

# Interim Police Complaints Information Bulletin: West Midlands

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

**Most Similar Force (MSF) Group: Greater Manchester, Merseyside, West Midlands, 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

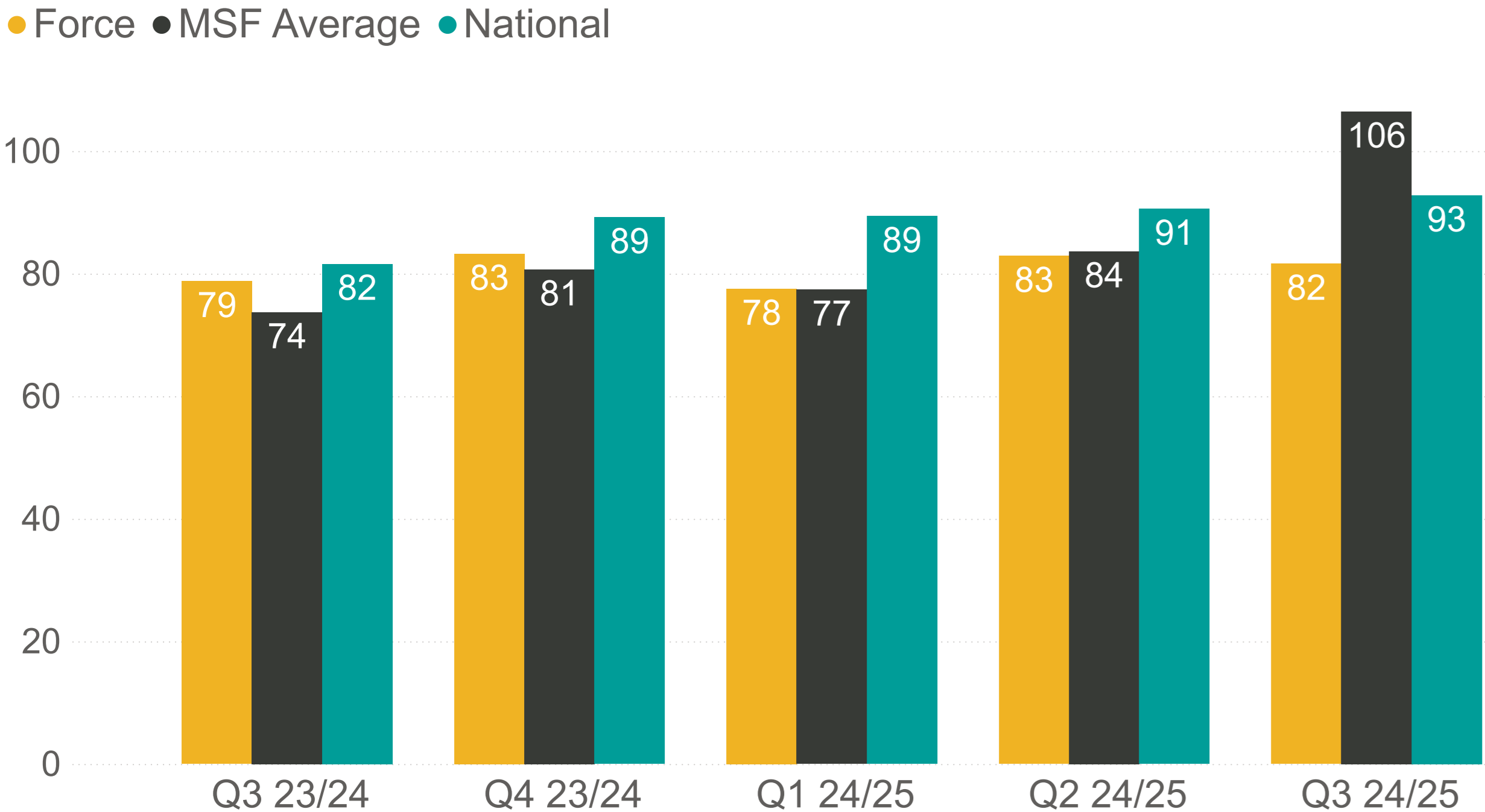
**Nat.** – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

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

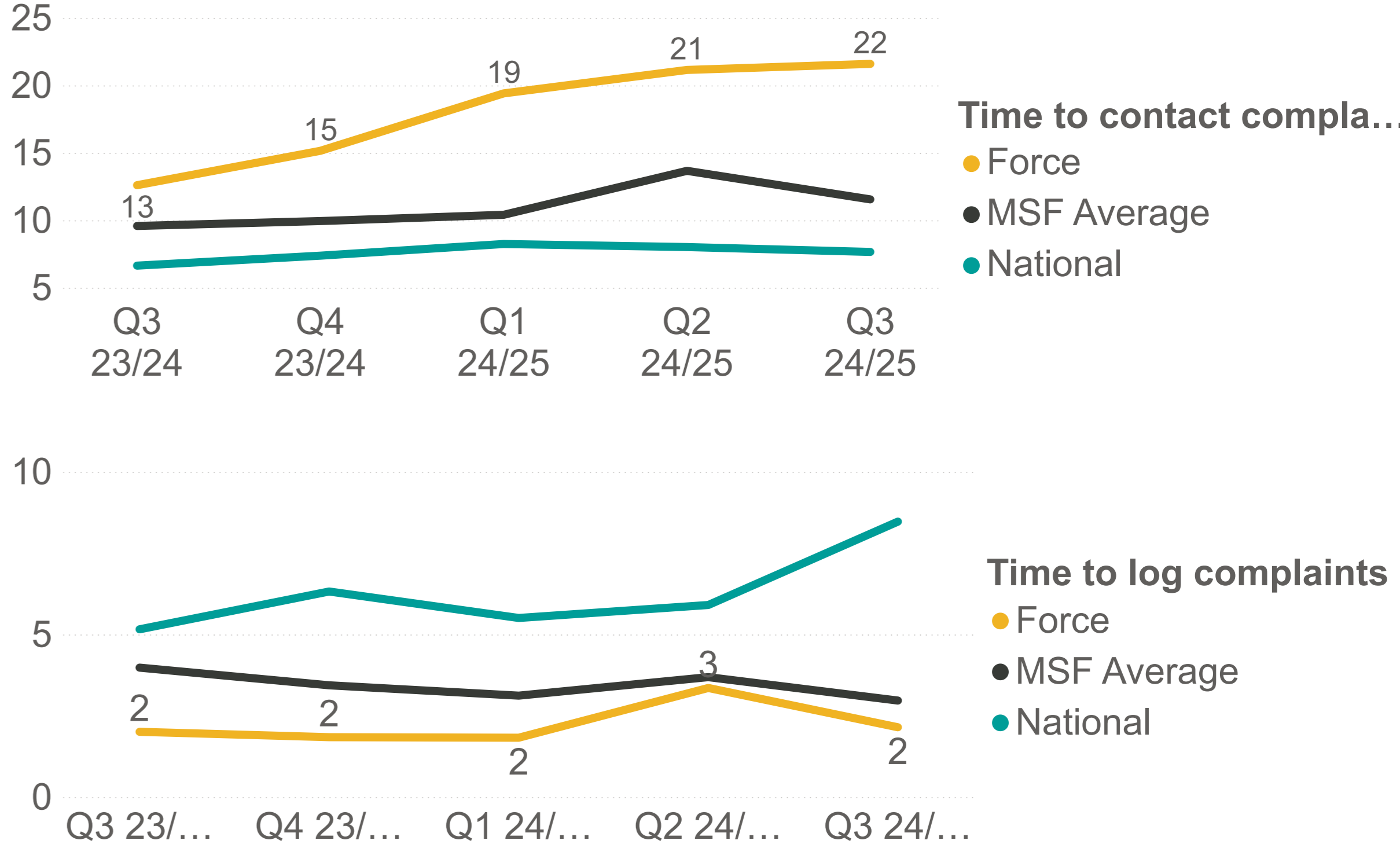
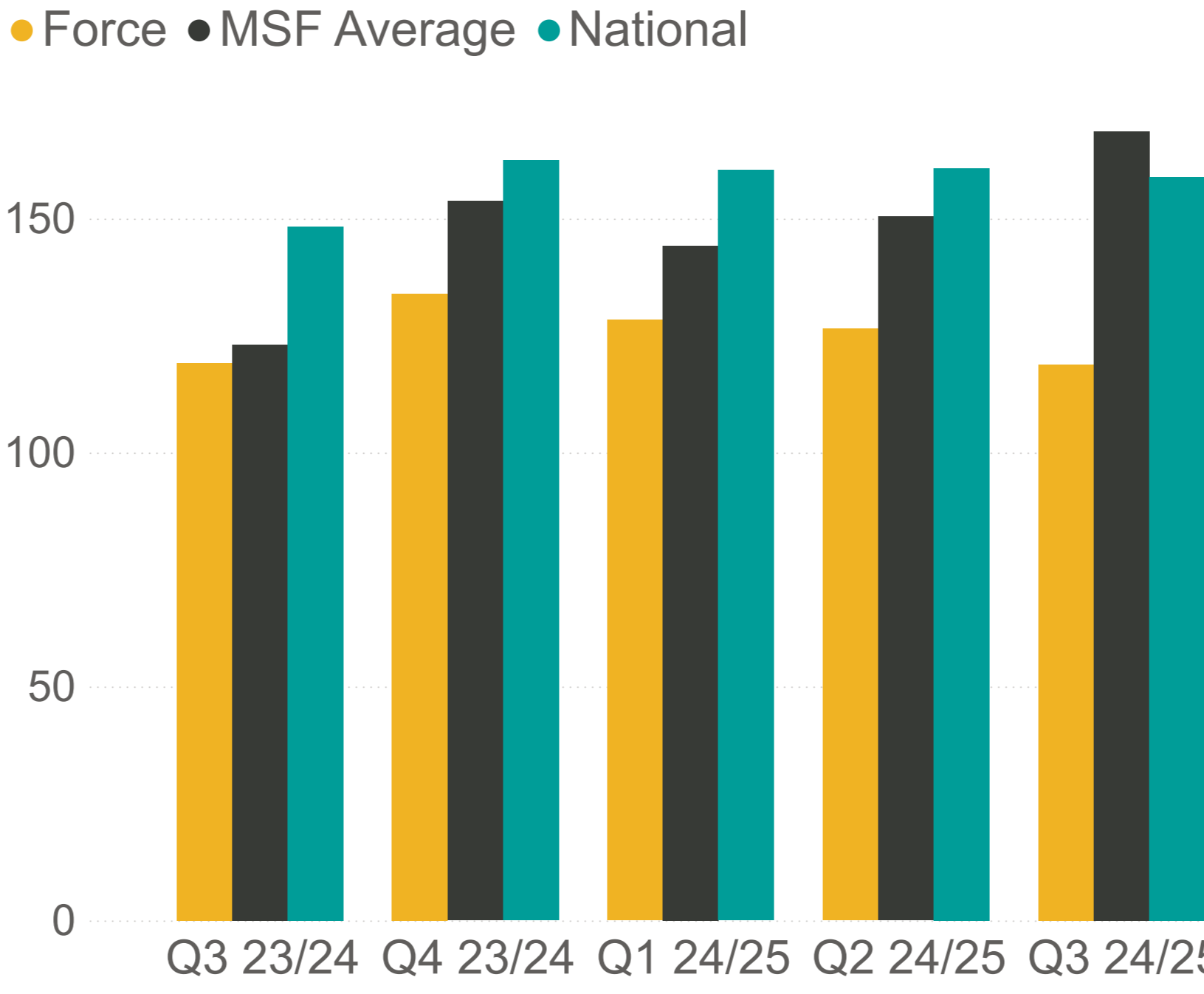
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	3,028	242	4,675	374	21	2
SPLY	2,909	231	4,696	374	14	2
MSF Average	2,957	267	5,374	463	12	3
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	132	100	227	9,603
Complainant wishes the complaint be recorded	99	67	137	4,564
Dissatisfaction after initial handling	79	129	151	3,723
Nature of the allegation(s) in the complaint	330	323	281	5,364
<b>Total</b>	<b>640</b>	<b>619</b>	<b>795</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	21 %	16 %	24 %	41 %
Complainant wishes the complaint be recorded	15 %	11 %	16 %	20 %
Dissatisfaction after initial handling	12 %	21 %	27 %	16 %
Nature of the allegation(s) in the complaint	52 %	52 %	33 %	23 %

