

Police Complaints Information Bulletin: Staffordshire

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

Most Similar Force (MSF) Group: Avon And Somerset, Cheshire, Derbyshire, Essex, Hampshire, Hertfordshire, Northamptonshire, Staffordshire

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

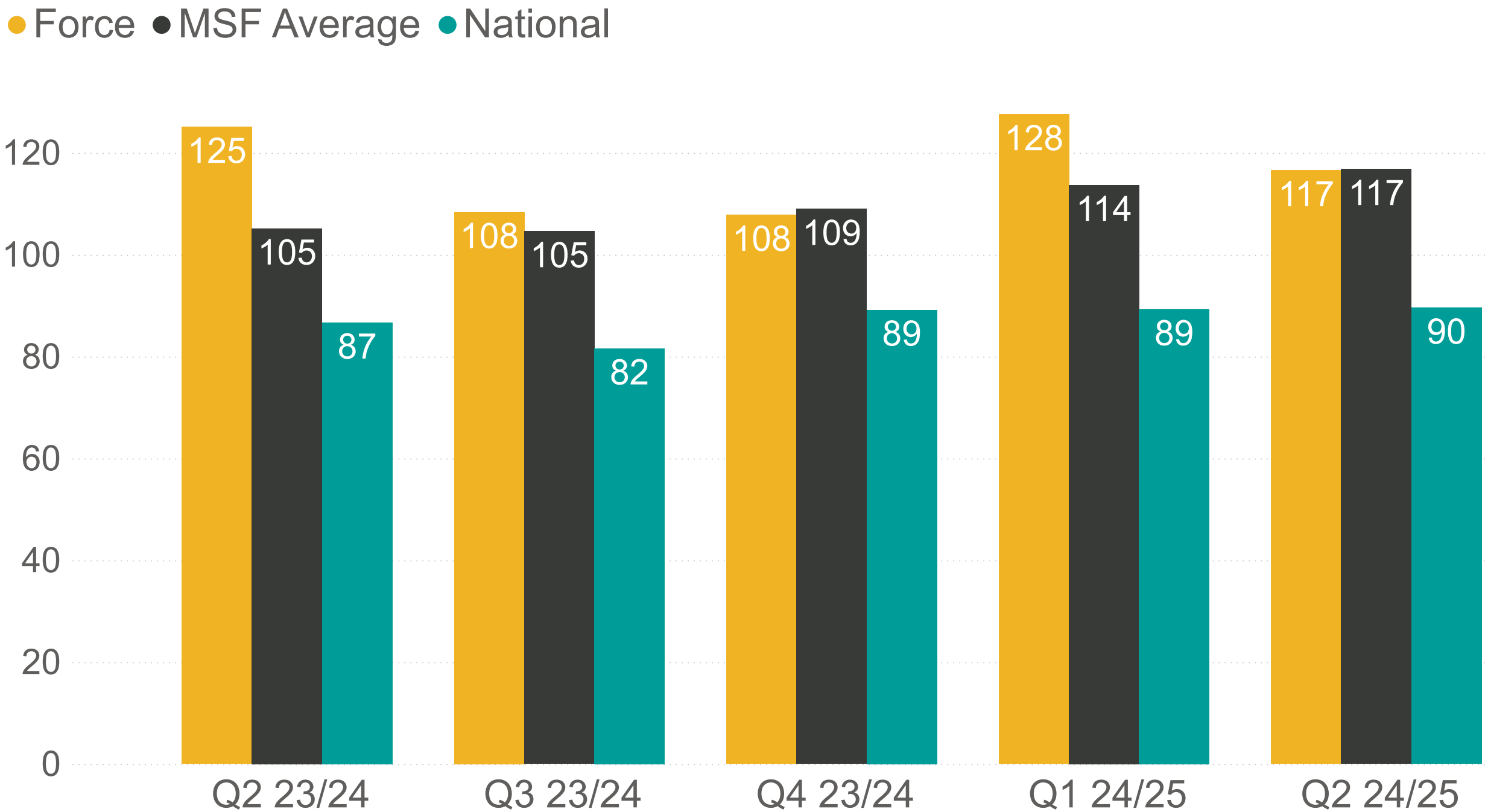
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

