

Police Complaints Information Bulletin: South Wales

Reporting Period: 01 April 2024 - 30 September 2024 (Q2 2024/25)

Most Similar Force (MSF) Group: Gwent, Humberside, 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. The legislation came into effect on 1 February 2020 (4 January 2021 for the British Transport Police).

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.

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Acronyms used in this bulletin

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

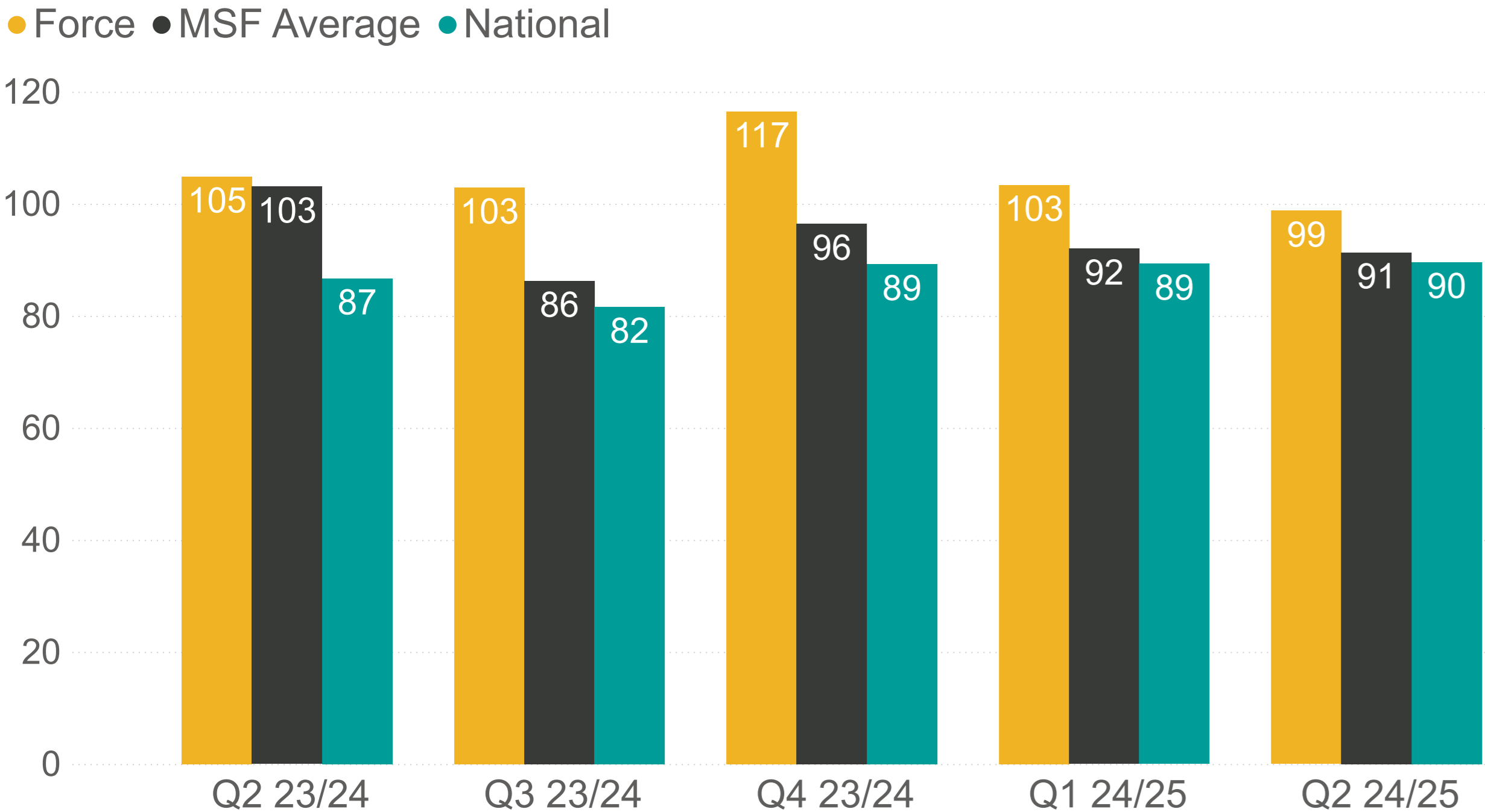
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

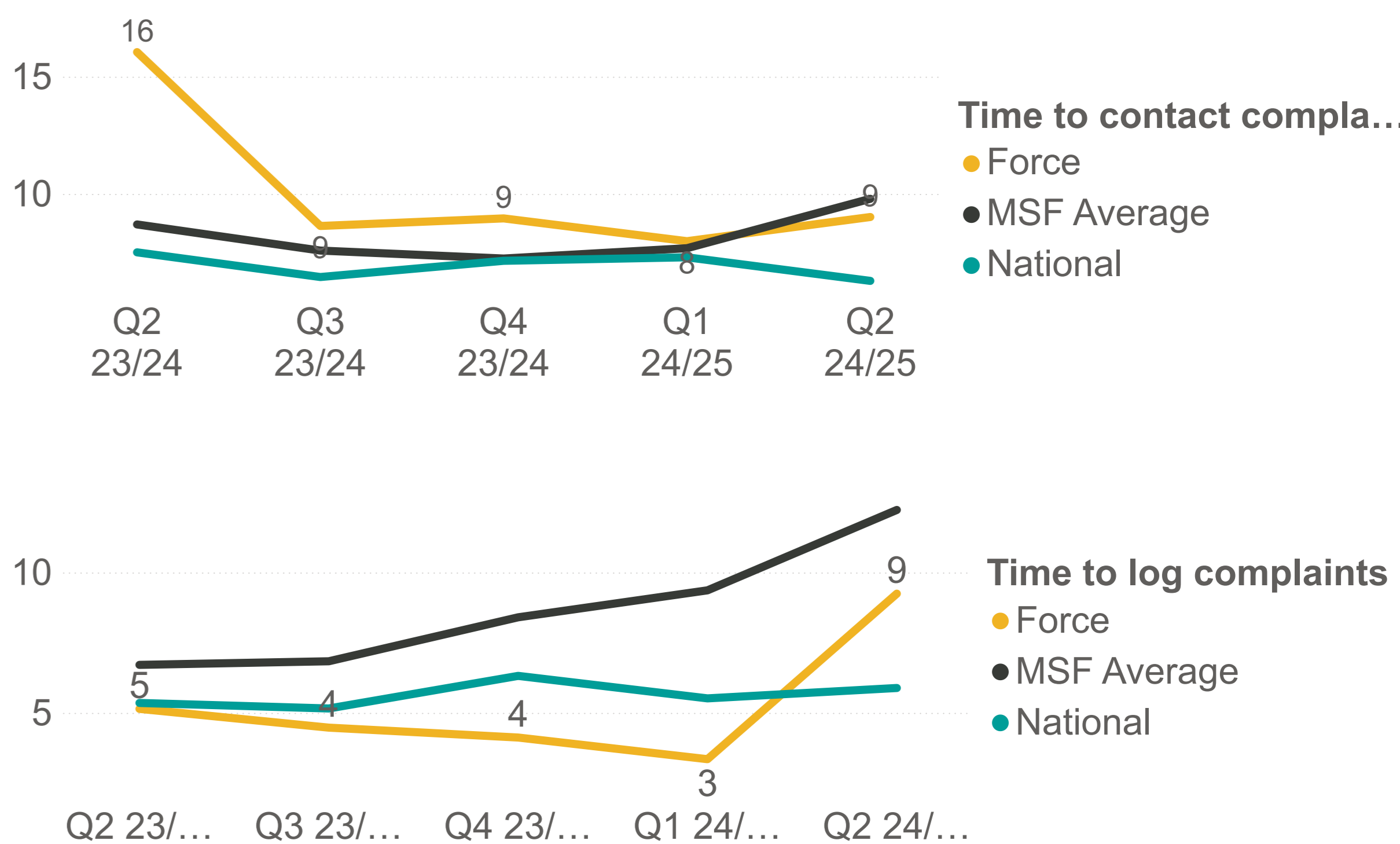
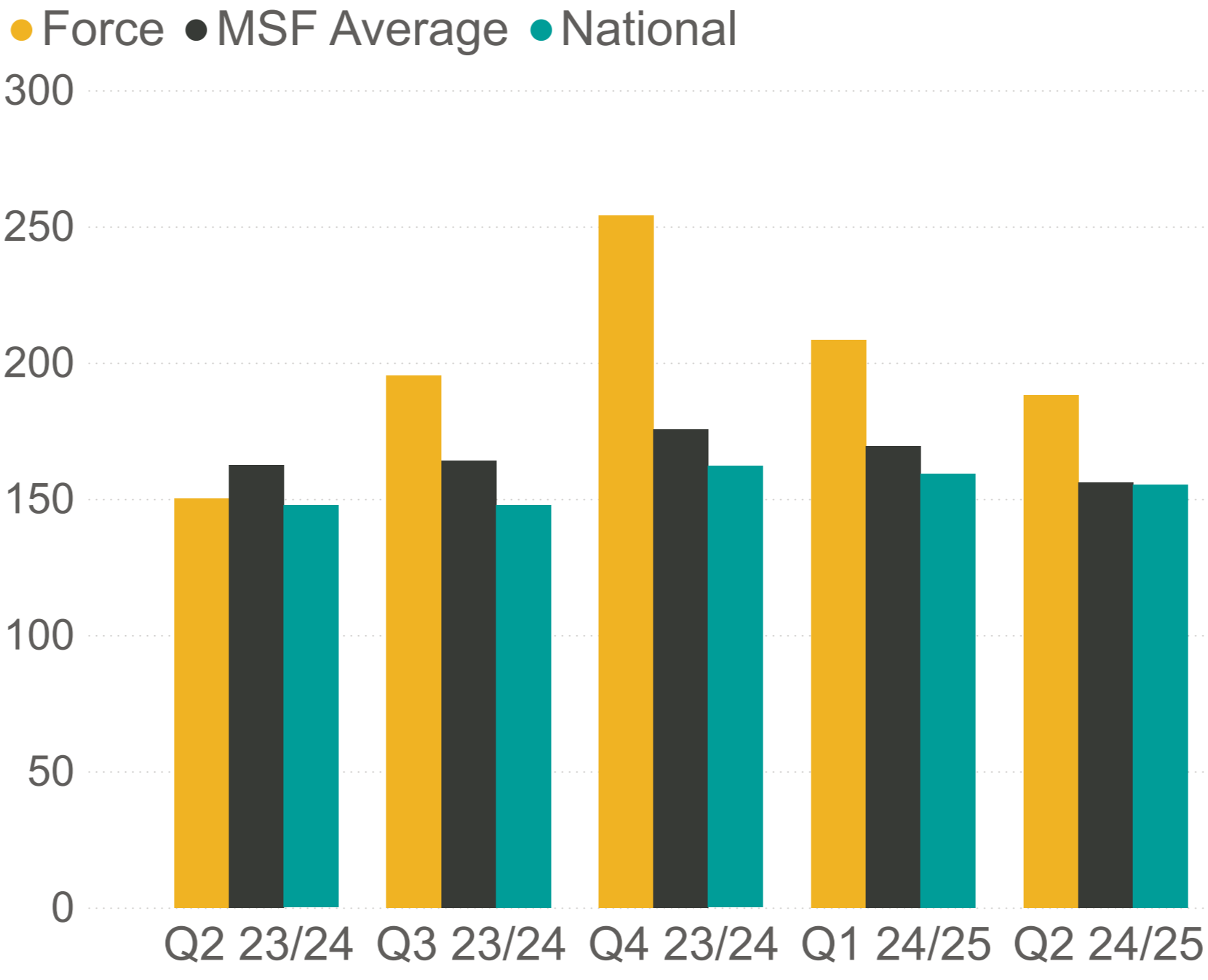
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as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