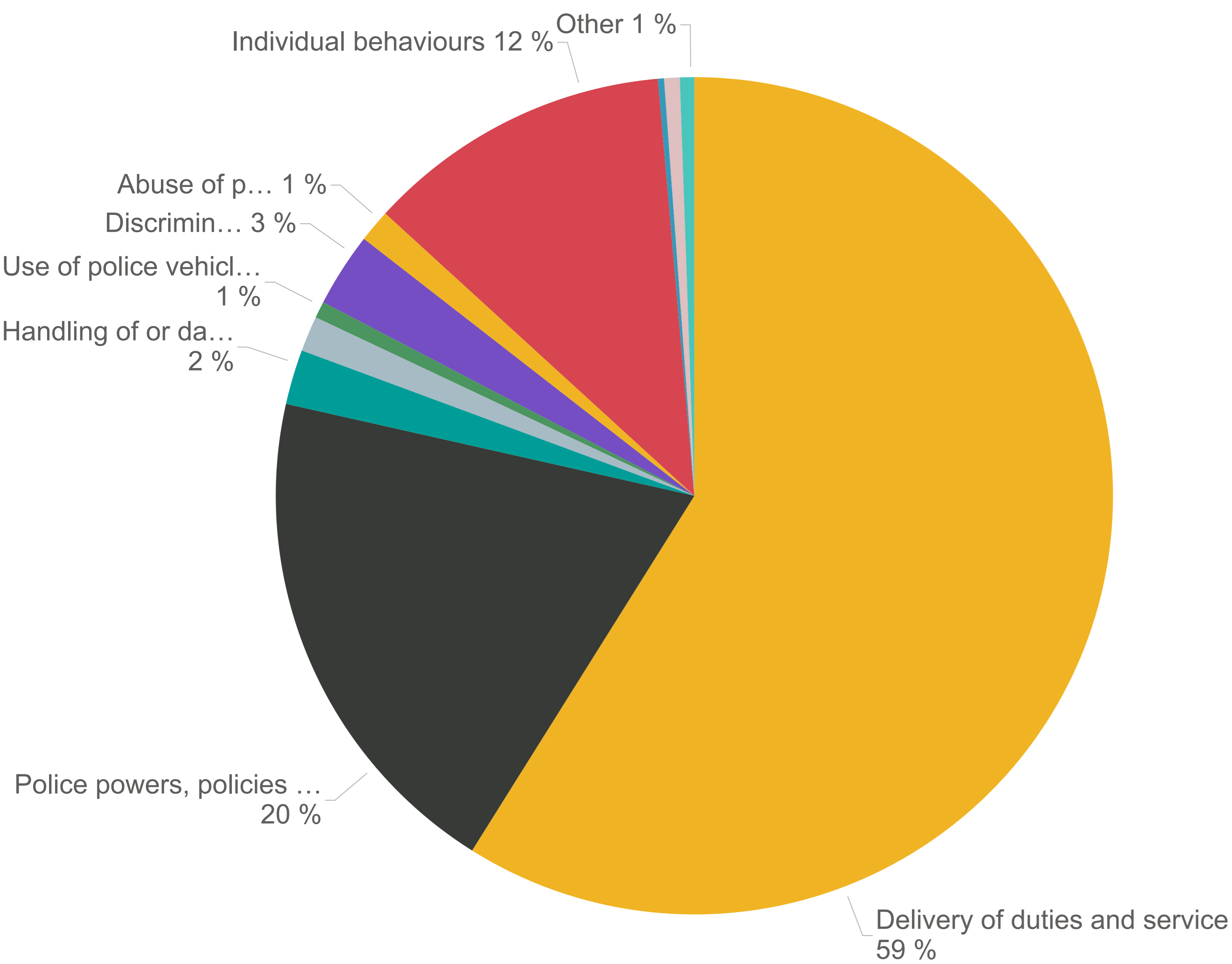
**Section A1.3: Allegations logged – what has been complained about (YTD)**

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.

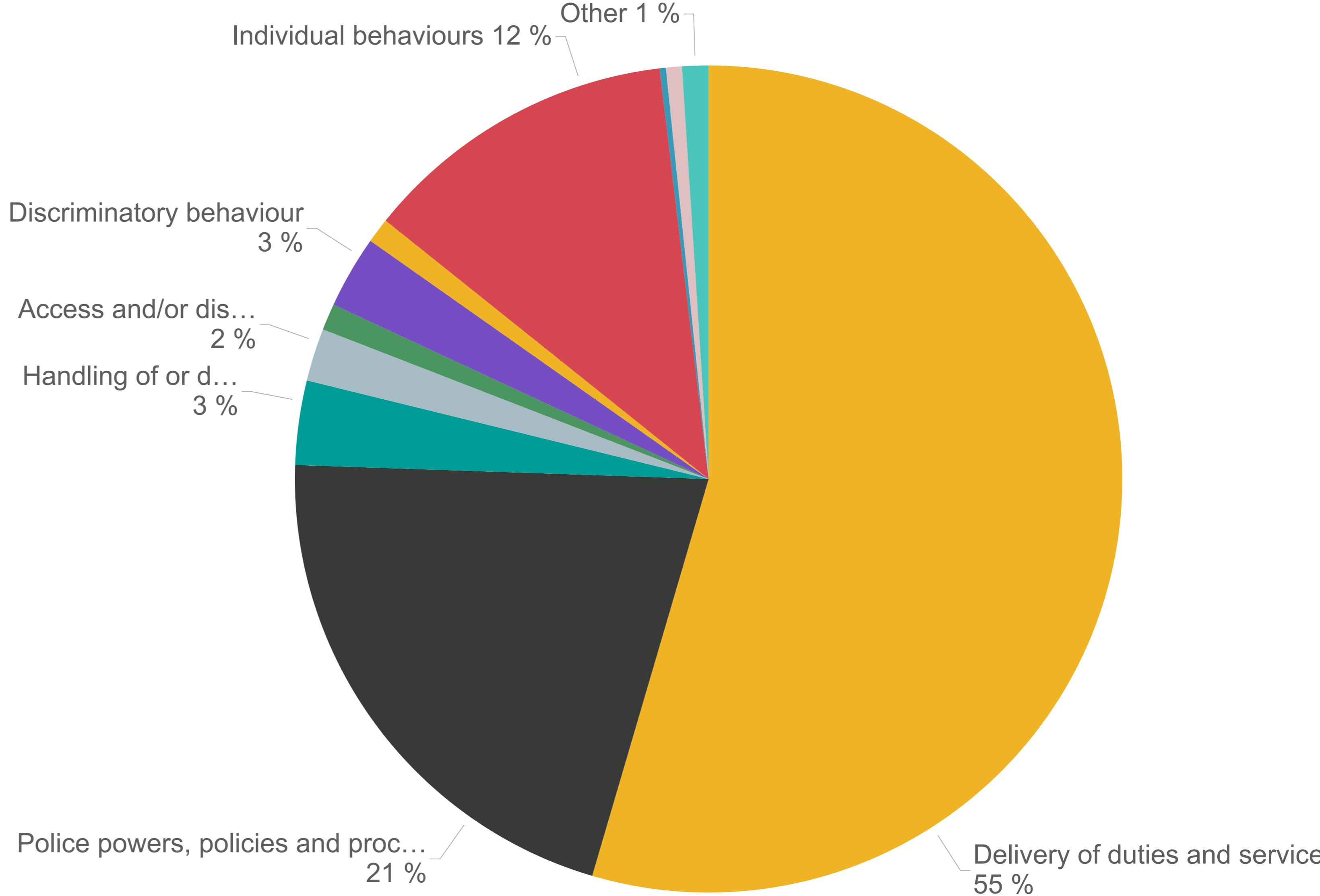
**What has been complained about (YTD)**