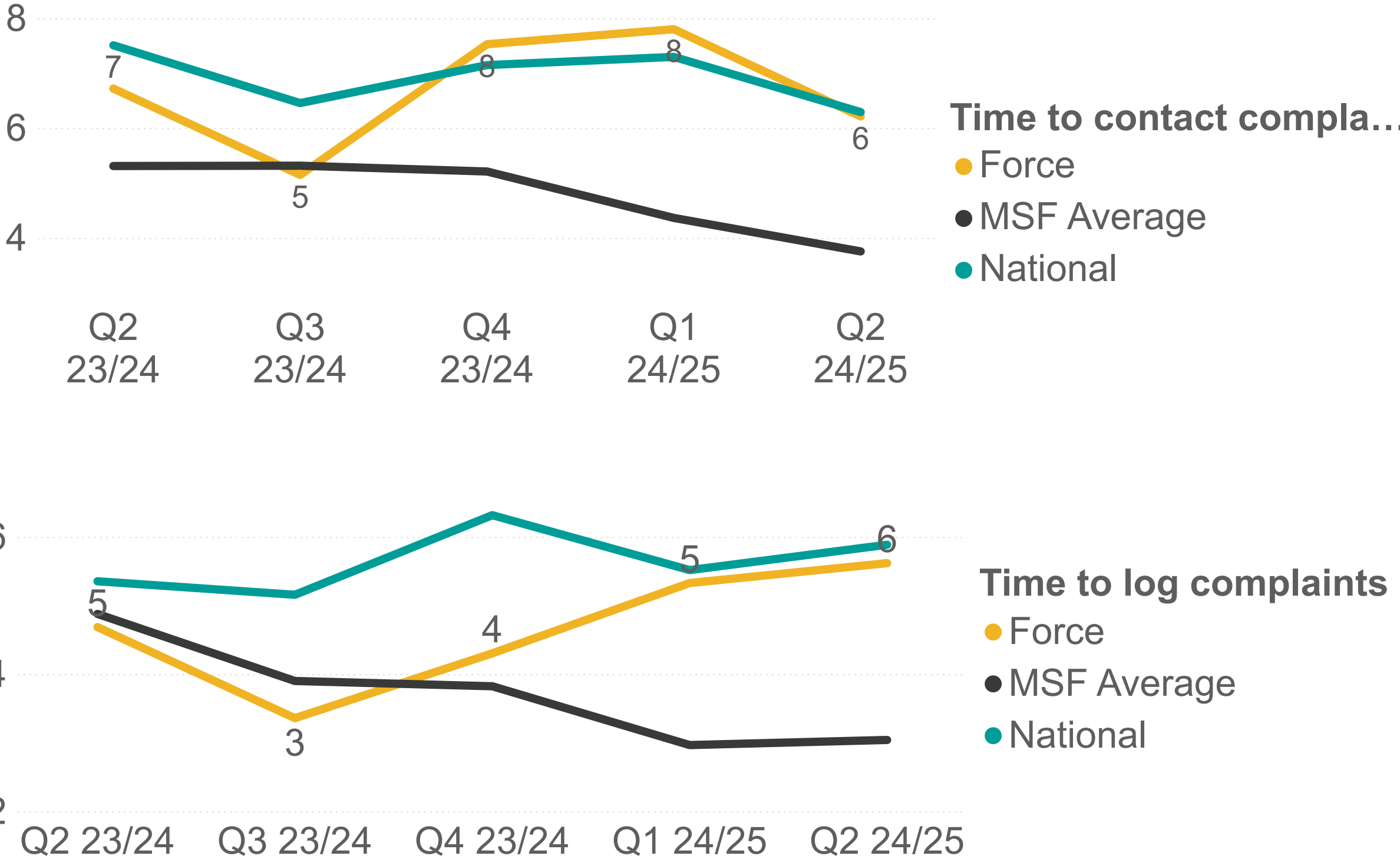
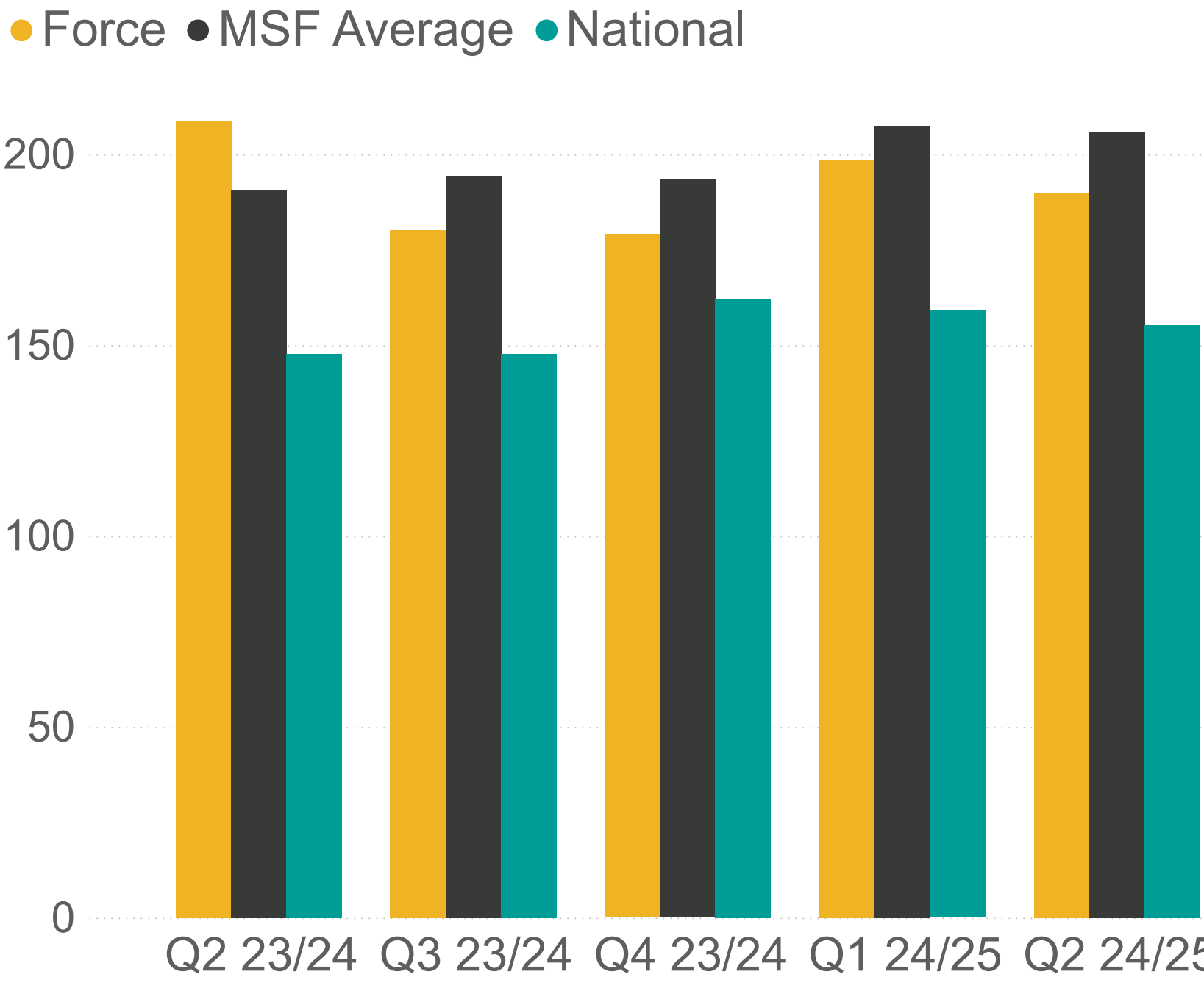
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	932	244	1,482	388	7	5
SPLY	929	247	1,498	398	7	4
MSF Average	1,138	230	2,020	413	4	3
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	120	79	151	6,798
Complainant wishes the complaint be recorded	7	10	61	2,795
Dissatisfaction after initial handling	60	71	72	2,316
Nature of the allegation(s) in the complaint	57	84	128	3,441
Total	244	244	412	15,350