Year to date	Complaint cases logged	Complaints per 1,000 employees	Allegations Logged	Allegations per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	1,361	202	2,670	397	8	6
SPLY	1,292	195	2,016	305	13	4
MSF Average	1,070	183	1,855	325	8	11
National	45,593	179	80,142	314	7	6

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	20	30	51	6,798
Complainant wishes the complaint be recorded	730	444	139	2,795
Dissatisfaction after initial handling	1	9	44	2,316
Nature of the allegation(s) in the complaint	283	384	132	3,441
Total	1,034	867	365	15,350

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	2 %	3 %	21 %	44 %
Complainant wishes the complaint be recorded	71 %	51 %	34 %	18 %
Dissatisfaction after initial handling	0 %	1 %	16 %	15 %
Nature of the allegation(s) in the complaint	27 %	44 %	30 %	22 %

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

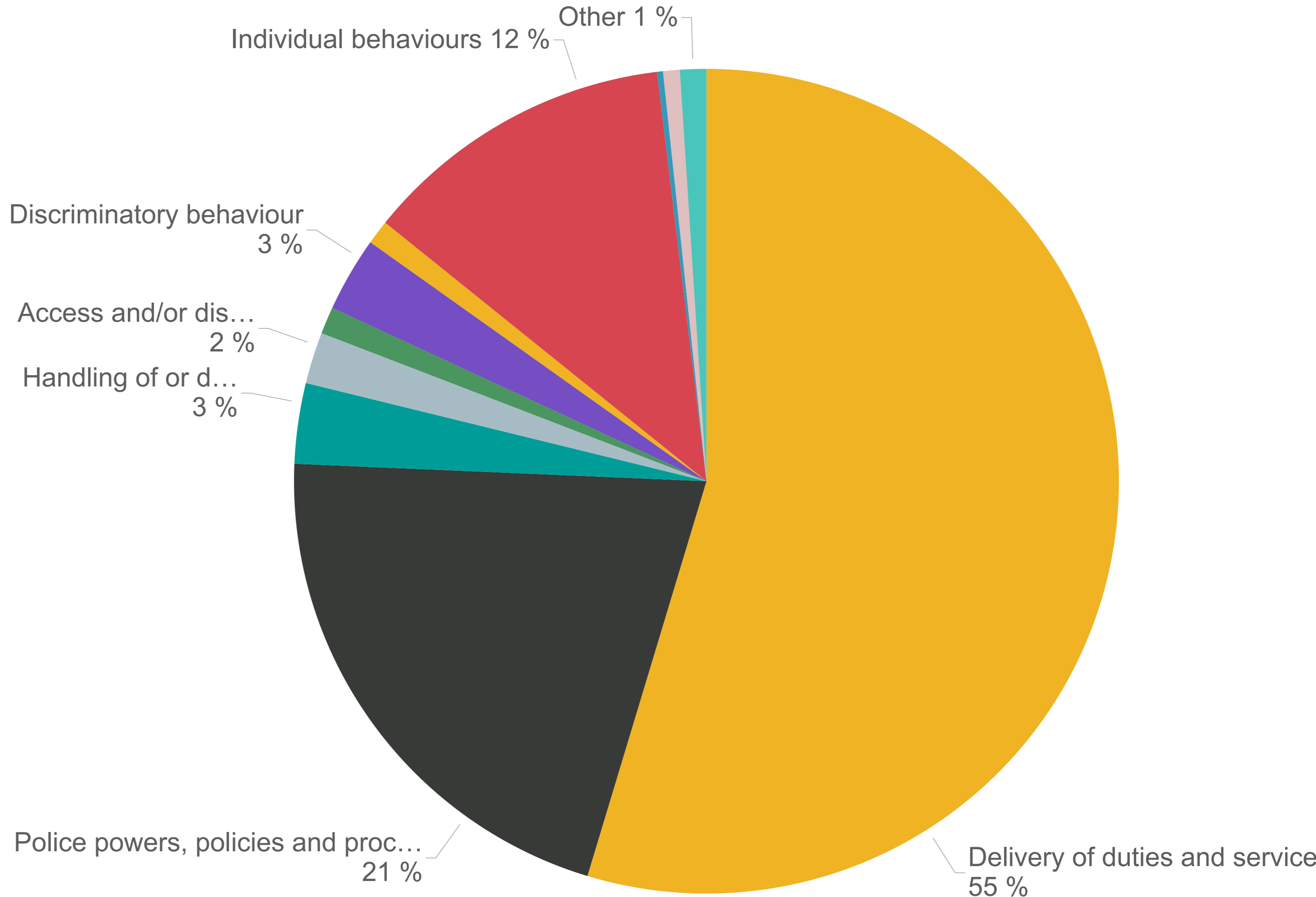
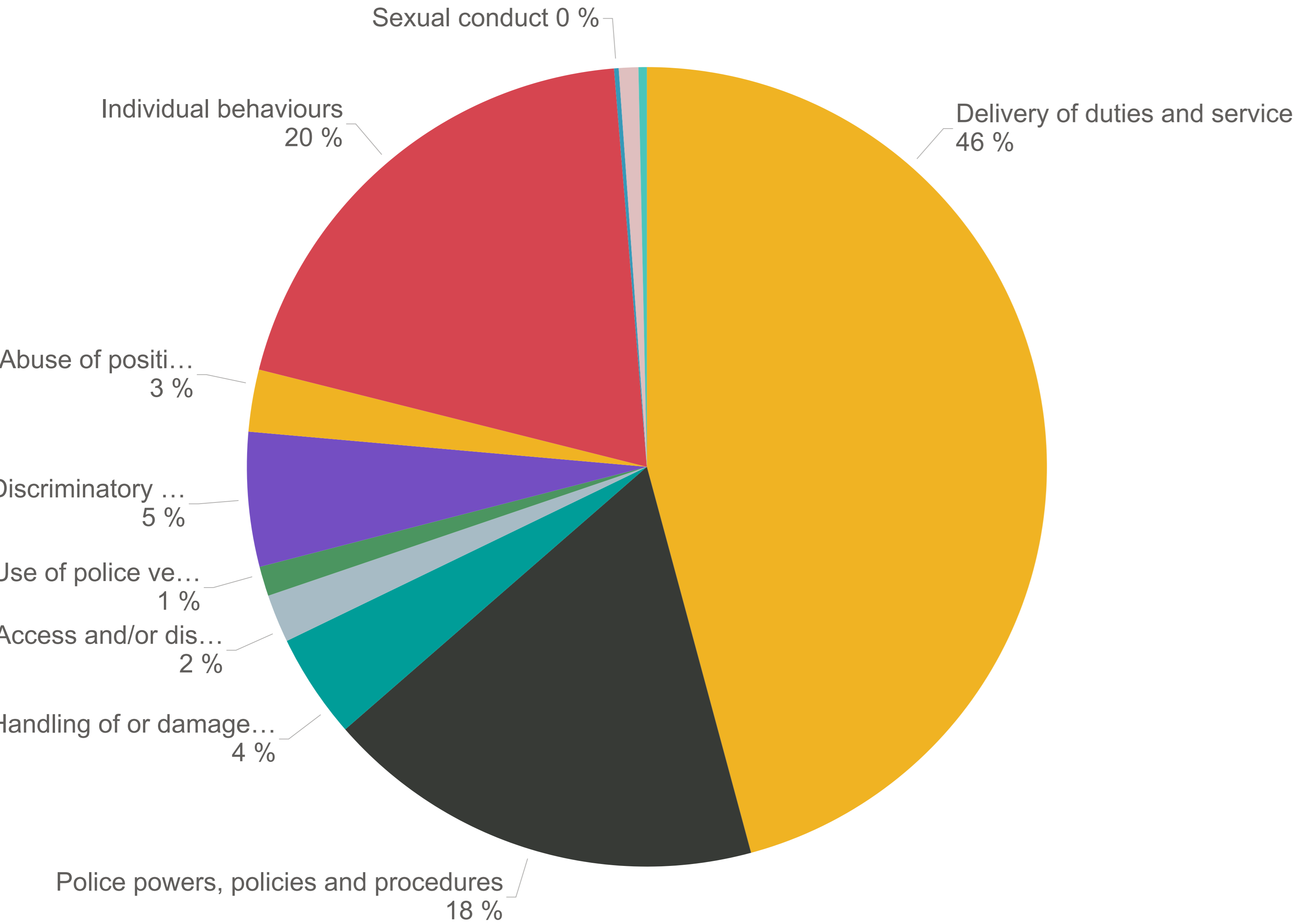
This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. 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	1,223	475	113	52	32	145	67	528	5	21	9	2,670
SPLY	951	359	84	47	27	90	57	381	3	11	6	2,016
MSF Average	980	381	60	45	19	64	22	245	3	9	27	1,855
National	43,804	16,841	2,527	1,617	850	2,349	762	9,854	186	523	826	80,139