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	2,754	917	99	64	30	134	59	553	11	28	26	4,675
SPLY	2,622	1,028	142	70	29	166	79	477	15	46	22	4,696
MSF Average	2,816	1,201	201	98	44	183	51	706	16	33	26	5,374
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>2,754</b>	<b>59 %</b>	<b>2,622</b>	<b>56 %</b>	<b>2,816</b>	<b>53 %</b>	<b>66,726</b>	<b>55 %</b>	
	Police action following contact	1,675	61 %	1,764	67 %	1,401	40 %	27,618	41 %	
	General level of service	595	22 %	542	21 %	703	38 %	21,727	33 %	
	Decisions	348	13 %	210	8 %	382	13 %	9,699	15 %	
Police powers, policies and procedures	Information	136	5 %	106	4 %	330	9 %	7,682	12 %	
	<b>Total</b>	<b>917</b>	<b>20 %</b>	<b>1,028</b>	<b>22 %</b>	<b>1,201</b>	<b>22 %</b>	<b>25,687</b>	<b>21 %</b>	
	Use of force	234	26 %	277	27 %	343	30 %	6,584	26 %	
	Power to arrest and detain	174	19 %	189	18 %	195	16 %	4,643	18 %	
	Detention in police custody	164	18 %	189	18 %	175	13 %	3,661	14 %	
	Searches of premises and seizure of property	121	13 %	123	12 %	166	14 %	3,261	13 %	
	Other policies and procedures	74	8 %	120	12 %	113	10 %	2,576	10 %	
	Stops, and stop and search	64	7 %	40	4 %	73	8 %	1,218	5 %	
	Evidential procedures	63	7 %	58	6 %	72	6 %	1,861	7 %	
	Bail, identification and interview procedures	19	2 %	26	3 %	58	3 %	1,489	6 %	
	Out of court disposals	4	0 %	6	1 %	7	1 %	393	2 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	<b>Total</b>	<b>553</b>	<b>12 %</b>	<b>476</b>	<b>10 %</b>	<b>706</b>	<b>12 %</b>	<b>15,132</b>	<b>12 %</b>
		Unprofessional attitude and disrespect	229	41 %	138	29 %	218	32 %	4,272	28 %
Impolite language / tone		151	27 %	176	37 %	182	27 %	3,890	26 %	
Impolite and intolerant actions		78	14 %	61	13 %	133	16 %	2,311	15 %	
Lack of fairness and impartiality		63	11 %	44	9 %	71	9 %	2,089	14 %	
Overbearing or harassing behaviours		32	6 %	57	12 %	103	15 %	2,570	17 %	
Discriminatory behaviour	<b>Total</b>	<b>134</b>	<b>3 %</b>	<b>166</b>	<b>4 %</b>	<b>183</b>	<b>3 %</b>	<b>3,476</b>	<b>3 %</b>	
	Race	79	59 %	94	57 %	93	51 %	1,655	48 %	
	Disability	19	14 %	19	11 %	37	20 %	663	19 %	
	Other	16	12 %	13	8 %	11	7 %	316	9 %	
	Sex	6	4 %	21	13 %	29	13 %	561	16 %	
	Gender reassignment	5	4 %	4	2 %	2	2 %	36	1 %	
	Religion or belief	4	3 %	12	7 %	6	2 %	84	2 %	
	Sexual orientation	3	2 %	3	2 %	4	2 %	105	3 %	
	Age	2	1 %	0	0 %	2	3 %	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 %	
	Handling of or damage to property/ premises	<b>Total</b>	<b>99</b>	<b>2 %</b>	<b>142</b>	<b>3 %</b>	<b>199</b>	<b>4 %</b>	<b>3,932</b>	<b>3 %</b>
		Handling of or damage to property/ premises	99	100 %	142	100 %	199	100 %	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	2,558	55 %	2,463	52 %	2,169	38 %	46,292	38 %
Arrest	621	13 %	724	15 %	783	14 %	15,683	13 %
Roads/traffic	390	8 %	344	7 %	430	9 %	7,298	6 %
Custody	342	7 %	415	9 %	351	6 %	7,020	6 %
Neighbourhood policing	233	5 %	275	6 %	350	5 %	5,699	5 %
Mental health	231	5 %	275	6 %	230	4 %	3,667	3 %
None	230	5 %	269	6 %	808	15 %	22,863	19 %
Domestic / gender abuse	206	4 %	273	6 %	434	6 %	6,828	6 %
Call Handling	204	4 %	270	6 %	207	4 %	5,209	4 %
VAWG - dissatisfaction handling	192	4 %	237	5 %	364	5 %	5,179	4 %
Stop and/or search	187	4 %	160	3 %	181	4 %	2,543	2 %
Premises search	159	3 %	181	4 %	182	4 %	2,989	2 %
Restraint equipment	112	2 %	135	3 %	88	1 %	1,321	1 %
Child protection / CSA / CSE	86	2 %	104	2 %	106	2 %	2,199	2 %
Public order incident	50	1 %	126	3 %	46	1 %	972	1 %
Death	46	1 %	33	1 %	48	1 %	1,105	1 %
Social media	41	1 %	104	2 %	38	1 %	506	0 %
Drugs / alcohol	36	1 %	118	3 %	69	1 %	1,408	1 %
Missing persons	35	1 %	43	1 %	41	1 %	771	1 %
Serious injury	34	1 %	41	1 %	20	0 %	256	0 %
Hate Crime	28	1 %	50	1 %	33	1 %	699	1 %
Firearms	18	0 %	34	1 %	19	0 %	559	0 %
Fraud	16	0 %	35	1 %	26	0 %	779	1 %
VAWG - police perpetrated	10	0 %	89	2 %	53	1 %	848	1 %
Taser	9	0 %	42	1 %	10	0 %	146	0 %
Police dogs or horses	8	0 %	11	0 %	4	0 %	76	0 %
Covert policing	3	0 %	9	0 %	6	0 %	66	0 %
VAWG - police victim	2	0 %	7	0 %	2	0 %	107	0 %
Coronavirus - other	0	0 %	1	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
PPDA	0	0 %	0	0 %	0	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 %	1	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 %

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	1	1	0	0	0
VAWG - police perpetrated	1	5	0	0	1
VAWG - dissatisfaction handling	146	23	0	2	19
Taser	1	7	0	1	0
Stop and/or search	22	76	2	9	76
Social media	23	9	0	1	4
Serious injury	18	11	1	1	3
Roads/traffic	240	56	5	15	41
Restraint equipment	11	91	1	4	4
Public order incident	26	8	0	2	12
Premises search	51	68	22	3	13
Police dogs or horses	2	4	0	1	0
None	138	18	3	4	26
Neighbourhood policing	178	14	0	4	32
Missing persons	19	7	0	2	5
Mental health	157	35	1	10	18
Investigation	1,714	362	61	75	258
Hate Crime	19	2	0	6	1
Fraud	11	2	0	0	0
Firearms	4	11	1	0	1
Drugs / alcohol	19	8	0	2	3
Domestic / gender abuse	133	43	0	6	17
Death	36	5	2	1	2
Custody	99	201	5	7	20
Covert policing	3	0	0	0	0
Child protection / CSA / CSE	48	20	0	2	13
Call Handling	131	2	0	4	62
Arrest	181	331	14	17	57
<b>Total</b>	<b>2,555</b>	<b>905</b>	<b>99</b>	<b>133</b>	<b>546</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	73	12	4	87
Q4 23/24	102	6	1	109
Q1 24/25	55	3	1	57
Q2 24/25	86	3	1	90
Q3 24/25	51	4	0	55
<b>Total</b>	<b>367</b>	<b>28</b>	<b>7</b>	<b>398</b>