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	49 %	32 %	37 %	44 %
Complainant wishes the complaint be recorded	3 %	4 %	13 %	18 %
Dissatisfaction after initial handling	25 %	29 %	22 %	15 %
Nature of the allegation(s) in the complaint	23 %	34 %	28 %	22 %

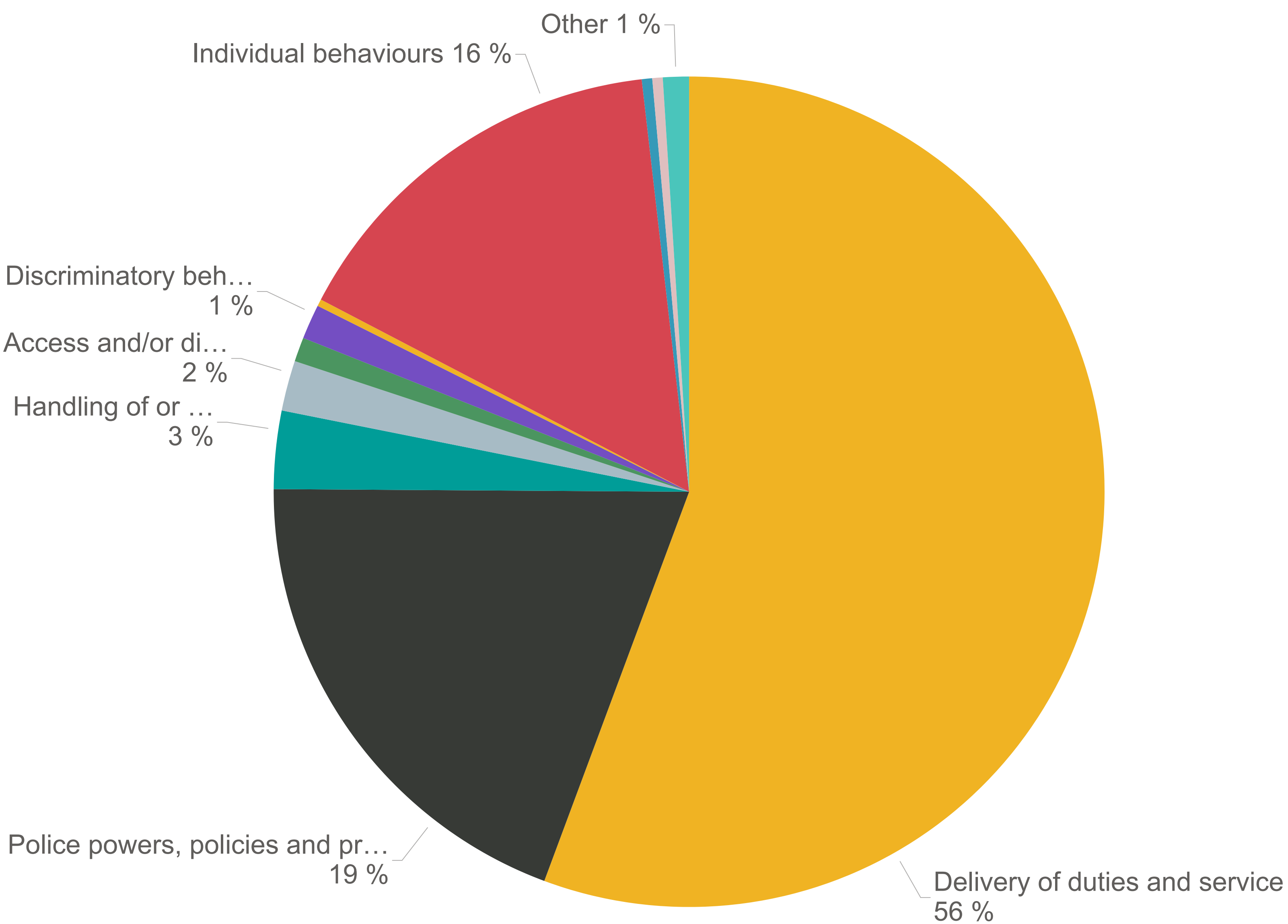
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