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	1,223	46 %	951	47 %	980	55 %	43,801	55 %
	Police action following contact	771	63 %	599	63 %	348	37 %	18,035	41 %
	Decisions	268	22 %	221	23 %	163	16 %	6,186	14 %
	Information	164	13 %	117	12 %	104	10 %	4,976	11 %
	General level of service	20	2 %	14	1 %	365	37 %	14,604	33 %
Individual behaviours	Total	528	20 %	381	19 %	245	12 %	9,853	12 %
	Unprofessional attitude and disrespect	153	29 %	125	33 %	72	34 %	2,782	28 %
	Impolite language / tone	150	28 %	130	34 %	56	23 %	2,449	25 %
	Overbearing or harassing behaviours	101	19 %	66	17 %	43	15 %	1,756	18 %
	Impolite and intolerant actions	63	12 %	27	7 %	44	16 %	1,498	15 %
Police powers, policies and procedures	Lack of fairness and impartiality	61	12 %	33	9 %	30	12 %	1,368	14 %
	Total	475	18 %	359	18 %	381	20 %	16,837	21 %
	Use of force	161	34 %	165	46 %	118	30 %	4,424	26 %
	Detention in police custody	81	17 %	54	15 %	58	14 %	2,422	14 %
	Power to arrest and detain	80	17 %	52	14 %	64	17 %	3,002	18 %
	Searches of premises and seizure of property	70	15 %	45	13 %	58	17 %	2,094	12 %
	Evidential procedures	26	5 %	10	3 %	22	6 %	1,283	8 %
	Bail, identification and interview procedures	22	5 %	11	3 %	14	4 %	955	6 %
	Stops, and stop and search	17	4 %	8	2 %	13	3 %	793	5 %
	Other policies and procedures	15	3 %	10	3 %	30	8 %	1,615	10 %
Discriminatory behaviour	Out of court disposals	3	1 %	4	1 %	5	1 %	249	1 %
	Total	145	5 %	90	4 %	64	3 %	2,349	3 %
	Sex	47	32 %	17	19 %	14	21 %	394	17 %
	Race	38	26 %	41	46 %	26	40 %	1,088	46 %
	Disability	36	25 %	19	21 %	13	19 %	439	19 %
	Other	15	10 %	9	10 %	7	12 %	229	10 %
	Sexual orientation	4	3 %	2	2 %	2	3 %	76	3 %
	Religion or belief	3	2 %	0	0 %	1	1 %	57	2 %
	Gender reassignment	1	1 %	0	0 %	1	1 %	25	1 %
	Pregnancy and maternity	1	1 %	0	0 %	0	0 %	1	0 %
Handling of or damage to property/ premises	Age	0	0 %	1	1 %	1	3 %	38	2 %
	Marriage and civil partnership	0	0 %	1	1 %	0	0 %	2	0 %
	Total	113	4 %	84	4 %	60	3 %	2,467	3 %
	Handling of or damage to property/ premises	113	100 %	84	100 %	60	100 %	2,466	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	1,655	62 %	1,091	54 %	624	35 %	29,355	37 %
Arrest	775	29 %	546	27 %	249	12 %	10,232	13 %
Domestic / gender abuse	354	13 %	237	12 %	101	6 %	4,125	5 %
Custody	339	13 %	231	11 %	112	6 %	4,574	6 %
Mental health	245	9 %	175	9 %	65	3 %	2,317	3 %
Roads/traffic	199	7 %	149	7 %	103	6 %	4,731	6 %
VAWG - dissatisfaction handling	199	7 %	117	6 %	52	2 %	3,054	4 %
Neighbourhood policing	164	6 %	182	9 %	83	5 %	3,752	5 %
Drugs / alcohol	151	6 %	145	7 %	30	1 %	897	1 %
Call Handling	138	5 %	121	6 %	66	4 %	3,424	4 %
None	133	5 %	107	5 %	270	17 %	15,525	19 %
Premises search	106	4 %	69	3 %	46	2 %	1,958	2 %
Child protection / CSA / CSE	72	3 %	91	5 %	26	1 %	1,370	2 %
Restraint equipment	59	2 %	137	7 %	14	1 %	855	1 %
Stop and/or search	54	2 %	42	2 %	19	1 %	1,618	2 %
Public order incident	53	2 %	62	3 %	21	1 %	645	1 %
Death	49	2 %	49	2 %	23	1 %	759	1 %
Hate Crime	48	2 %	31	2 %	14	1 %	468	1 %
Social media	43	2 %	58	3 %	10	1 %	330	0 %
Missing persons	42	2 %	41	2 %	16	1 %	514	1 %
Fraud	30	1 %	33	2 %	7	0 %	485	1 %
Firearms	20	1 %	12	1 %	6	0 %	400	0 %
VAWG - police victim	16	1 %	0	0 %	2	0 %	88	0 %
Taser	12	0 %	2	0 %	2	0 %	105	0 %
VAWG - police perpetrated	11	0 %	20	1 %	5	0 %	539	1 %
PPDA	3	0 %	0	0 %	1	0 %	7	0 %
PPDA - Police victim	3	0 %	0	0 %	0	0 %	3	0 %
Covert policing	1	0 %	2	0 %	1	0 %	48	0 %
Police dogs or horses	1	0 %	7	0 %	1	0 %	54	0 %
Unknown	1	0 %	0	0 %	0	0 %	20	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 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %	1	0 %
Serious injury	0	0 %	18	1 %	4	0 %	168	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	14	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	14	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	6	3	0	1	3
VAWG - police perpetrated	0	5	0	0	3
VAWG - dissatisfaction handling	122	22	5	7	31
Unknown	1	0	0	0	0
Taser	3	5	1	1	2
Stop and/or search	4	27	6	5	10
Social media	21	3	0	2	11
Roads/traffic	78	40	9	8	40
Restraint equipment	5	42	2	1	8
Public order incident	19	16	1	5	12
Premises search	13	40	18	7	25
PPDA - Police victim	0	0	0	0	1
PPDA	0	0	0	0	1
Police dogs or horses	0	0	0	0	1
None	49	11	11	7	28
Neighbourhood policing	102	9	2	9	37
Missing persons	14	8	1	2	16
Mental health	90	59	13	24	45
Investigation	885	209	49	106	308
Hate Crime	21	3	1	7	14
Fraud	20	0	0	3	4
Firearms	11	3	2	0	2
Drugs / alcohol	50	56	6	11	21
Domestic / gender abuse	142	78	13	26	65
Death	32	3	5	0	7
Custody	67	157	21	18	58
Covert policing	0	0	0	0	1
Child protection / CSA / CSE	44	11	1	3	11
Call Handling	72	2	0	12	49
Arrest	203	313	53	35	129
Total	1,219	474	113	144	527

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
Q2 23/24	72	4	0	76
Q3 23/24	56	5	0	61
Q4 23/24	77	19	6	100
Q1 24/25	82	4	8	94
Q2 24/25	117	7	8	129
Total	404	39	22	460

