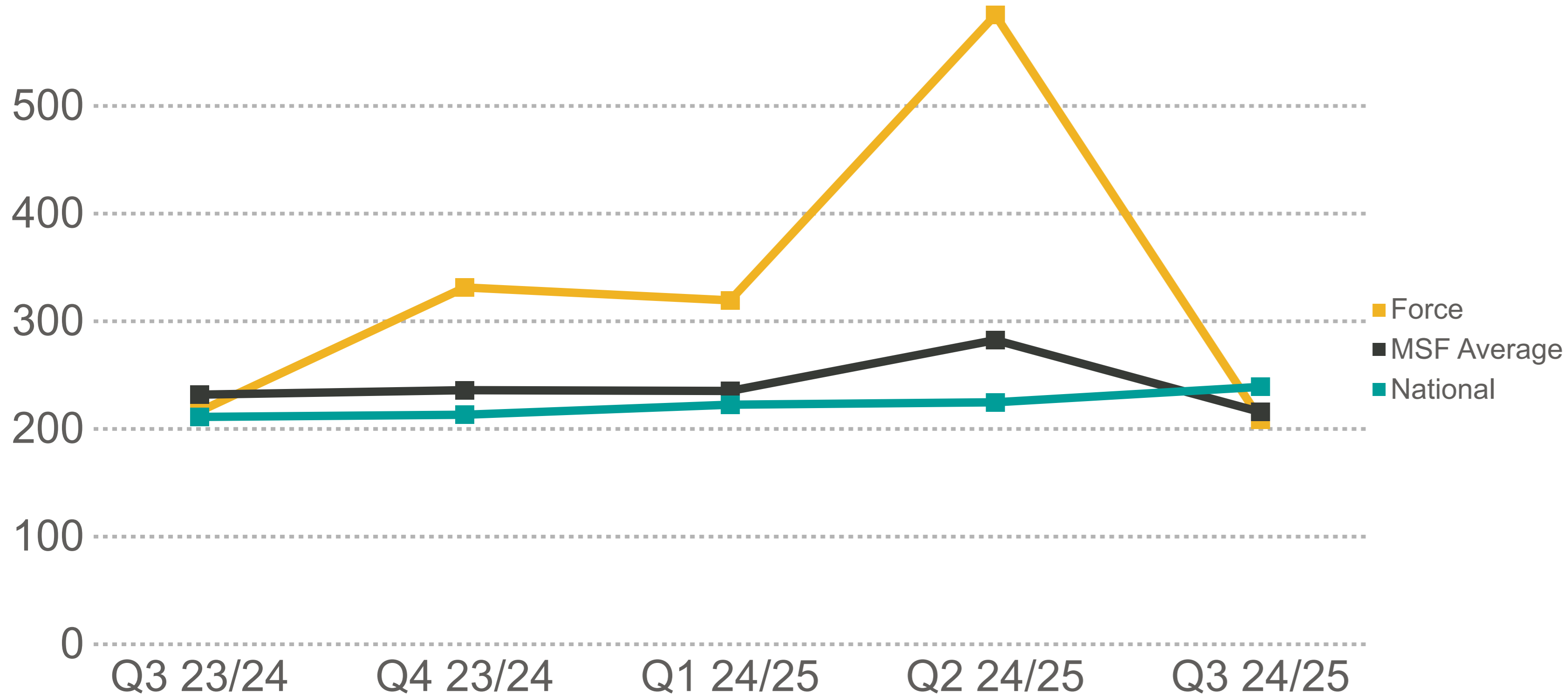
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with 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)	247	365	304	315
Under Schedule 3 investigated (not subject to special procedures)	439	220	254	228
Under Schedule 3 - not investigated	96	86	127	120
Total	112	90	150	142