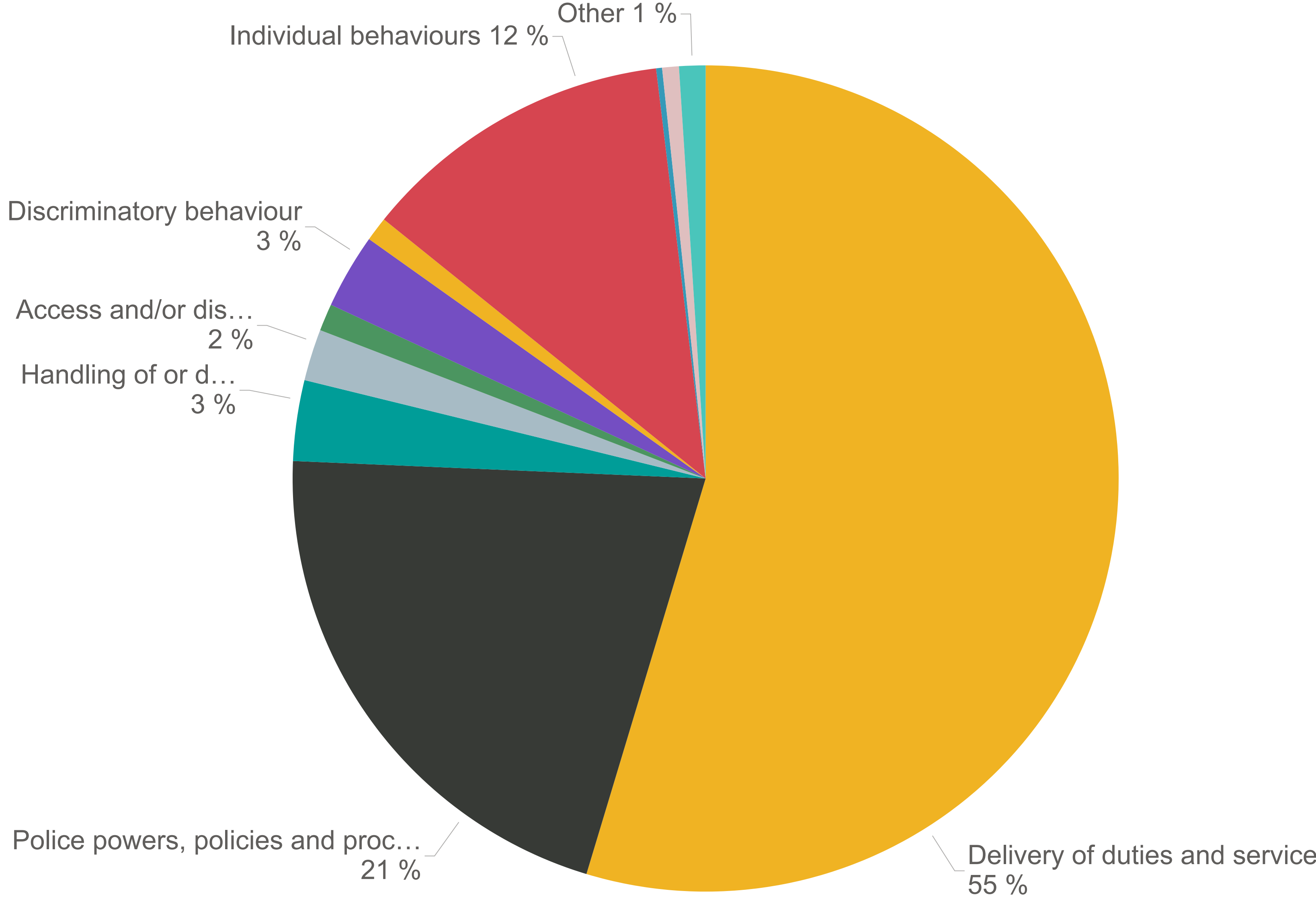
What has been complained about (YTD)