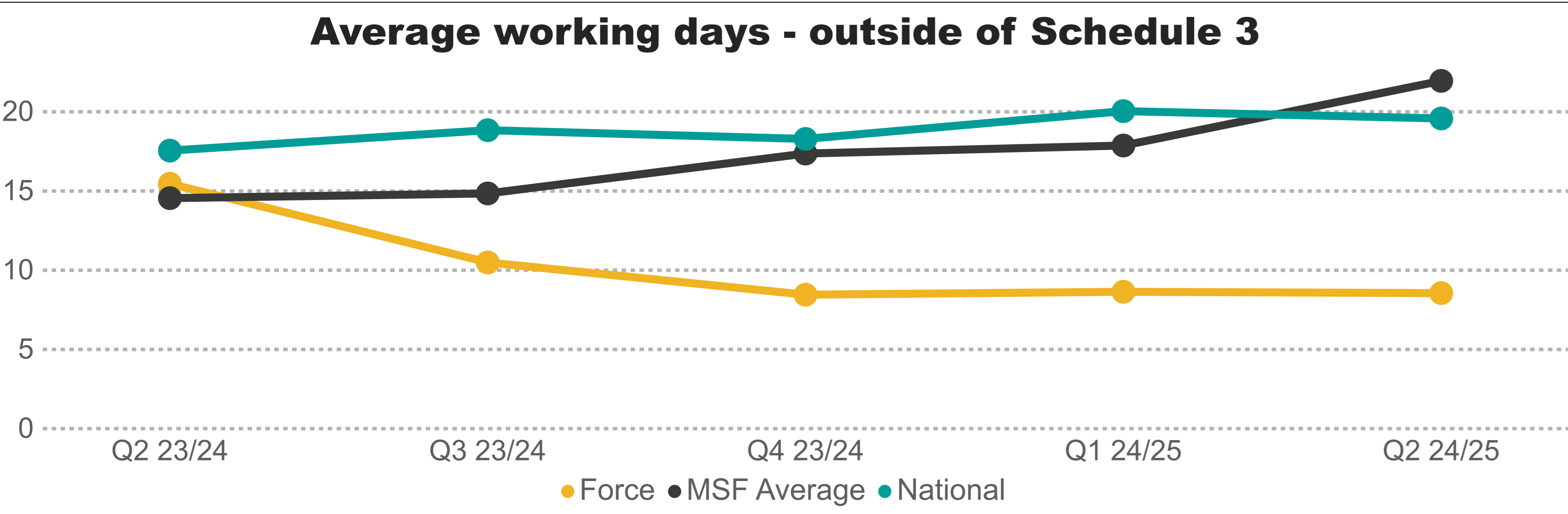
Section A2: Allegations timeliness

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.

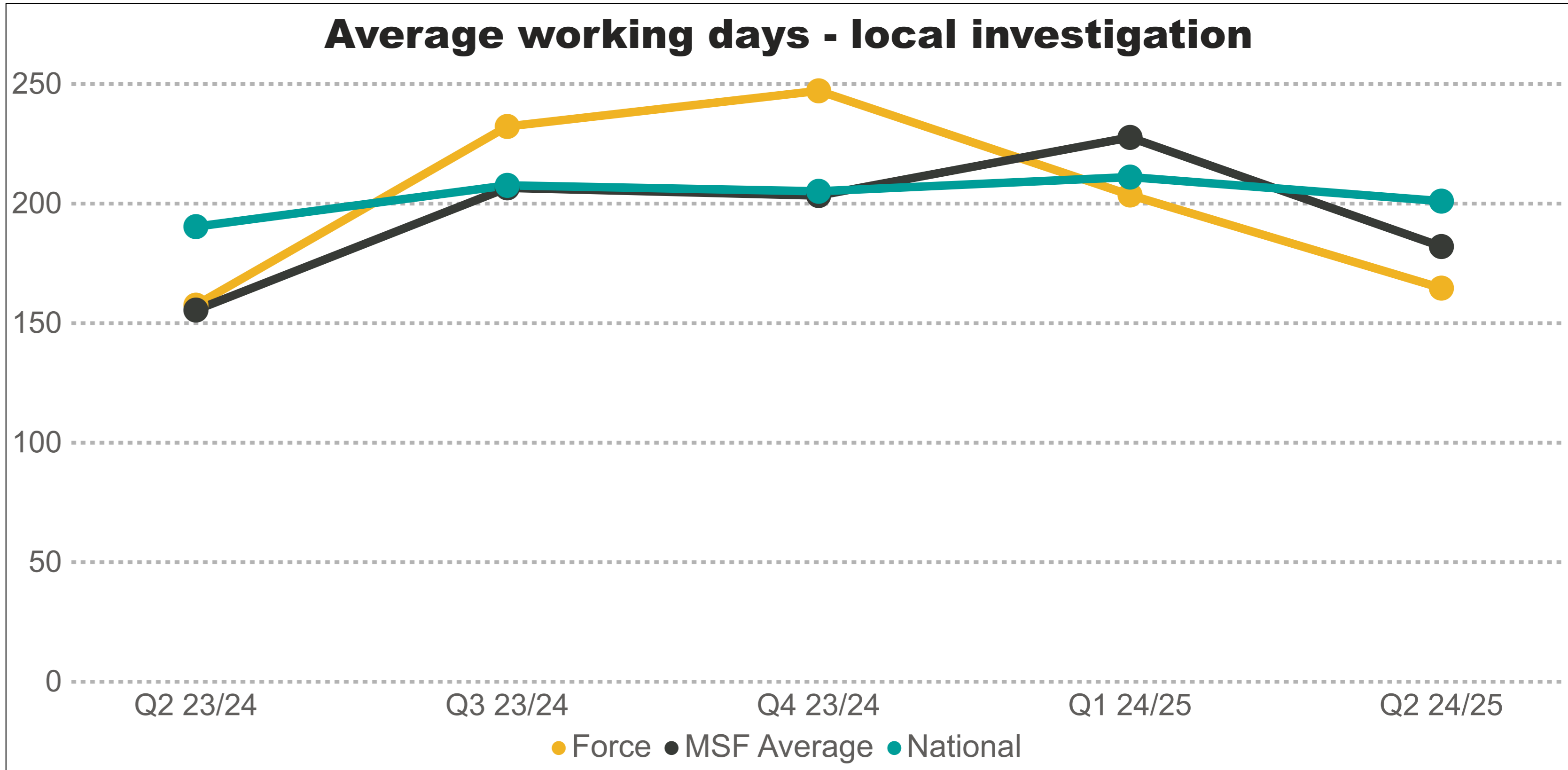
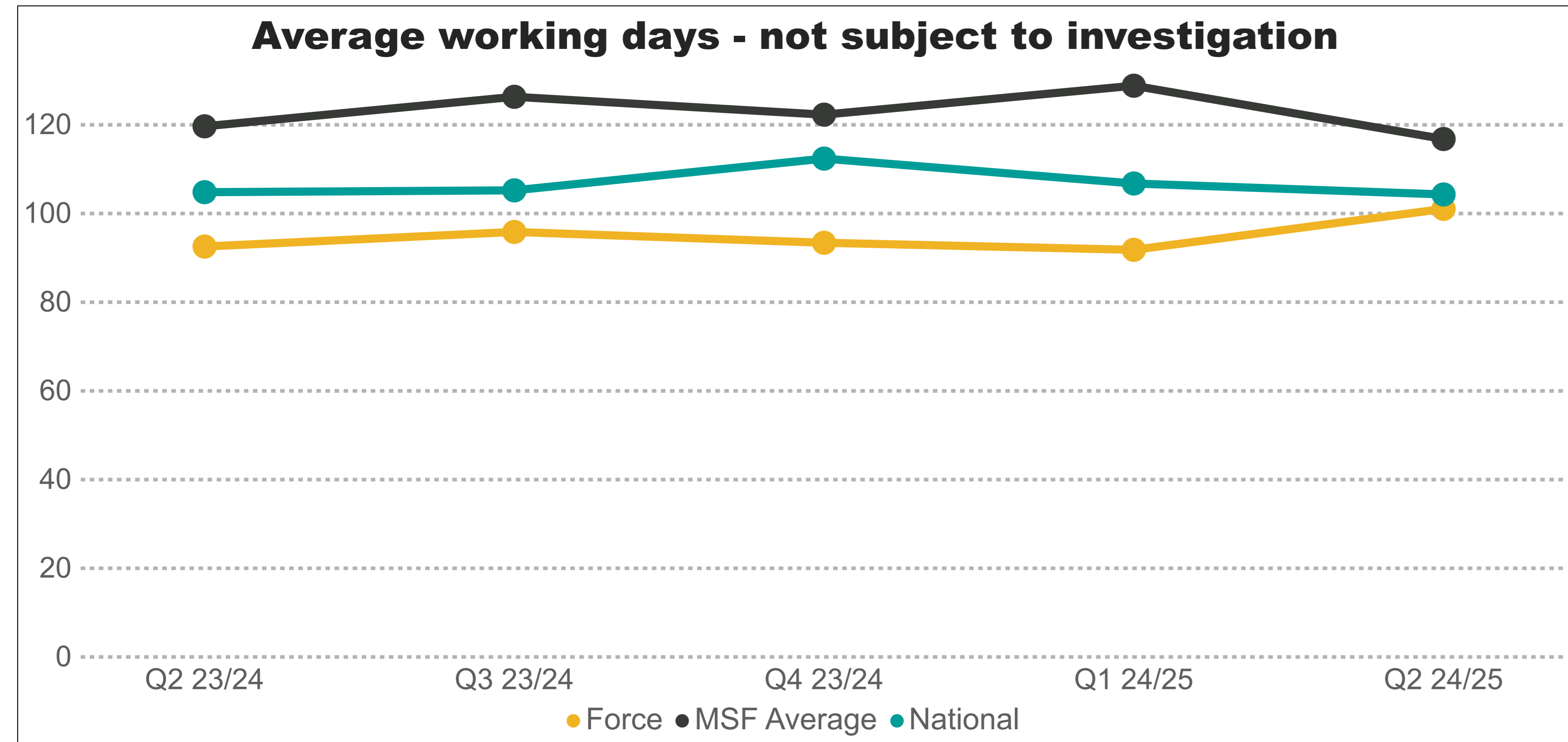
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	389	9	1,860	96	293	192	6	404
SPLY	454	13	1,154	93	137	172	1	566
MSF Average	766	20	678	123	245	211	3	189
National	33,250	20	35,230	105	8,680	206	109	282