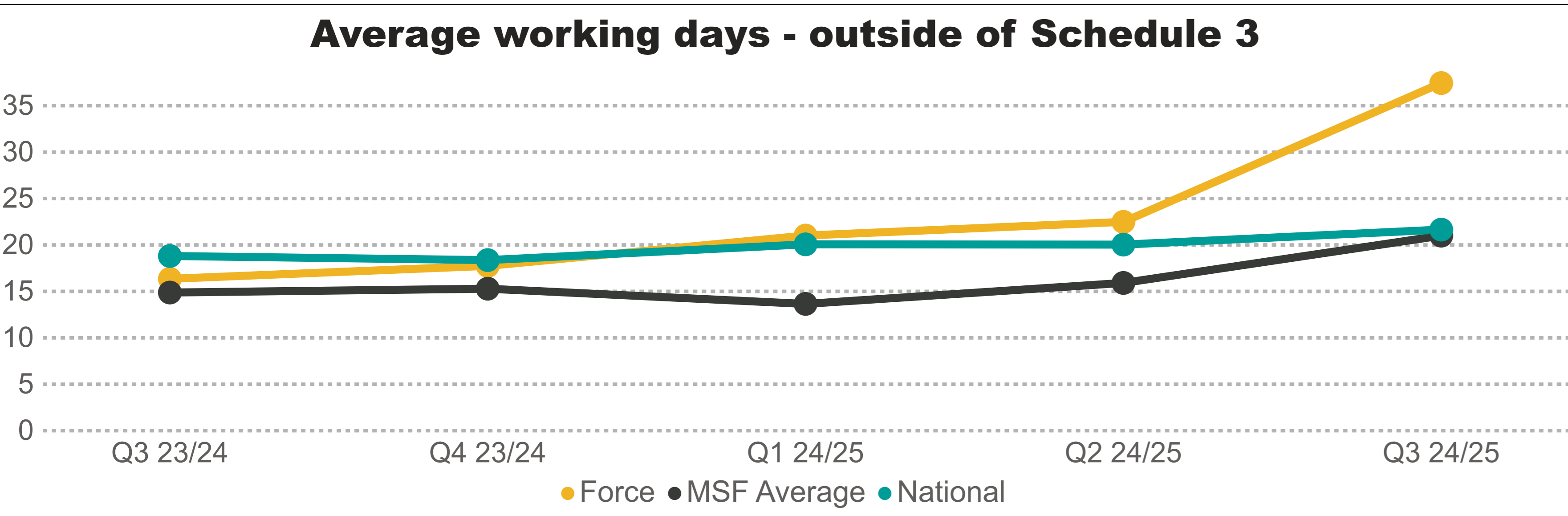
**Section A2: Allegations timeliness**

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.

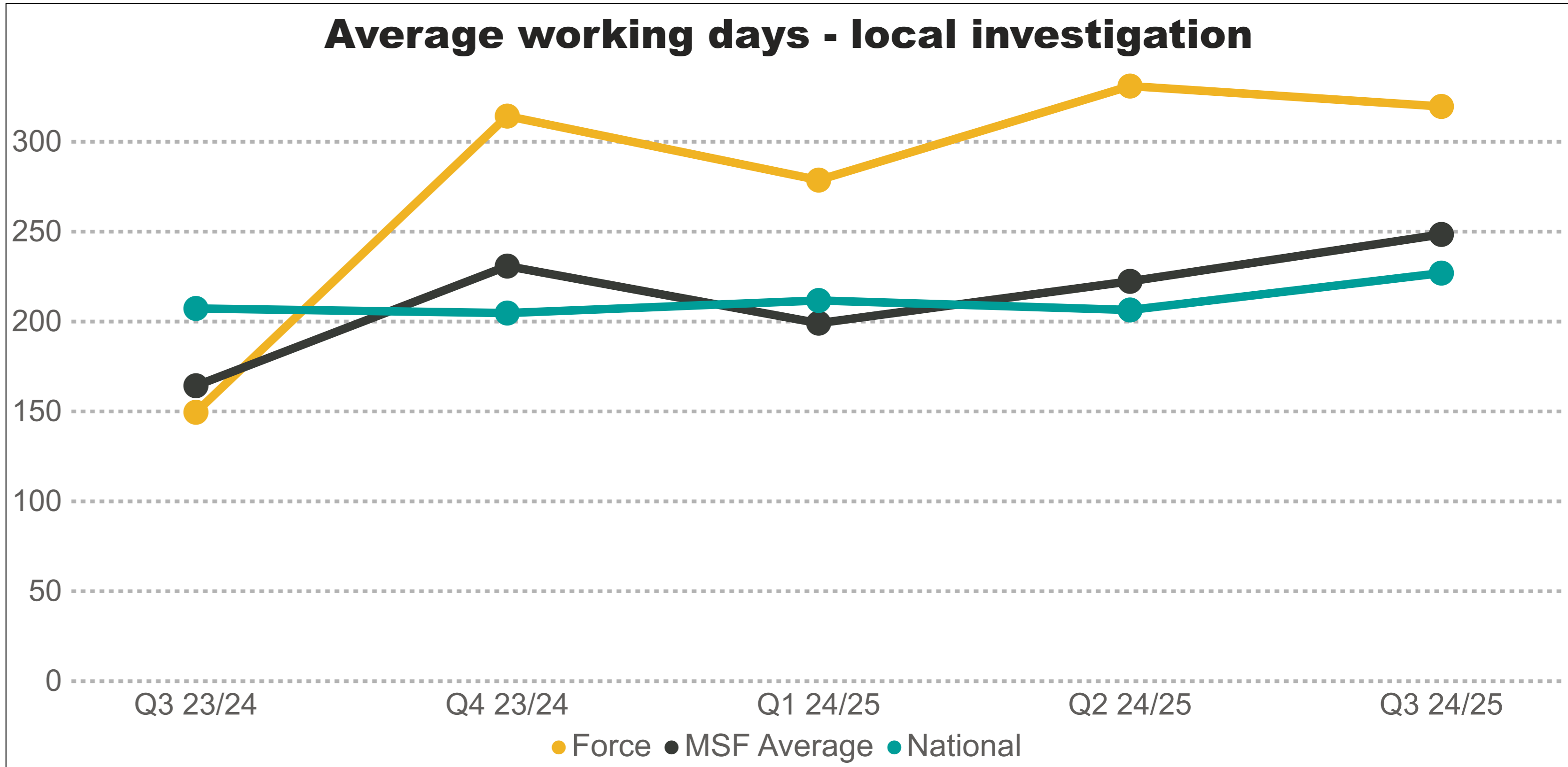
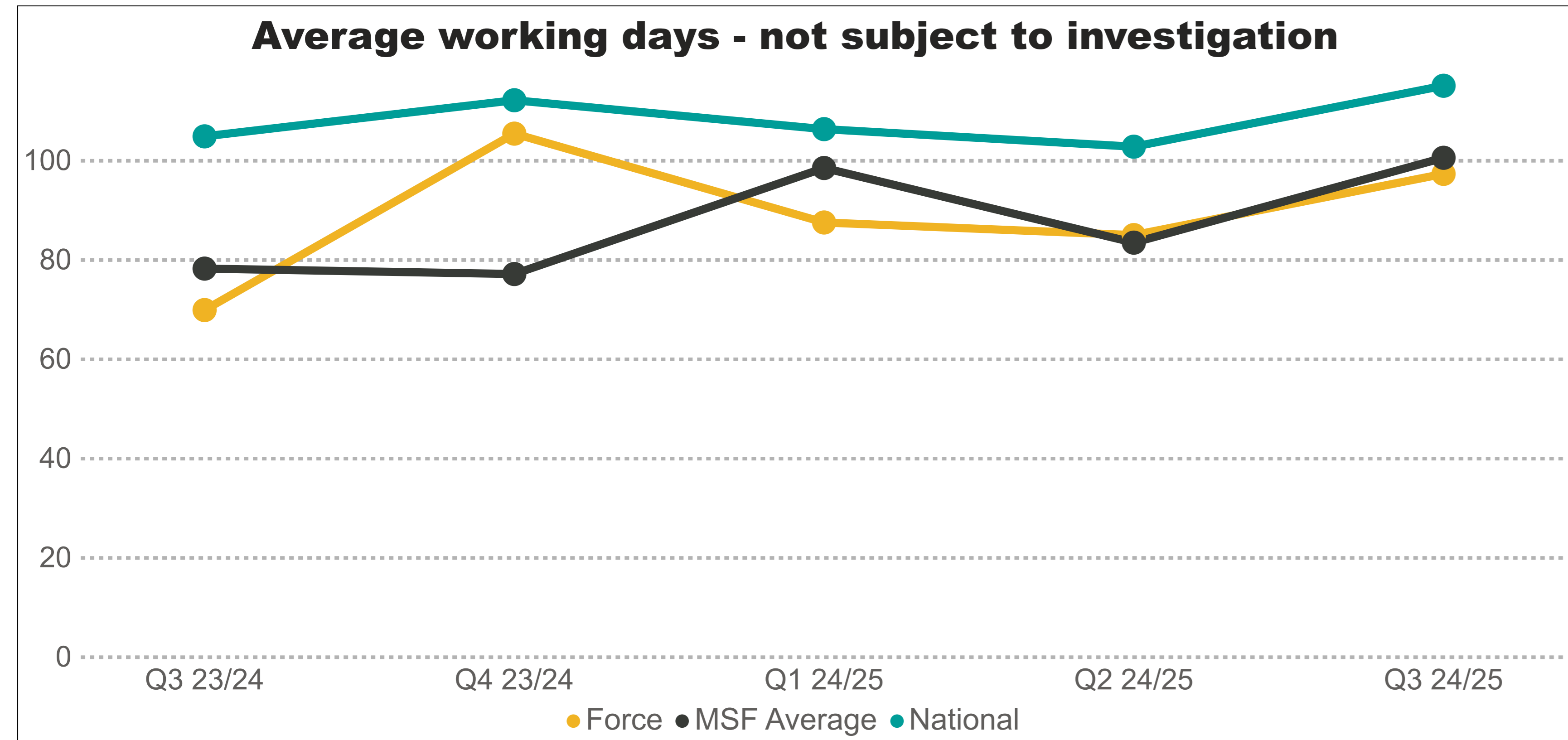
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	2,557	27	1,632	89	245	313	7	457
SPLY	2,704	20	1,438	73	135	164	1	282
MSF Average	2,611	17	2,461	94	266	231	11	530
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