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	825	288	45	29	14	20	4	230	6	6	15	1,482
SPLY	803	325	40	15	18	24	5	236	1	13	18	1,498
MSF Average	1,081	406	62	39	26	55	25	302	5	12	9	2,020
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	825	56 %	803	54 %	1,081	54 %	43,801	55 %	
	Police action following contact	418	51 %	467	58 %	518	47 %	18,035	41 %	
	Information	198	24 %	144	18 %	184	17 %	4,976	11 %	
	Decisions	110	13 %	114	14 %	182	18 %	6,186	14 %	
	General level of service	99	12 %	78	10 %	197	19 %	14,604	33 %	
Police powers, policies and procedures	Total	287	19 %	325	22 %	406	20 %	16,837	21 %	
	Use of force	61	21 %	87	27 %	97	24 %	4,424	26 %	
	Other policies and procedures	47	16 %	33	10 %	34	9 %	1,615	10 %	
	Detention in police custody	46	16 %	55	17 %	60	15 %	2,422	14 %	
	Searches of premises and seizure of property	32	11 %	48	15 %	48	11 %	2,094	12 %	
	Power to arrest and detain	32	11 %	45	14 %	87	22 %	3,002	18 %	
	Bail, identification and interview procedures	27	9 %	16	5 %	29	7 %	955	6 %	
	Out of court disposals	24	8 %	18	6 %	12	3 %	249	1 %	
	Stops, and stop and search	10	3 %	18	6 %	15	3 %	793	5 %	
	Evidential procedures	8	3 %	5	2 %	23	6 %	1,283	8 %	
	Individual behaviours	Total	230	16 %	236	16 %	302	15 %	9,853	12 %
		Impolite language / tone	77	33 %	85	36 %	79	26 %	2,449	25 %
		Unprofessional attitude and disrespect	59	26 %	57	24 %	76	26 %	2,782	28 %
Lack of fairness and impartiality		42	18 %	33	14 %	57	18 %	1,368	14 %	
Overbearing or harassing behaviours		32	14 %	36	15 %	60	19 %	1,756	18 %	
Impolite and intolerant actions		20	9 %	25	11 %	31	11 %	1,498	15 %	
Handling of or damage to property/ premises	Total	45	3 %	39	3 %	57	3 %	2,467	3 %	
	Handling of or damage to property/ premises	45	100 %	39	98 %	57	92 %	2,466	98 %	
Access and/or disclosure of information	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	
	Total	29	2 %	15	1 %	39	2 %	1,617	2 %	
	Disclosure of information	22	76 %	10	67 %	29	75 %	1,086	67 %	
	Use of police systems	3	10 %	1	7 %	2	7 %	128	8 %	
	Handling of information	3	10 %	3	20 %	6	13 %	340	21 %	
	Information	1	3 %	0	0 %	0	0 %	1	0 %	
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %	
Accessing and handling of information from other sources	0	0 %	1	7 %	2	4 %	62	4 %		

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	748	50 %	709	47 %	768	39 %	29,355	37 %
None	165	11 %	108	7 %	347	17 %	15,525	19 %
Arrest	152	10 %	174	12 %	246	13 %	10,232	13 %
Domestic / gender abuse	130	9 %	91	6 %	113	6 %	4,125	5 %
Roads/traffic	111	7 %	128	9 %	125	6 %	4,731	6 %
Call Handling	100	7 %	86	6 %	100	5 %	3,424	4 %
Custody	82	6 %	106	7 %	106	5 %	4,574	6 %
Neighbourhood policing	63	4 %	89	6 %	93	5 %	3,752	5 %
Mental health	54	4 %	83	6 %	49	2 %	2,317	3 %
Public order incident	53	4 %	30	2 %	19	1 %	645	1 %
VAWG - dissatisfaction handling	49	3 %	109	7 %	73	3 %	3,054	4 %
Death	35	2 %	22	1 %	17	1 %	759	1 %
Premises search	33	2 %	41	3 %	37	2 %	1,958	2 %
Child protection / CSA / CSE	28	2 %	43	3 %	35	2 %	1,370	2 %
Restraint equipment	21	1 %	19	1 %	19	1 %	855	1 %
Drugs / alcohol	20	1 %	34	2 %	20	1 %	897	1 %
Hate Crime	18	1 %	20	1 %	14	1 %	468	1 %
Stop and/or search	16	1 %	23	2 %	27	1 %	1,618	2 %
Missing persons	7	0 %	16	1 %	14	1 %	514	1 %
Firearms	6	0 %	14	1 %	9	0 %	400	0 %
Fraud	5	0 %	5	0 %	7	0 %	485	1 %
Social media	5	0 %	19	1 %	8	0 %	330	0 %
VAWG - police perpetrated	4	0 %	19	1 %	8	0 %	539	1 %
Police dogs or horses	1	0 %	0	0 %	1	0 %	54	0 %
VAWG - police victim	1	0 %	0	0 %	1	0 %	88	0 %
Coronavirus - other	0	0 %	2	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 %	1	0 %	0	0 %	0	0 %
Covert policing	0	0 %	0	0 %	1	0 %	48	0 %
PPDA	0	0 %	0	0 %	0	0 %	7	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	3	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %	1	0 %
Serious injury	0	0 %	5	0 %	3	0 %	168	0 %
Taser	0	0 %	0	0 %	2	0 %	105	0 %
Unknown	0	0 %	3	0 %	0	0 %	20	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	Access and/or disclosure of information	Individual behaviours
VAWG - police victim	1	0	0	0	0
VAWG - police perpetrated	0	2	0	0	0
VAWG - dissatisfaction handling	42	3	0	0	3
Stop and/or search	2	10	0	0	2
Social media	2	0	0	1	2
Roads/traffic	56	22	3	1	12
Restraint equipment	0	19	0	0	2
Public order incident	49	3	0	0	1
Premises search	3	15	7	0	7
Police dogs or horses	0	1	0	0	0
None	58	15	12	8	54
Neighbourhood policing	47	5	2	0	8
Missing persons	6	0	1	0	0
Mental health	22	17	0	0	13
Investigation	527	88	17	13	83
Hate Crime	11	1	0	0	2
Fraud	5	0	0	0	0
Firearms	3	1	2	0	0
Drugs / alcohol	15	3	0	0	1
Domestic / gender abuse	88	21	0	3	17
Death	28	4	2	0	1
Custody	7	58	3	0	12
Child protection / CSA / CSE	19	3	0	3	3
Call Handling	68	0	0	0	32
Arrest	23	96	4	0	24
Total	820	285	43	28	229