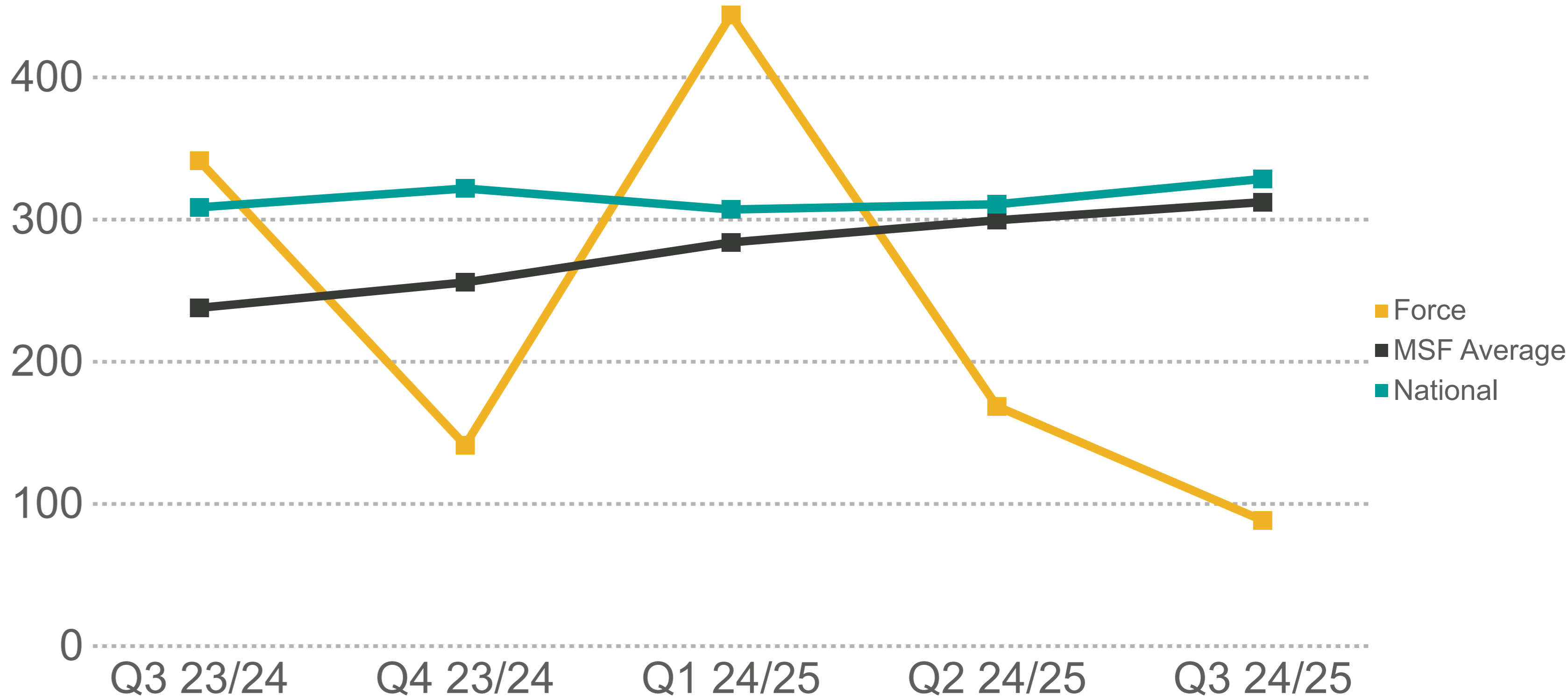
Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	355	661	547	19,007
Under Schedule 3 investigated (not subject to special procedures)	14	10	128	3,833
Under Schedule 3 investigated (subject to special procedures)	6	7	12	524
Total	375	678	687	23,364



Schedule 3 - Investigated (not special procedures)



Schedule 3 - Investigated (special procedures)