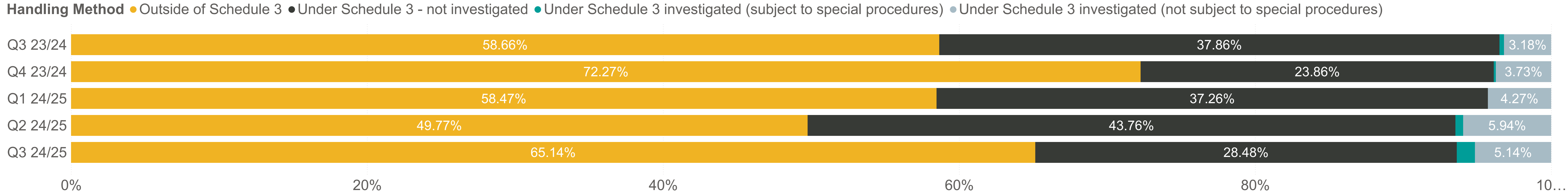


**Section A3.1: How allegations were handled and their decisions**

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)	227	5 %	236	5 %	12,092	10 %
Under Schedule 3 investigated (subject to special procedures)	25	1 %	42	1 %	1,408	1 %
Under Schedule 3 - not investigated	1,632	37 %	2461	38 %	53,990	45 %
Outside of Schedule 3	2,557	58 %	2611	56 %	51,937	43 %
<b>Total</b>	<b>4,441</b>	<b>100 %</b>	<b>5349</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					211	13 %	4,006	7 %	1	4 %	22	2 %	8	4 %	347	3 %
Regulation 41 applies							77	0 %			3	0 %			155	1 %
Service provided - unable to determine					200	12 %	4,930	9 %	2	8 %	18	1 %	15	7 %	1,148	9 %
Service provided - not acceptable					138	8 %	7,176	13 %			43	3 %	32	14 %	1,461	12 %
Service provided - acceptable					1081	66 %	36,299	67 %	8	32 %	199	14 %	171	75 %	8,649	72 %
Not Resolved	18	1 %	2,767	5 %												
Resolved	2539	99 %	49,169	95 %												
No Case to Answer									8	32 %	796	57 %				
Case to Answer									4	16 %	301	21 %				
Withdrawal					2	0 %	1,501	3 %	2	8 %	26	2 %	1	0 %	332	3 %



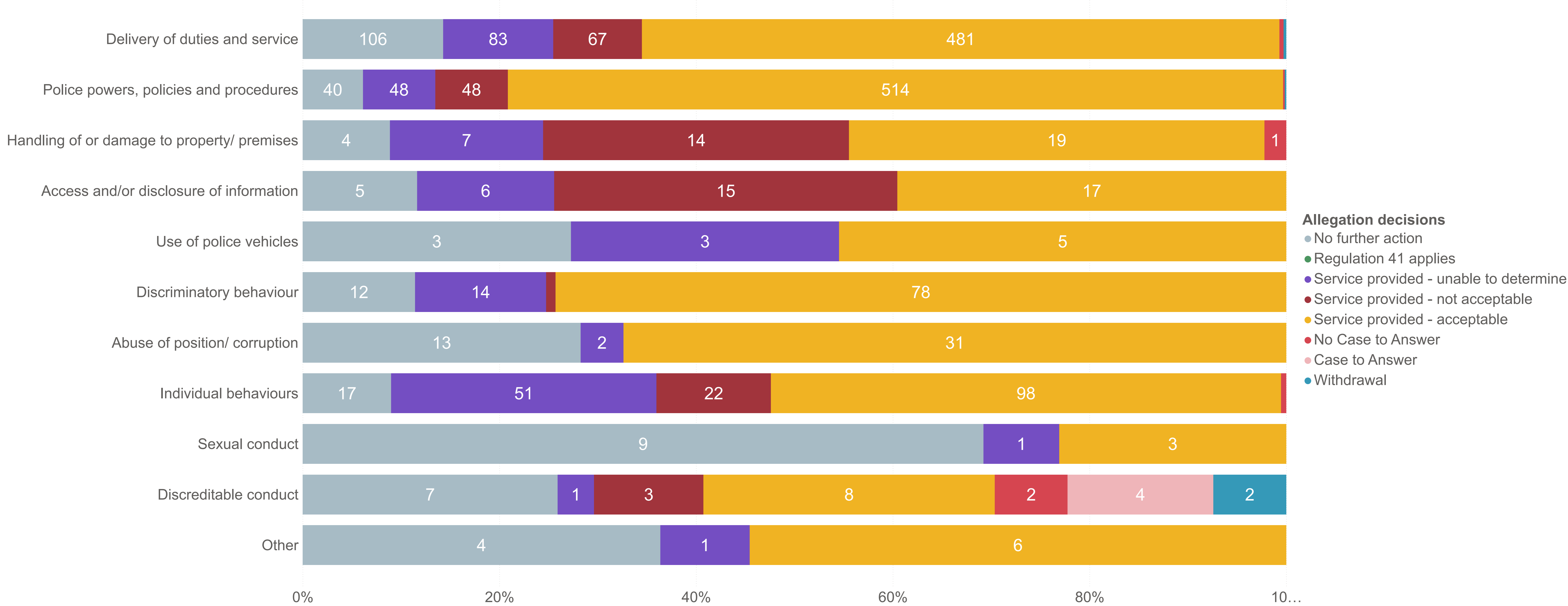
**Section A3.2: Allegation decisions by what was complained about (Year to date by category)**

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	1,784	256	45	27	16	46	16	317	1	13	18	2,539
Not Resolved	8	3	0	1	0	0	0	4	0	1	1	18

**Schedule 3 allegation decisions**



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

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

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

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

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	10	0 %	4	0 %	4	0 %	199	0 %
Learning from reflection	17	1 %	28	1 %	19	1 %	1,462	3 %
Policy review	0	0 %	0	0 %	1	0 %	48	0 %
Goodwill gesture	1	0 %	0	0 %	1	0 %	80	0 %
Apology	57	2 %	100	4 %	180	5 %	4,995	10 %
Debrief	0	0 %	1	0 %	27	1 %	436	1 %
Explanation	1,809	71 %	1,145	42 %	1,451	63 %	32,190	62 %
No further action	108	4 %	510	19 %	220	9 %	5,660	11 %
Other action	545	21 %	916	34 %	704	19 %	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	7	0 %	8	1 %	9	1 %	586	1 %
Apology	6	0 %	2	0 %	75	2 %	2,663	4 %
Debrief	0	0 %	0	0 %	441	6 %	1,928	3 %
Explanation	1,482	79 %	86	5 %	1,864	66 %	41,875	62 %
Unsatisfactory Performance Procedure (UPP)	1	0 %	3	0 %	1	0 %	27	0 %
No further action	238	13 %	1,311	83 %	226	17 %	14,539	22 %
Other action	36	2 %	44	3 %	15	1 %	670	1 %
Learning from reflection	92	5 %	88	6 %	88	6 %	3,600	5 %
Referral to RPRP	17	1 %	26	2 %	11	1 %	1,026	2 %

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

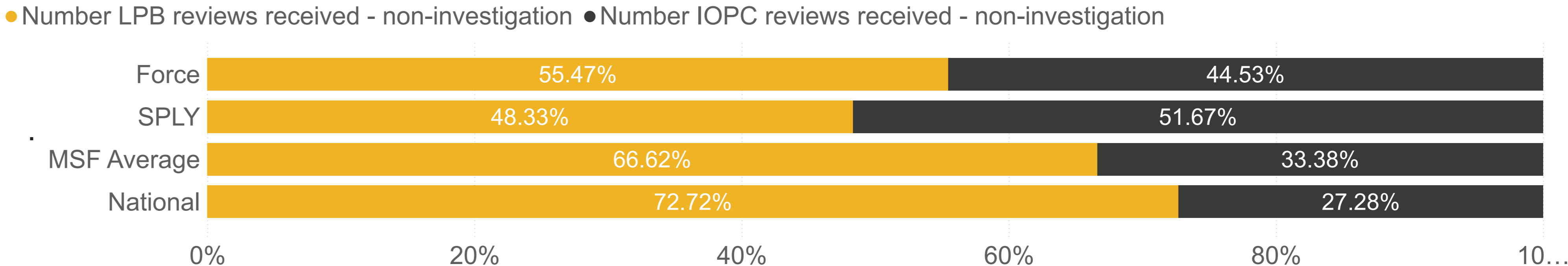
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	13 %	4	5 %	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 %	2	5 %	93	7 %
Referral to RPRP	3	12 %	4	17 %	6	13 %	230	16 %

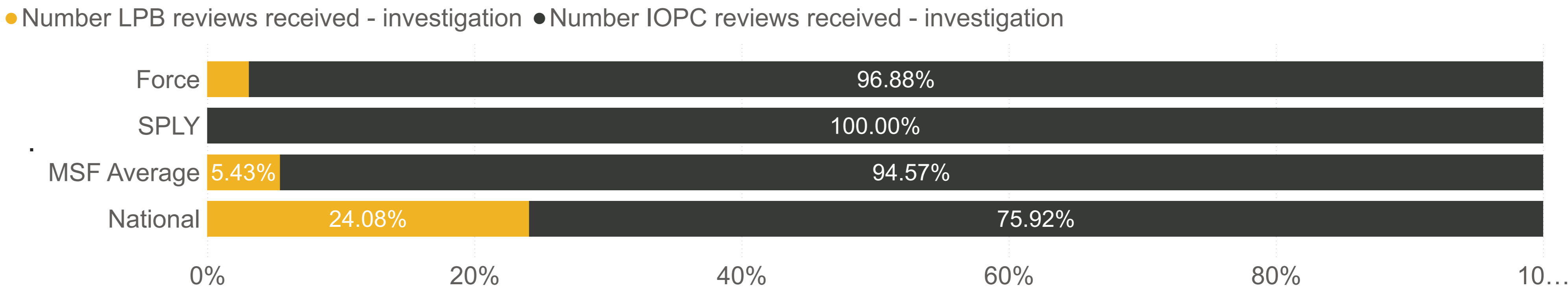
**Section C1: Reviews received and timeliness (Year to date)**