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	16	544

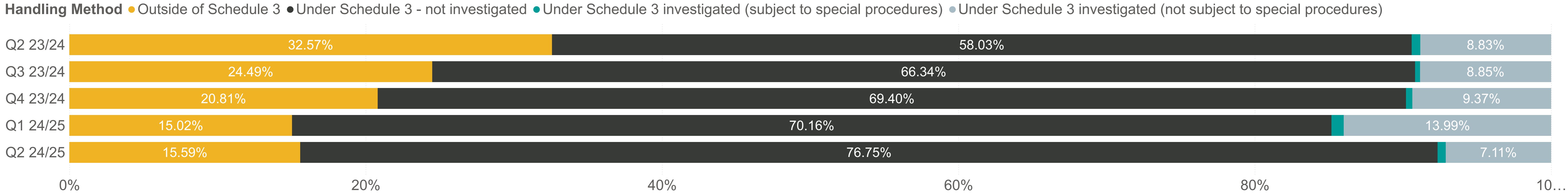


Section A3.1: How allegations were handled and their decisions

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)	281	11 %	233	13 %	7,922	10 %
Under Schedule 3 investigated (subject to special procedures)	18	1 %	15	1 %	883	1 %
Under Schedule 3 - not investigated	1,860	73 %	678	38 %	35,230	46 %
Outside of Schedule 3	389	15 %	766	48 %	33,250	43 %
Total	2,548	100 %	1691	100 %	77,285	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					296	16 %	2,768	8 %	1	6 %	9	1 %	22	8 %	242	3 %
Regulation 41 applies							59	0 %			1	0 %			93	1 %
Service provided - unable to determine					169	9 %	3,238	9 %			10	1 %	33	12 %	770	10 %
Service provided - not acceptable					284	15 %	4,563	13 %	1	6 %	26	3 %	39	14 %	900	11 %
Service provided - acceptable					1017	55 %	23,538	67 %	1	6 %	129	15 %	175	62 %	5,675	72 %
Not Resolved			1,876	6 %												
Resolved	389	100 %	31,373	94 %												
No Case to Answer									10	56 %	512	58 %				
Case to Answer									5	28 %	180	20 %				
Withdrawal					94	5 %	1,063	3 %			16	2 %	12	4 %	242	3 %

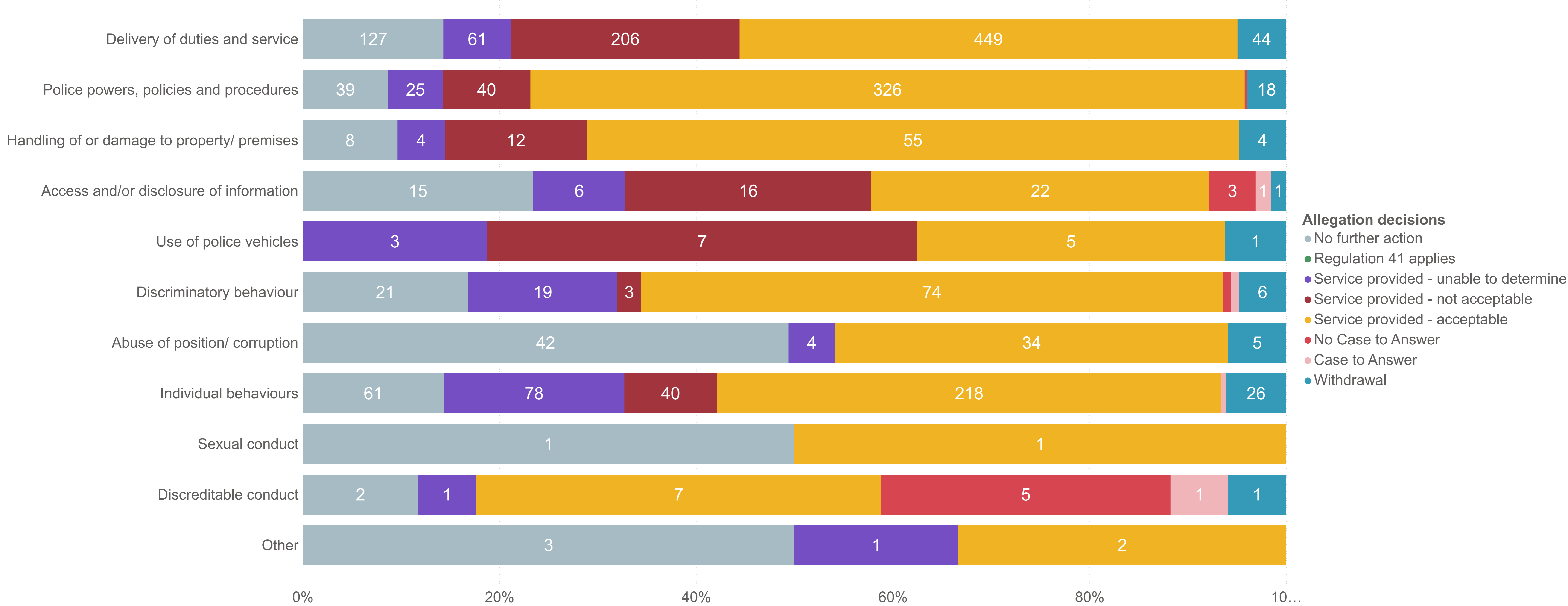
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	267	11	27	1	15	1	0	62	0	1	4	389
Not Resolved	0	0	0	0	0	0	0	0	0	0	0	0

Schedule 3 allegation decisions



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

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

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

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

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	0	0 %	0	0 %	1	0 %	132	0 %
Learning from reflection	7	2 %	6	1 %	22	2 %	935	3 %
Policy review	0	0 %	1	0 %	0	0 %	32	0 %
Goodwill gesture	0	0 %	0	0 %	1	0 %	52	0 %
Apology	138	35 %	166	37 %	87	15 %	3,241	10 %
Debrief	36	9 %	6	1 %	9	2 %	311	1 %
Explanation	176	45 %	246	54 %	422	56 %	20,147	61 %
No further action	6	2 %	11	2 %	112	12 %	3,760	11 %
Other action	26	7 %	17	4 %	86	9 %	4,135	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	29	1 %	5	0 %	8	1 %	398	1 %
Apology	154	7 %	103	8 %	41	4 %	1,605	4 %
Debrief	66	3 %	37	3 %	10	1 %	1,343	3 %
Explanation	1,240	57 %	815	63 %	564	58 %	27,139	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	11	0 %
No further action	473	22 %	167	13 %	212	26 %	9,817	22 %
Other action	0	0 %	9	1 %	5	1 %	432	1 %
Learning from reflection	176	8 %	137	11 %	63	6 %	2,263	5 %
Referral to RPRP	1	0 %	7	1 %	11	2 %	671	2 %

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

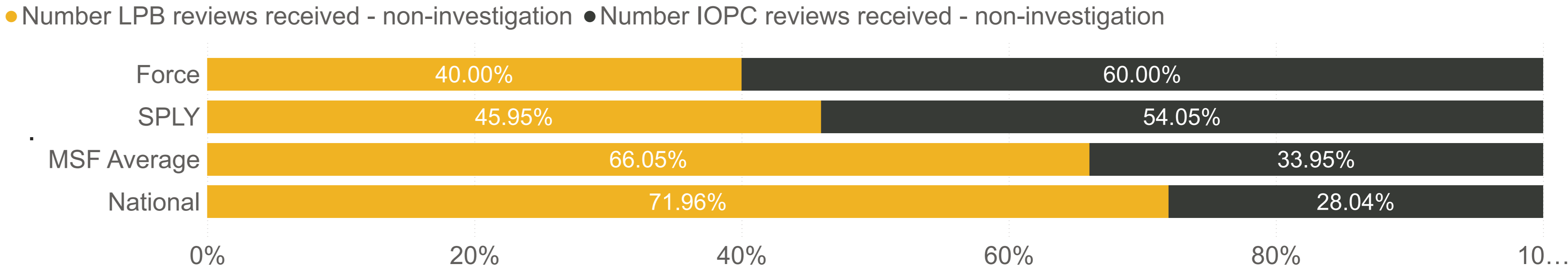
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	5	28 %	0	0 %	3	19 %	77	9 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	2	0 %
Other actions following a case to answer decision	0	0 %	0	0 %	2	10 %	64	7 %
Referral to RPRP	0	0 %	6	60 %	1	5 %	161	18 %

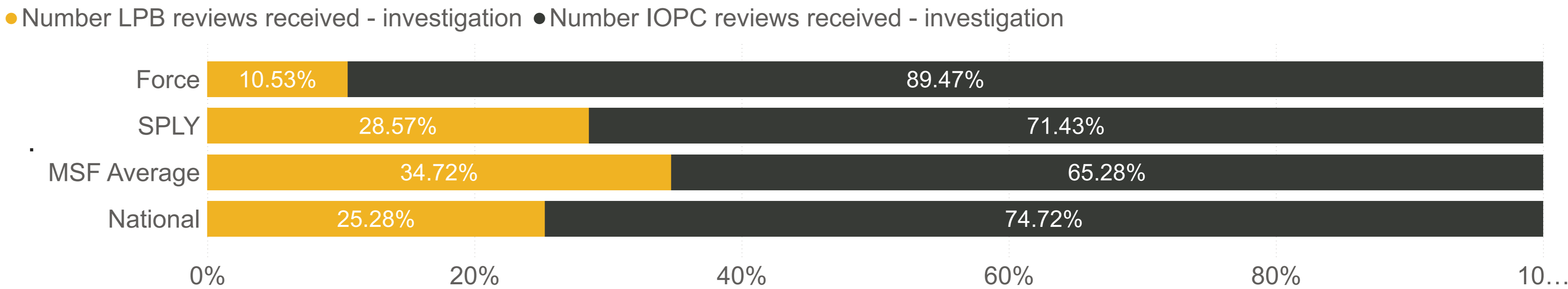
Section C1: Reviews received and timeliness (Year to date)