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

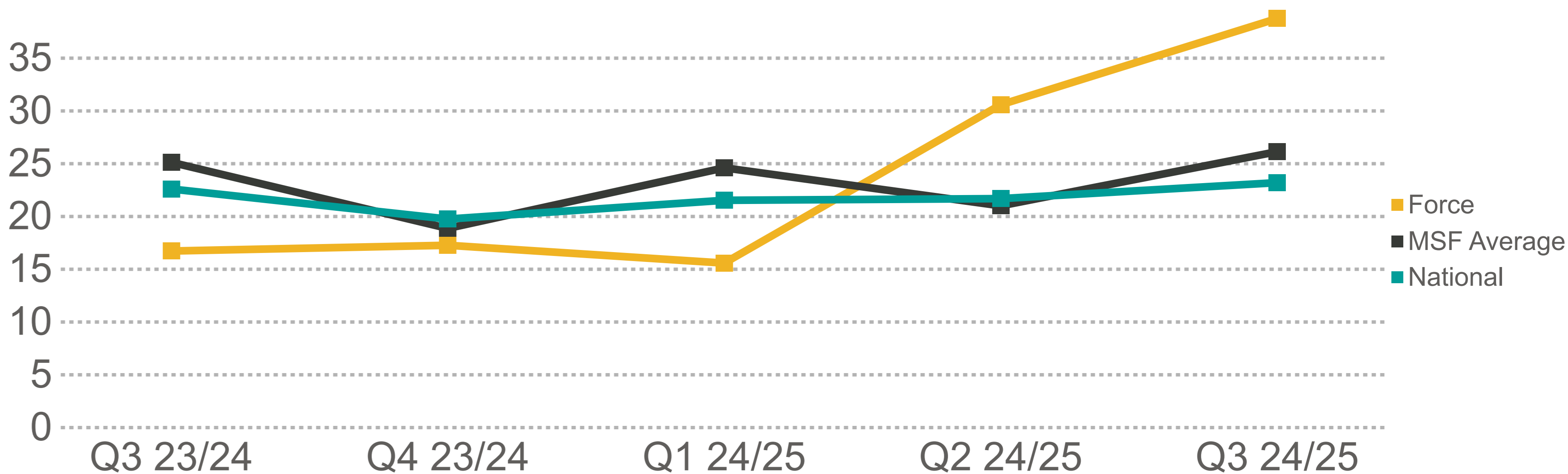
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the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

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

Year to date

	Force	SPLY	MSF Average	National
Complaint cases handled outside of Schedule 3	469	651	1060	43520
Average days to finalise complaint cases handled outside of Schedule 3	28	15	24	22

Outside Schedule 3



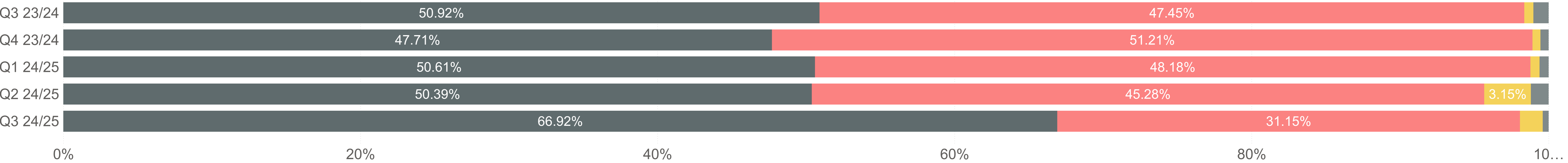
Section D3: How complaint cases handled

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

Means Of Handling (YTD)	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	469	56%	651	49%	1,060	61%	43,520	65%
Under Schedule 3 - not investigated	355	42%	661	50%	547	31%	19,007	28%
Under Schedule 3 investigated (not subject to special procedures)	14	2%	10	1%	128	7%	3,834	6%
Under Schedule 3 investigated (subject to special procedures)	6	1%	7	1%	12	1%	524	1%
Total	844	100%	1,329	100%	1,746	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.