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	76	61
SPLY	58	62
MSF Average	124	62
National	2,868	1,076

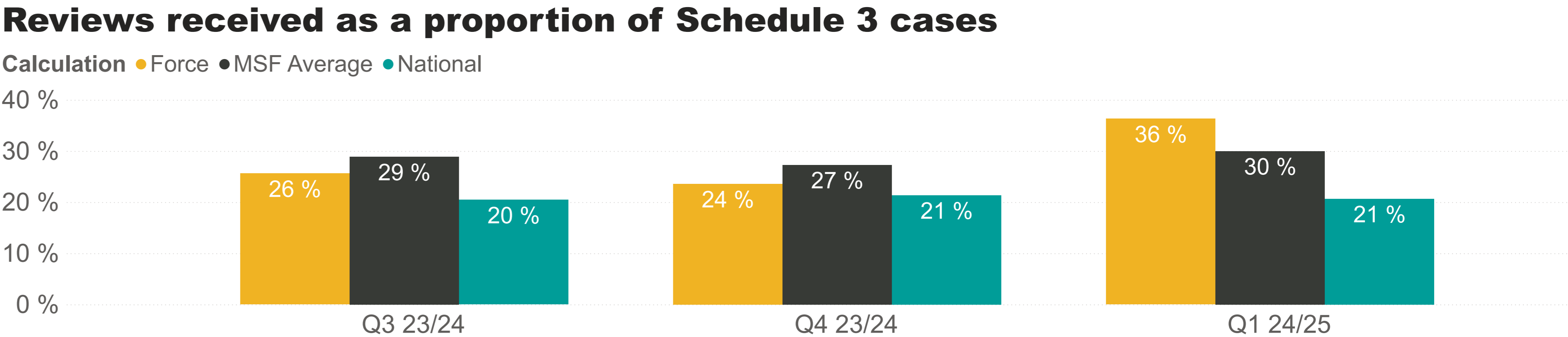


Investigation reviews received	LPB	IOPC
Force	1	31
SPLY	0	15
MSF Average	1	22
National	230	725



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	169	571
SPLY	135	537
MSF Average	210	821
National	4,899	23,364



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	22	16	16	48
Average number of working days to complete IOPC reviews	109	109	125	137

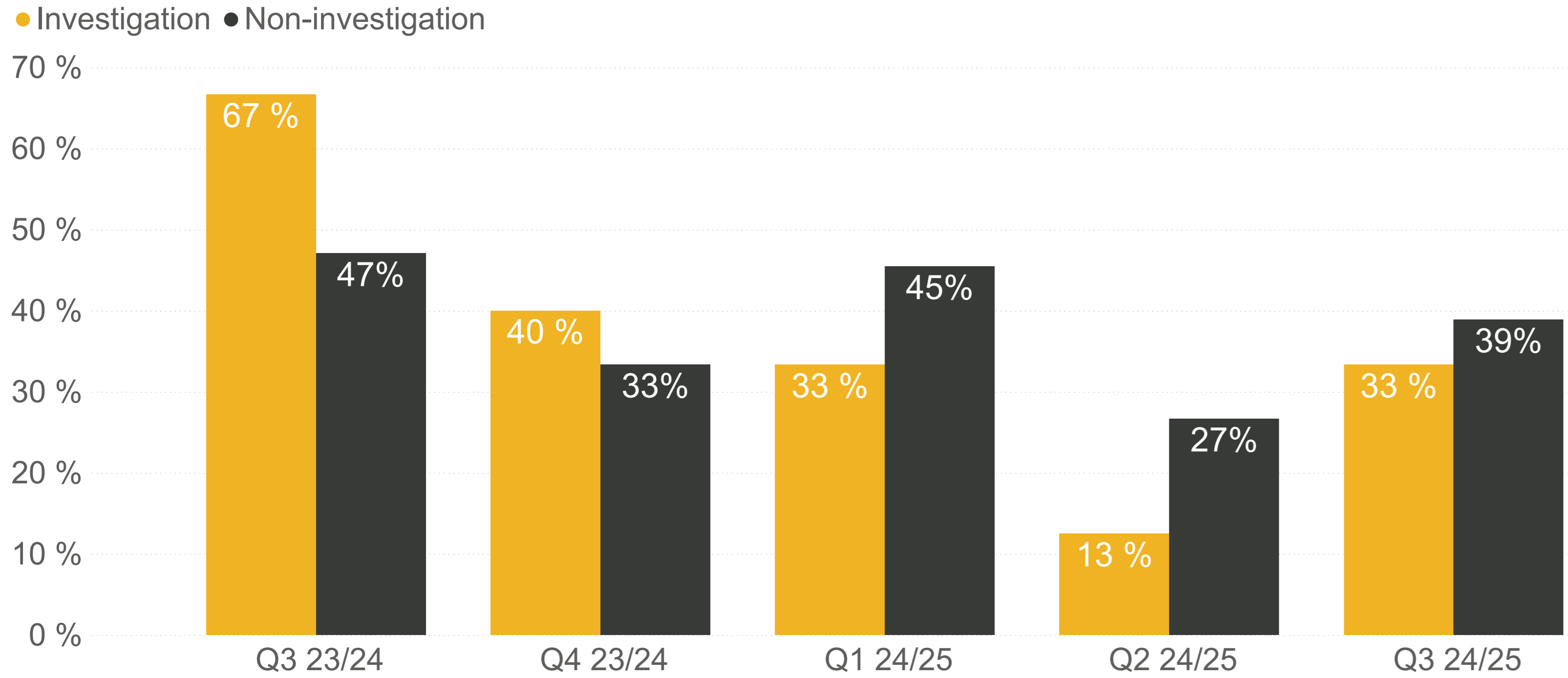
**Section C2: Outcomes on reviews**

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

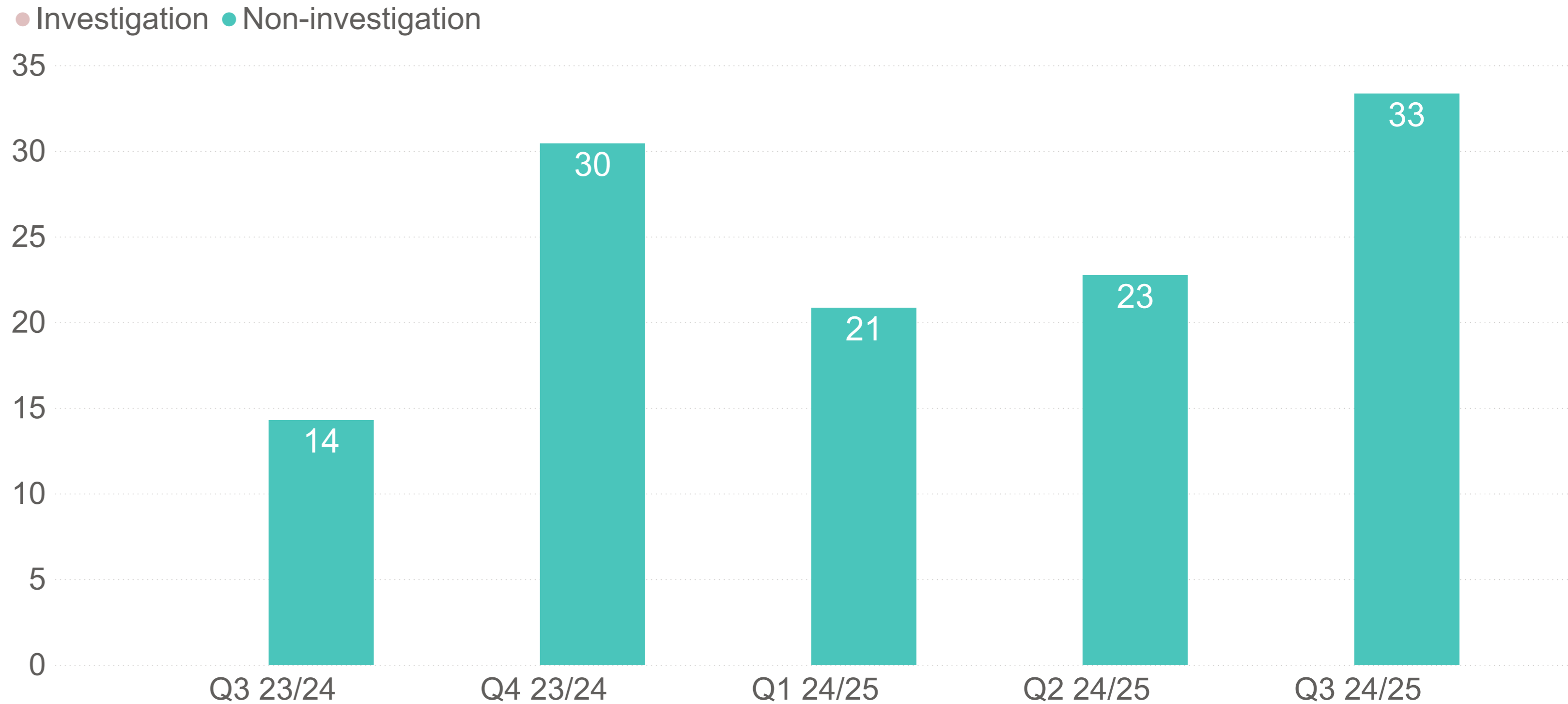
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	14	3	1	
SPLY	13	6	0	
MSF Average	18	7	1	
National	631	201	215	57

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	44	16	64	16
SPLY	57	27	61	15
MSF Average	44	14	117	28
National	729	226	2,774	578