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	44	66
SPLY	34	40
MSF Average	40	21
National	1,850	721

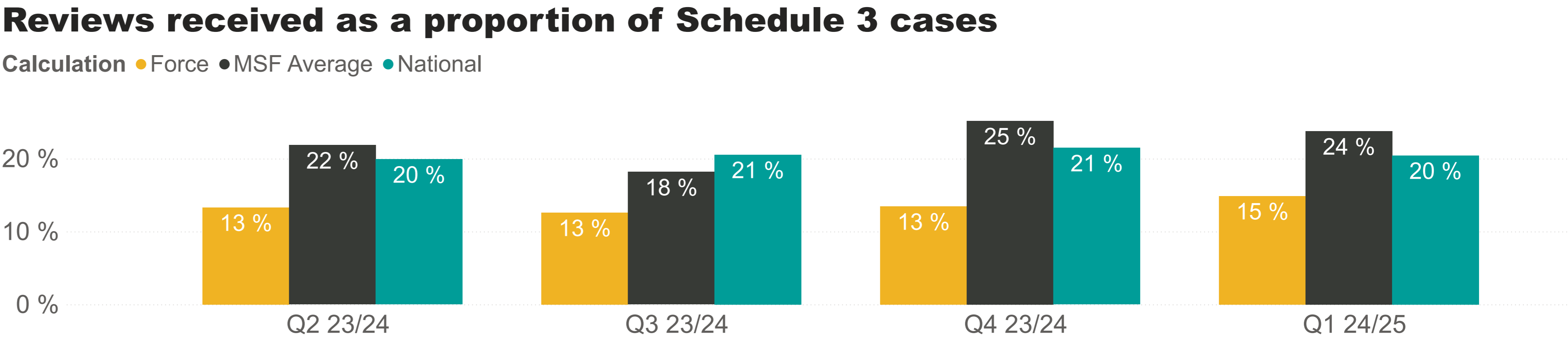


Investigation reviews received	LPB	IOPC
Force	2	17
SPLY	4	10
MSF Average	6	12
National	159	470



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	129	977
SPLY	88	676
MSF Average	78	373
National	3,200	15,484



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	33	36	30	49
Average number of working days to complete IOPC reviews	109	124	124	138

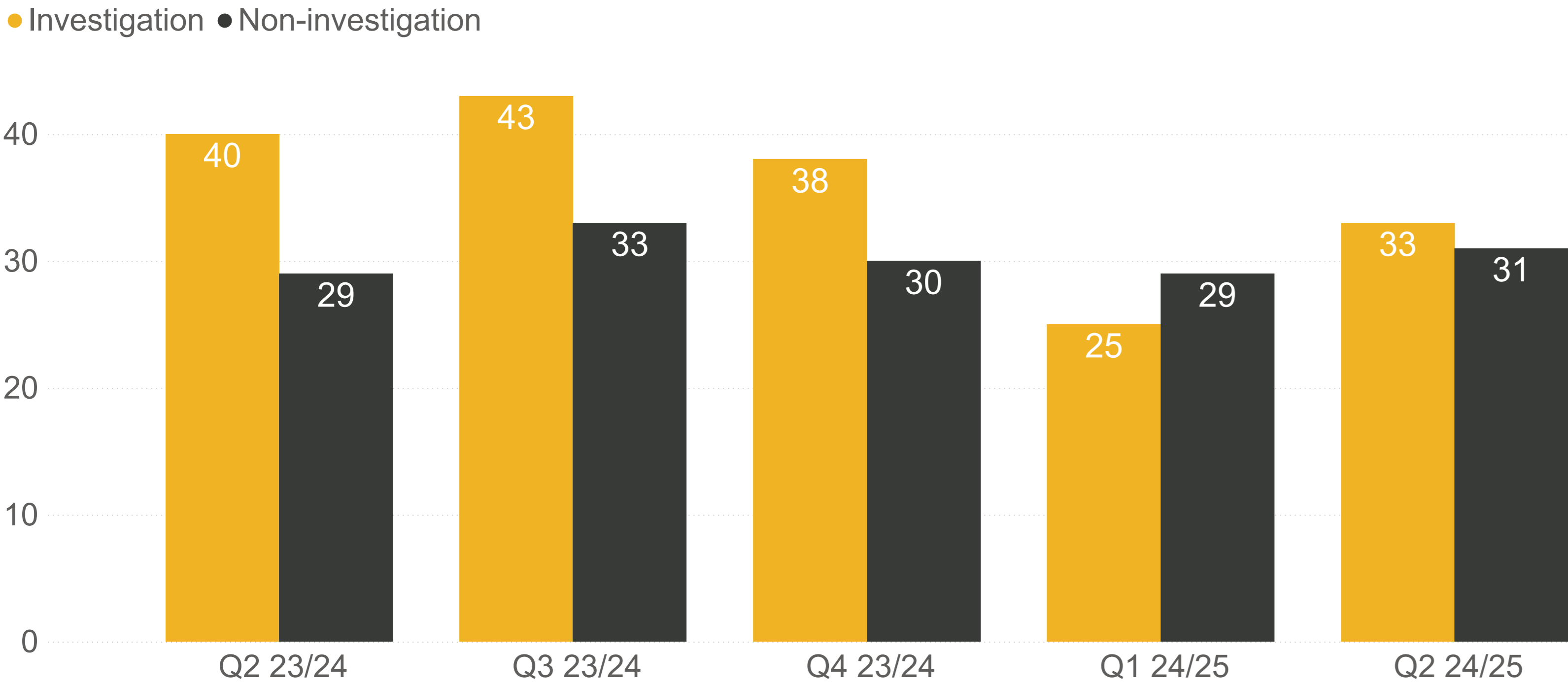
Section C2: Outcomes on reviews

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, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police. Please note: Numbers are not available for the MSF Average - % only. Contact the IOPC for specific recommendations and directions made as these are not available in this data set

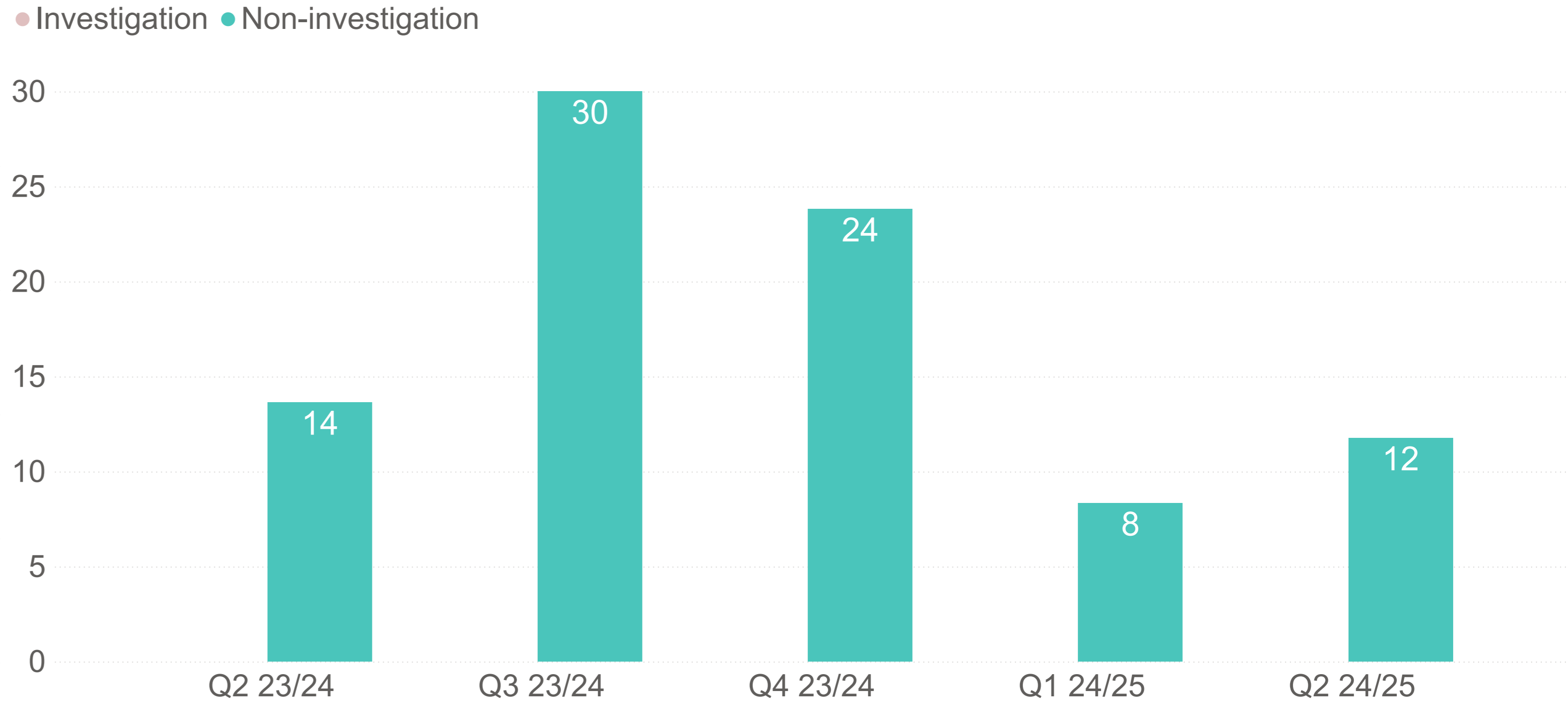
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	15	5	1	
SPLY	15	6	3	
MSF Average	10	3	5	4
National	453	139	157	39