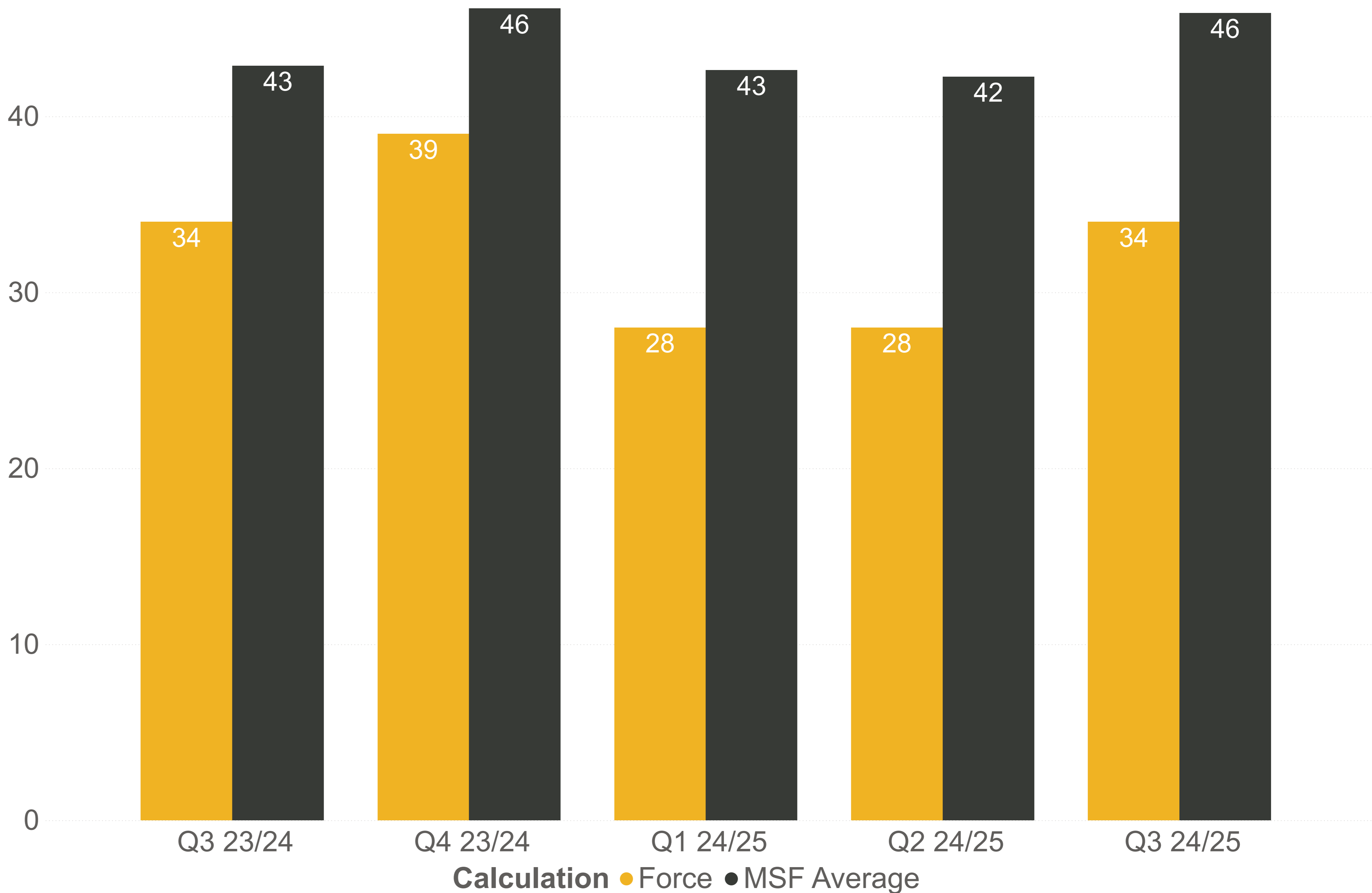
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	90	73	131	5,168
Number referrals completed	87	73	129	5,081
Decision: Independent Investigation	6	3	7	279
Decision: Directed Investigation	4	0	1	23
Decision: Local Investigation	25	43	64	2,754
Decision: Return to Force	51	26	53	1,907
Decision: Invalid	1	1	3	116

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Bedfordshire, 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 \(February 2020\)](#).