**% IOPC reviews upheld - Force**



**% LPB Reviews upheld - Force**



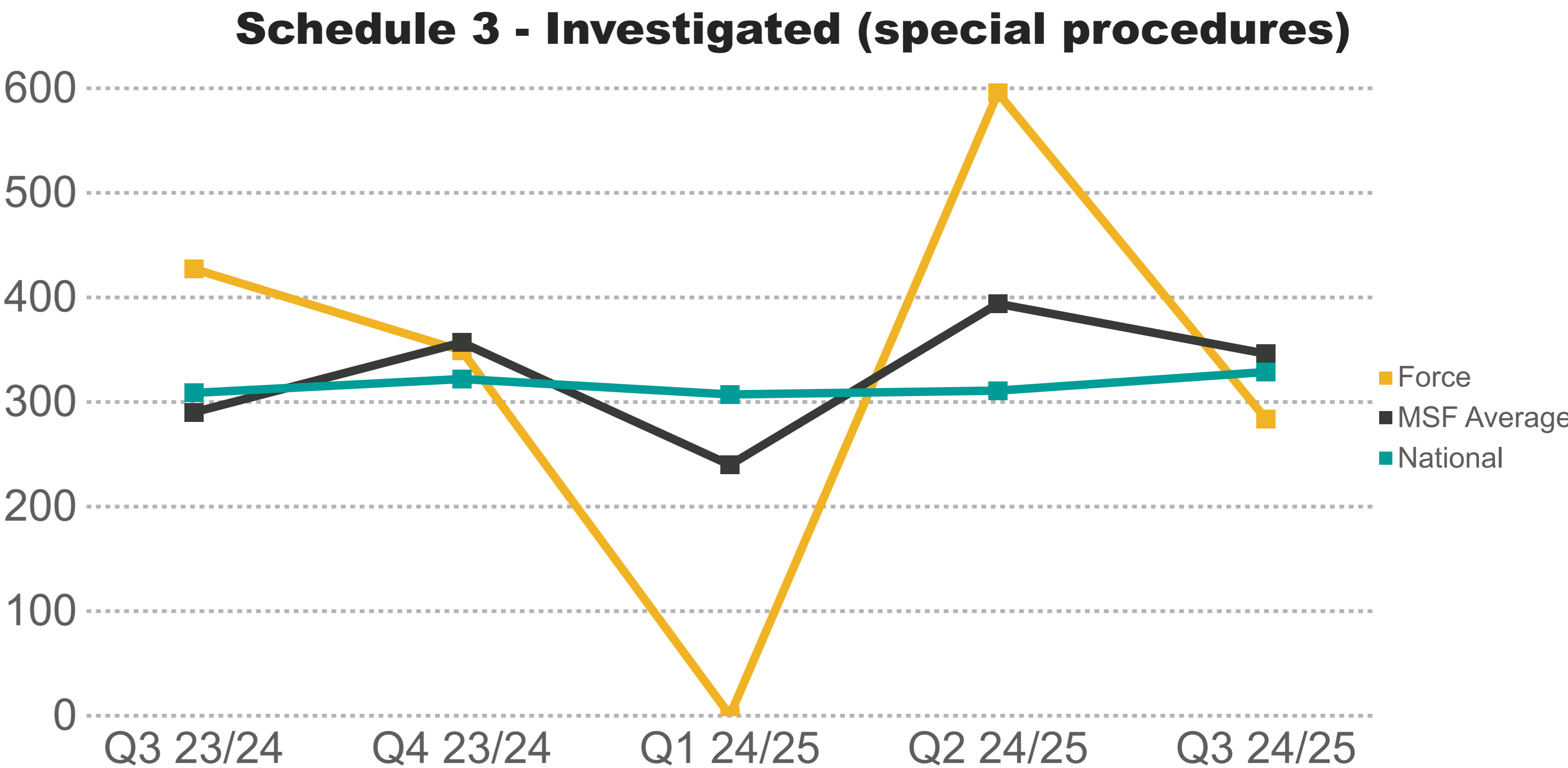
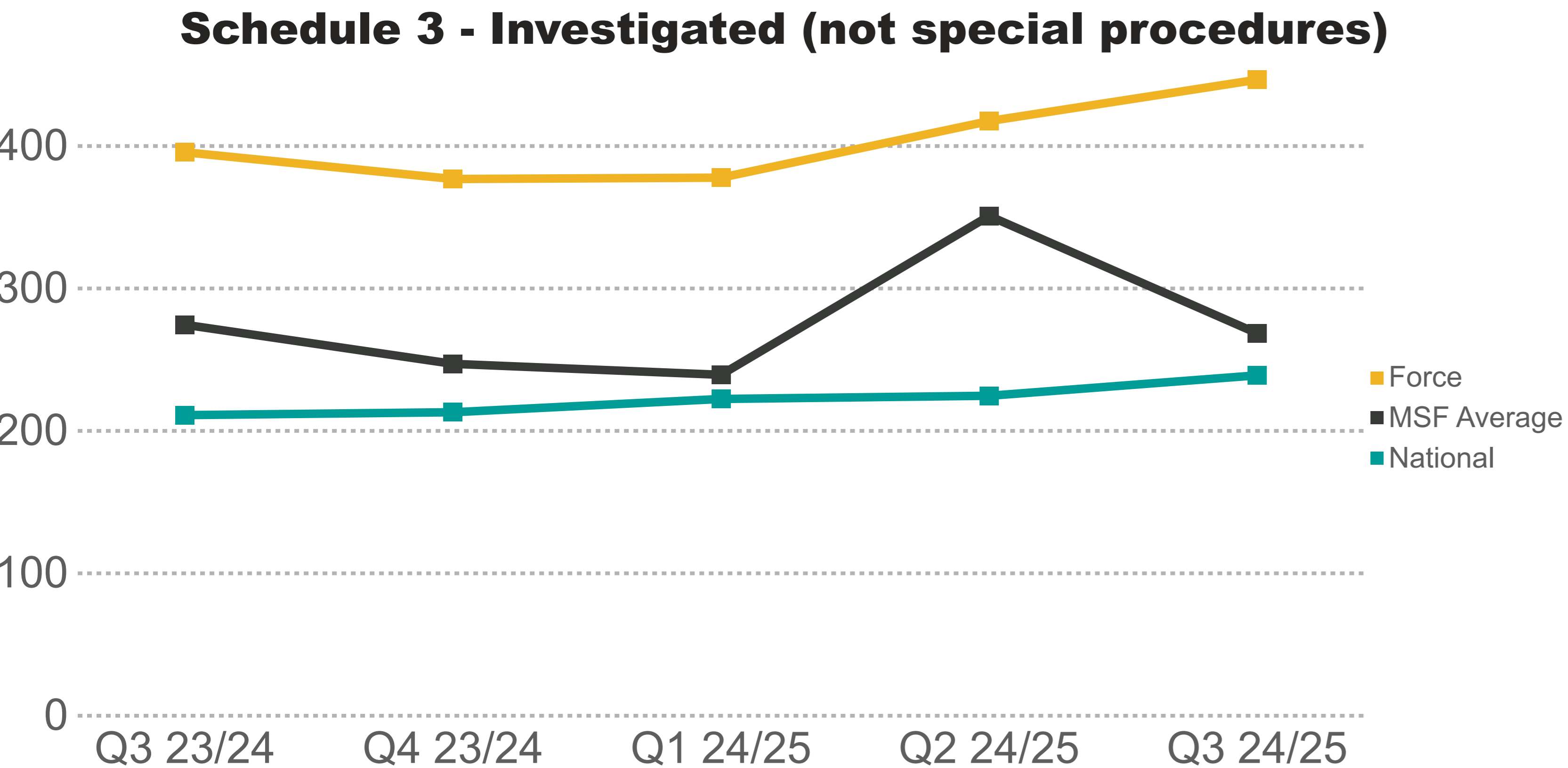
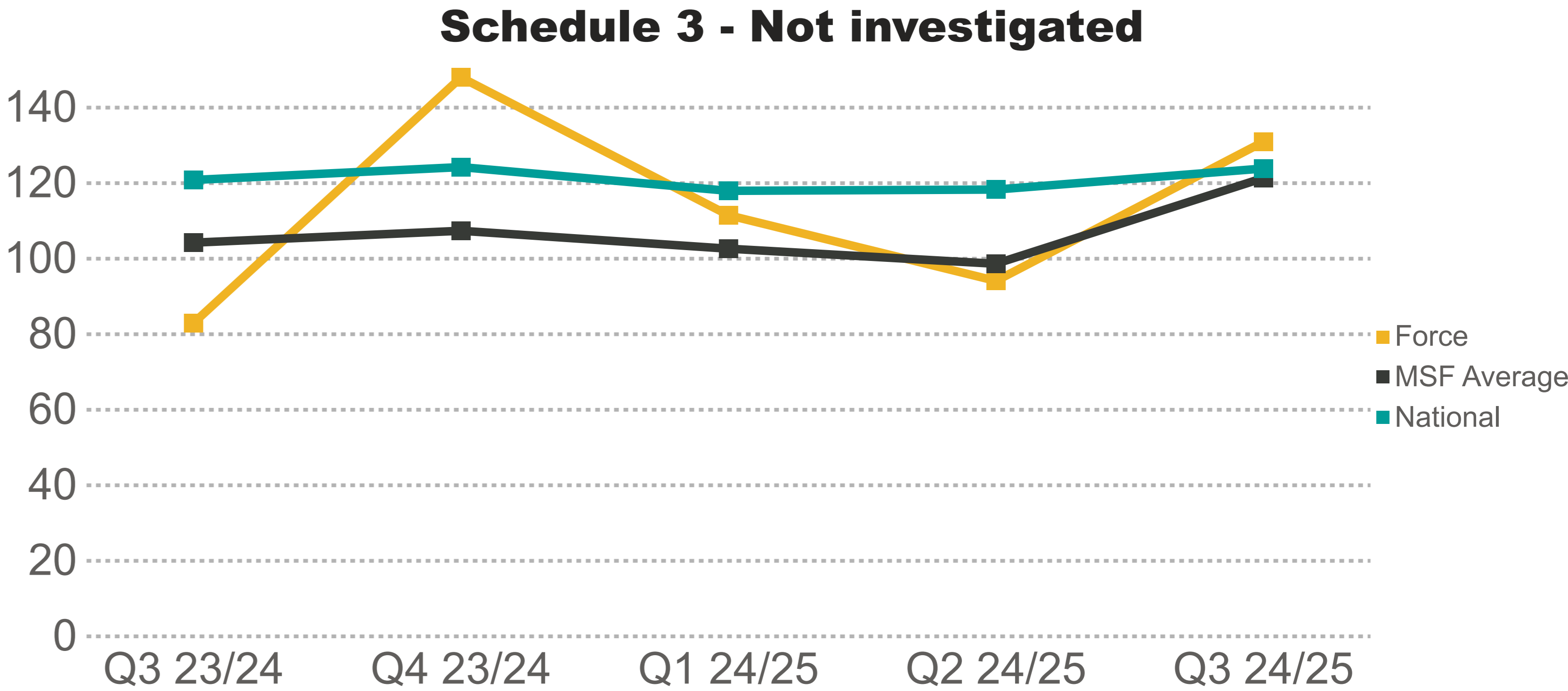
**Section D1: Complaint cases finalised under Schedule 3 - timeliness**