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	36	11	41	4
SPLY	41	12	40	7
MSF Average	15	5	42	7
National	452	144	1,825	363

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



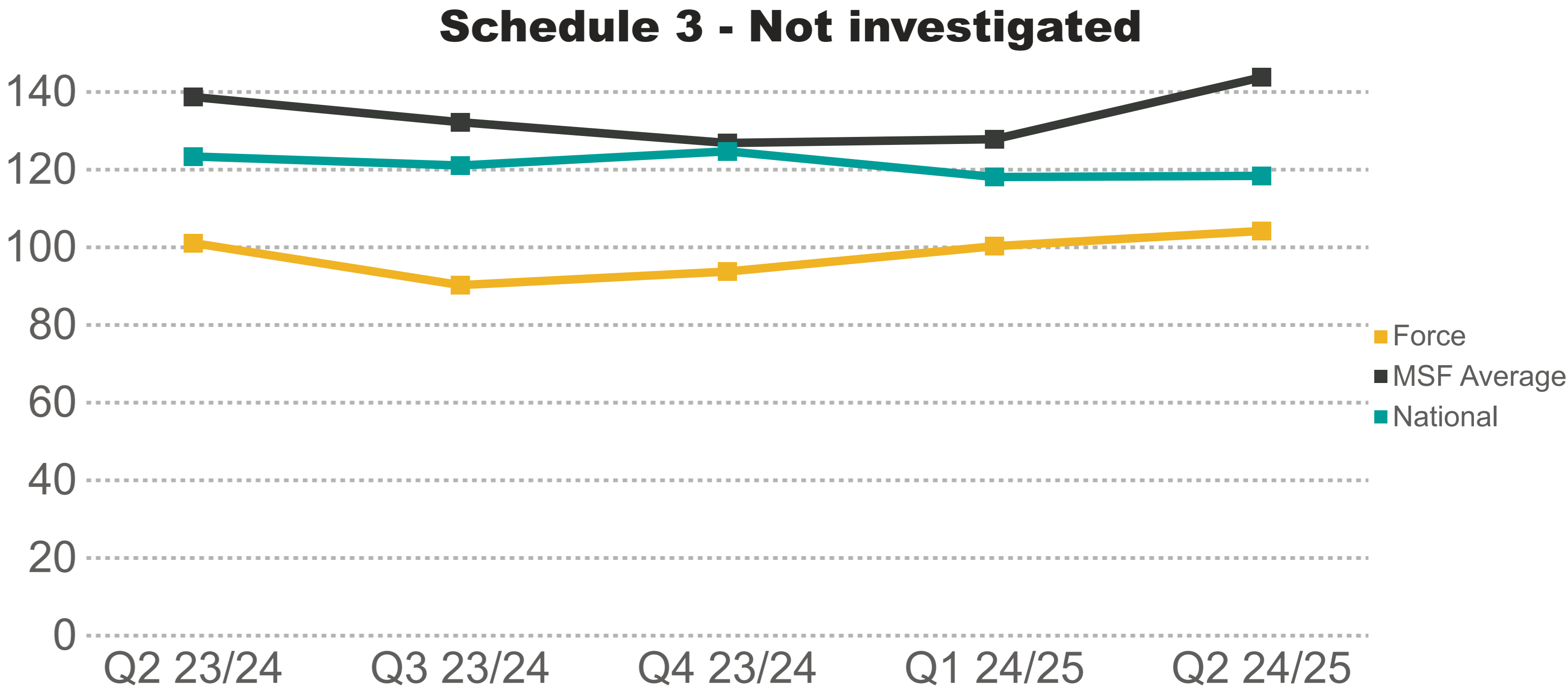
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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.

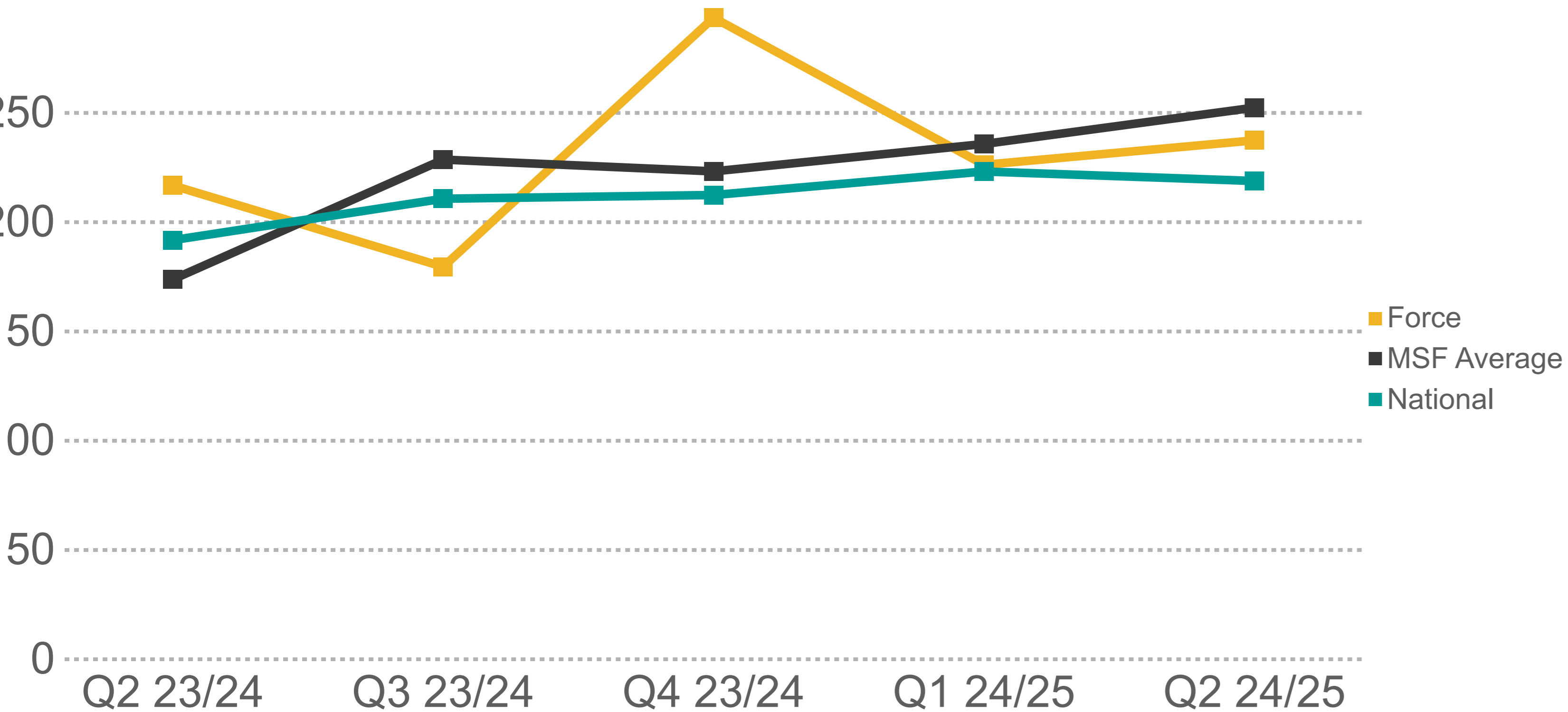
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with 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)	228	338	272	310
Under Schedule 3 investigated (not subject to special procedures)	230	224	253	221
Under Schedule 3 - not investigated	102	96	133	118
Total	115	106	151	140