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)	470	392	368	315
Under Schedule 3 investigated (not subject to special procedures)	420	329	298	228
Under Schedule 3 - not investigated	110	88	106	120
<b>Total</b>	<b>160</b>	<b>112</b>	<b>142</b>	<b>142</b>

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	481	487	725	19,007
Under Schedule 3 investigated (not subject to special procedures)	80	37	78	3,833
Under Schedule 3 investigated (subject to special procedures)	10	13	18	524
<b>Total</b>	<b>571</b>	<b>537</b>	<b>821</b>	<b>23,364</b>



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

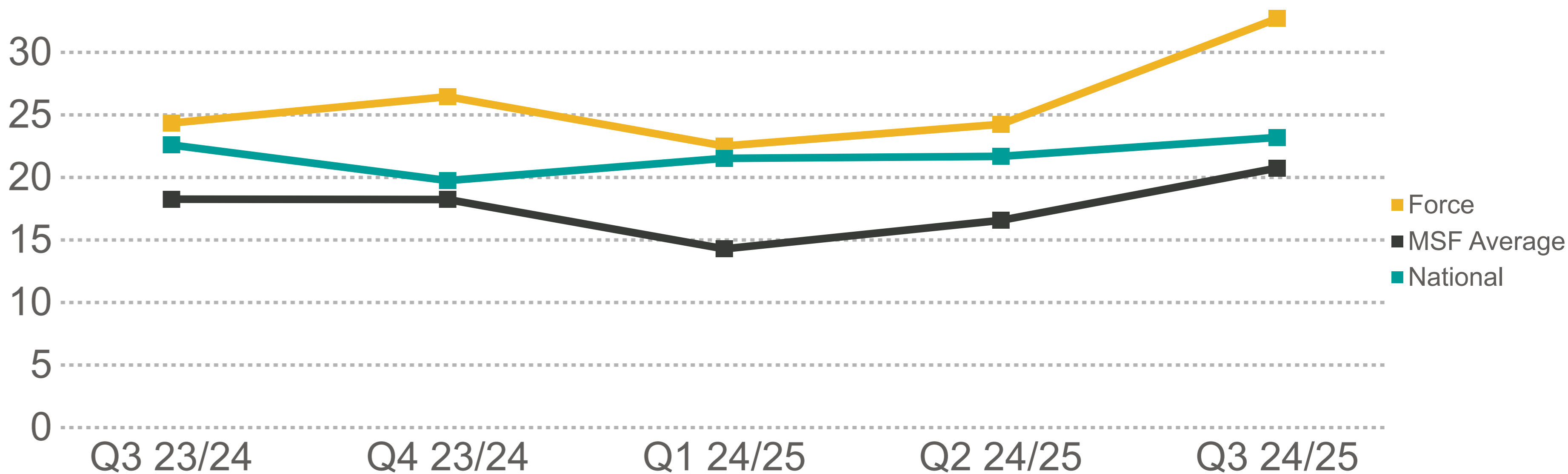
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the 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	2091	2292	2029	43520
Average days to finalise complaint cases handled outside of Schedule 3	26	28	17	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	2,091	79%	2,292	81%	2,029	71%	43,520	65%
Under Schedule 3 - not investigated	481	18%	487	17%	725	25%	19,007	28%
Under Schedule 3 investigated (not subject to special procedures)	80	3%	37	1%	78	3%	3,834	6%
Under Schedule 3 investigated (subject to special procedures)	10	0%	13	0%	18	1%	524	1%
<b>Total</b>	<b>2,662</b>	<b>100%</b>	<b>2,829</b>	<b>100%</b>	<b>2,850</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.

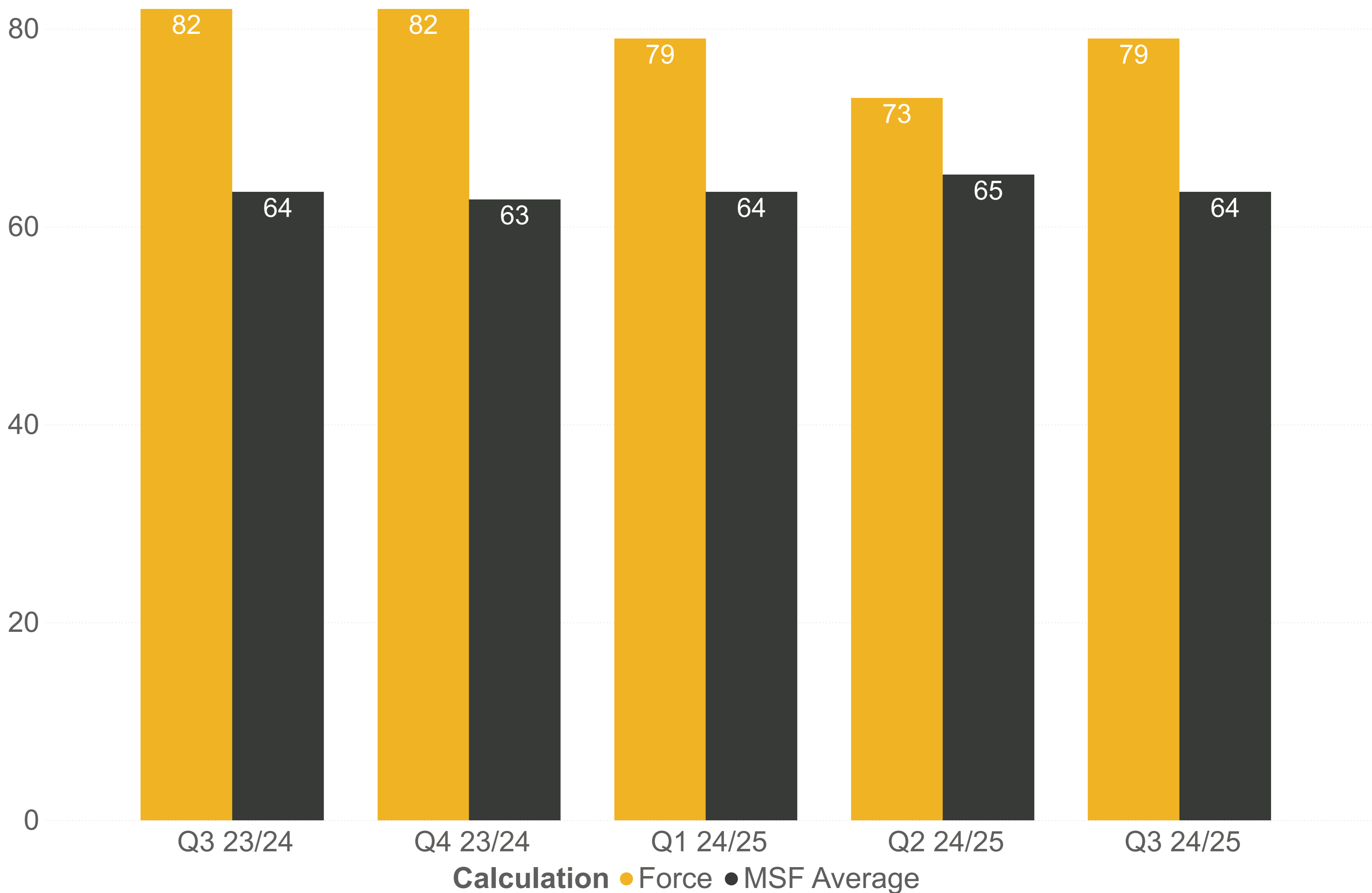
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	231	214	192	5,168
Number referrals completed	226	215	190	5,081
Decision: Independent Investigation	22	16	22	279
Decision: Directed Investigation	0	0	2	23
Decision: Local Investigation	114	151	100	2,754
Decision: Return to Force	86	48	64	1,907
Decision: Invalid	4	0	2	116

**Force and MSF Group referrals received**





Most Similar Force (MSF) Group: Greater Manchester, Merseyside, West Midlands, West Yorkshire

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