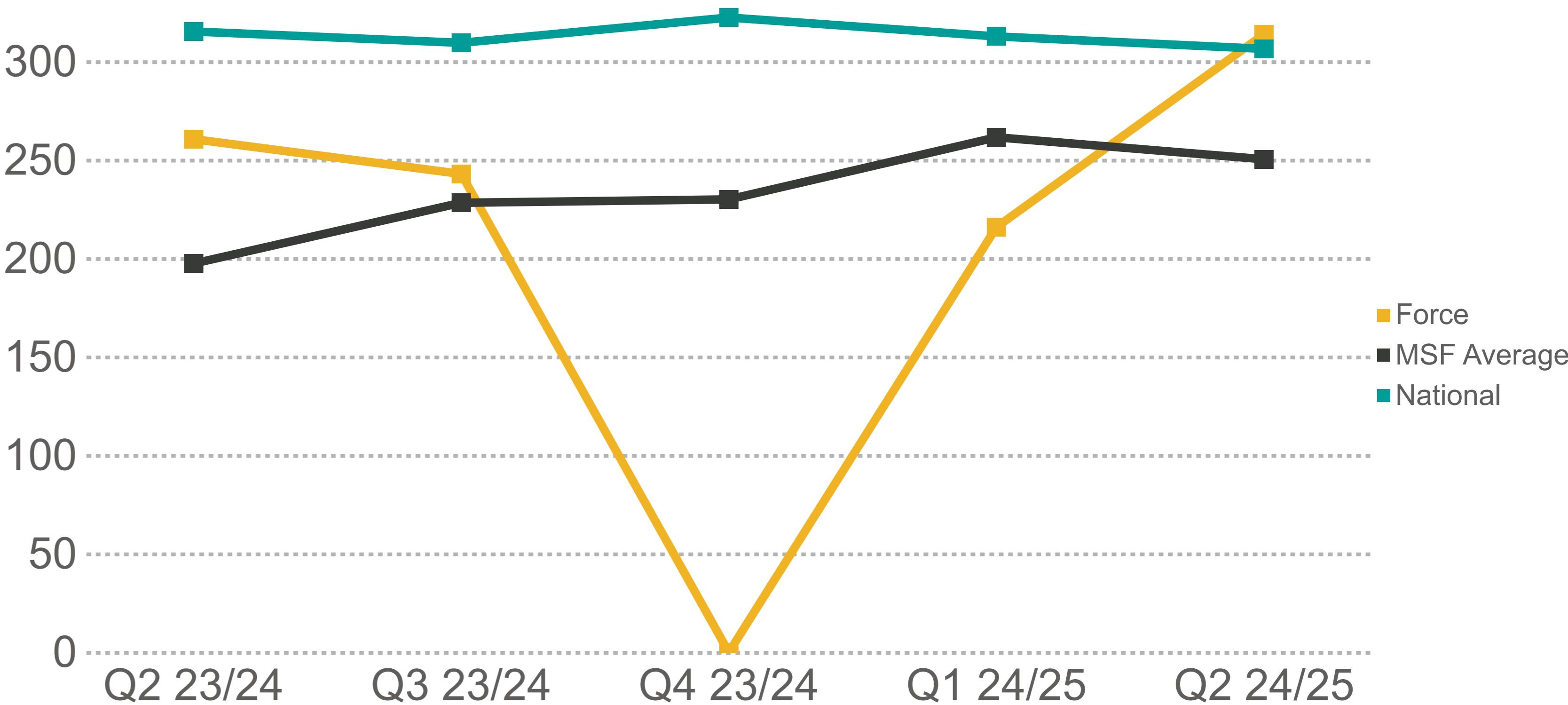
Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	879	626	287	12,474
Under Schedule 3 investigated (not subject to special procedures)	90	46	79	2,681
Under Schedule 3 investigated (subject to special procedures)	8	4	7	329
Total	977	676	373	15,484



Schedule 3 - Investigated (not special procedures)



Schedule 3 - Investigated (special procedures)

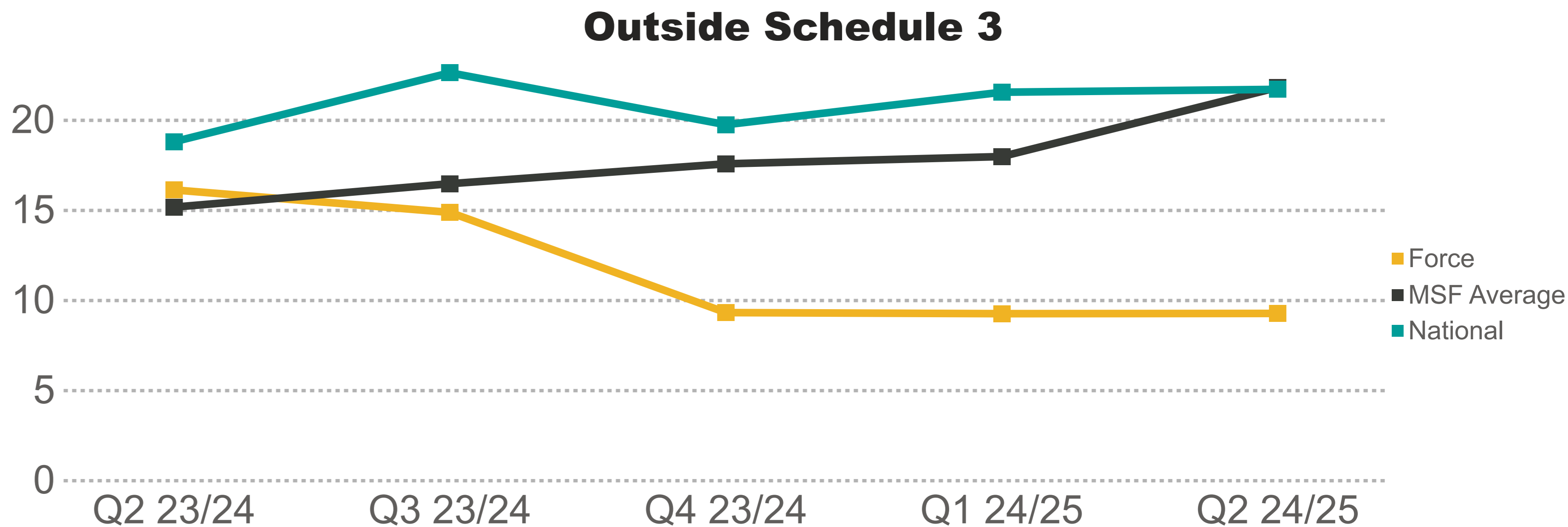


Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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	320	384	613	27766
Average days to finalise complaint cases handled outside of Schedule 3	9	14	20	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	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	320	25%	384	36%	613	62%	27,766	64%
Under Schedule 3 - not investigated	879	68%	626	59%	287	29%	12,474	29%
Under Schedule 3 investigated (not subject to special procedures)	90	7%	46	4%	79	8%	2,681	6%
Under Schedule 3 investigated (subject to special procedures)	8	1%	4	0%	7	1%	329	1%
Total	1,297	100%	1,060	100%	986	100%	43,250	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.

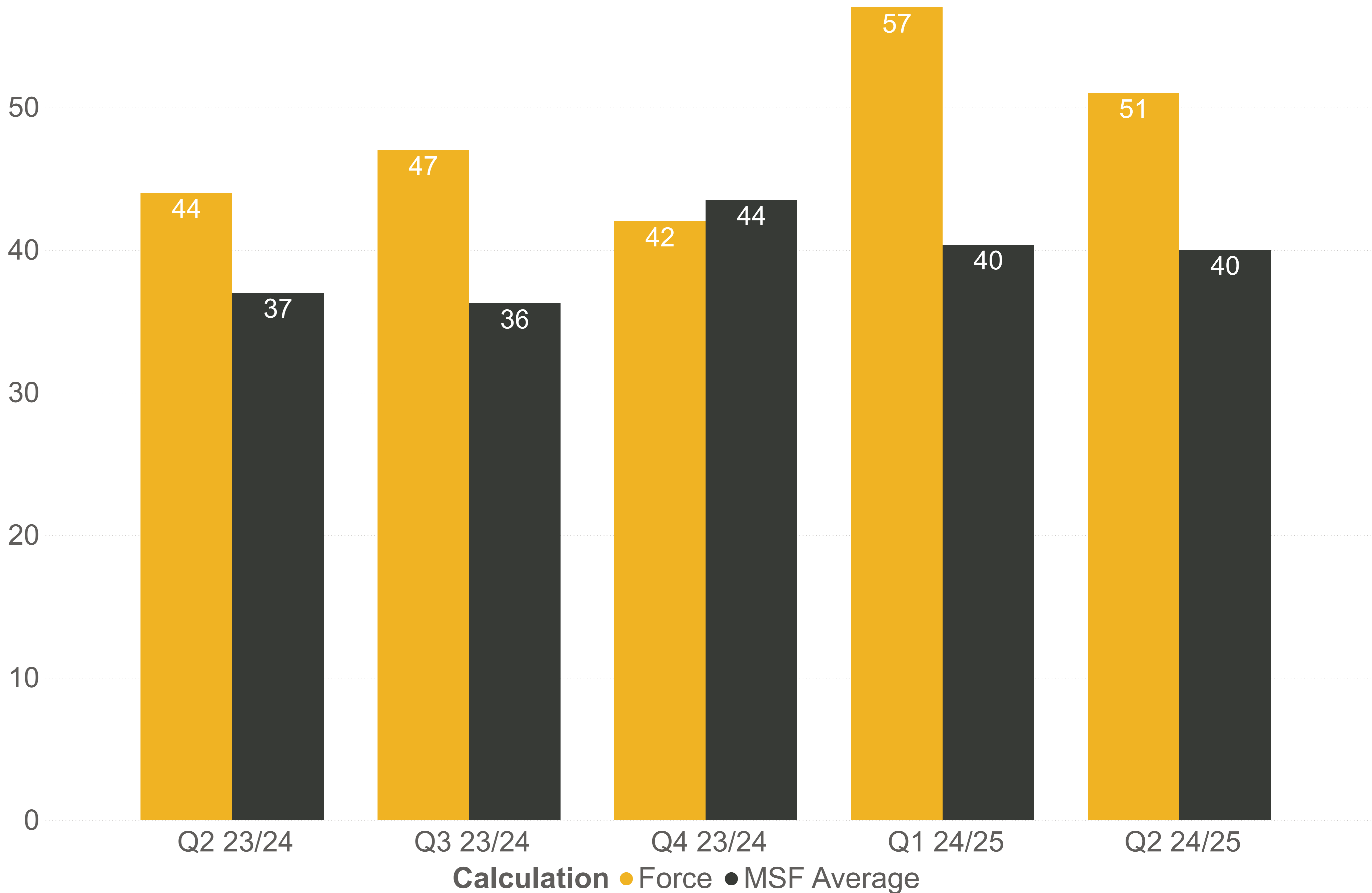
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	108	101	80	3,490
Number referrals completed	111	93	80	3,490
Decision: Independent Investigation	3	4	4	206
Decision: Directed Investigation	0	0	0	5
Decision: Local Investigation	64	70	41	1,935
Decision: Return to Force	39	19	32	1,262
Decision: Invalid	4	0	2	80

Force and MSF Group referrals received



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