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	74	10	0	83
Q3 23/24	46	4	0	50
Q4 23/24	59	3	1	63
Q1 24/25	32	1	1	34
Q2 24/25	17	3	0	20
Total	228	21	2	250

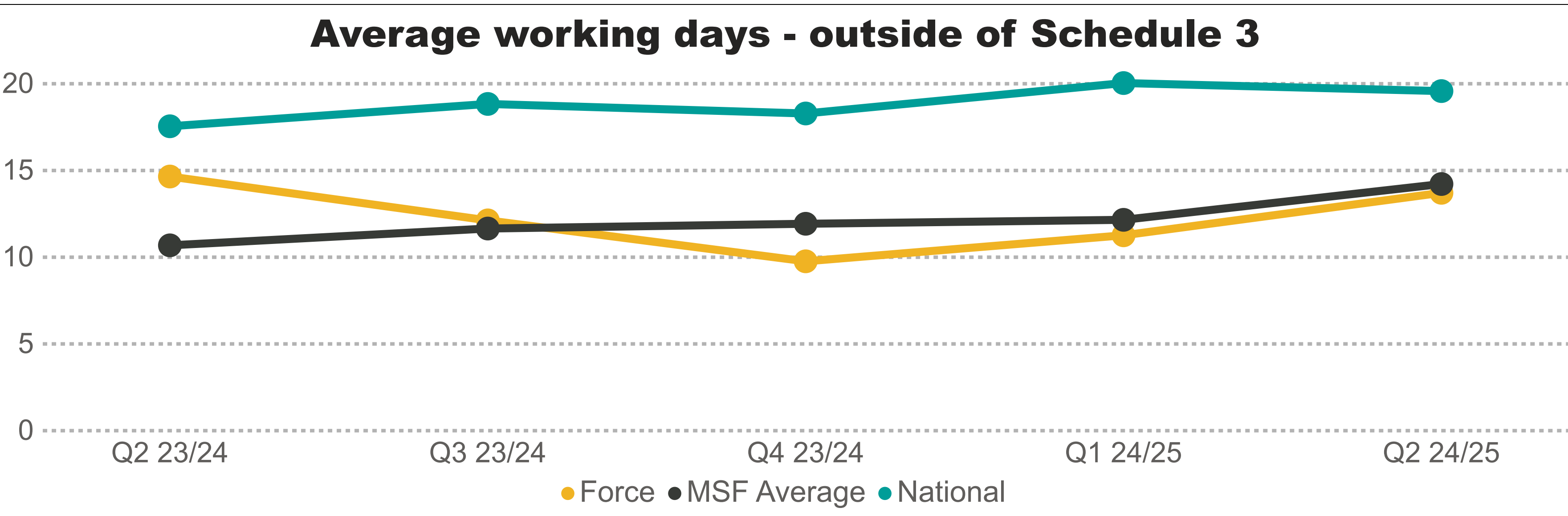
Section A2: Allegations timeliness

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.

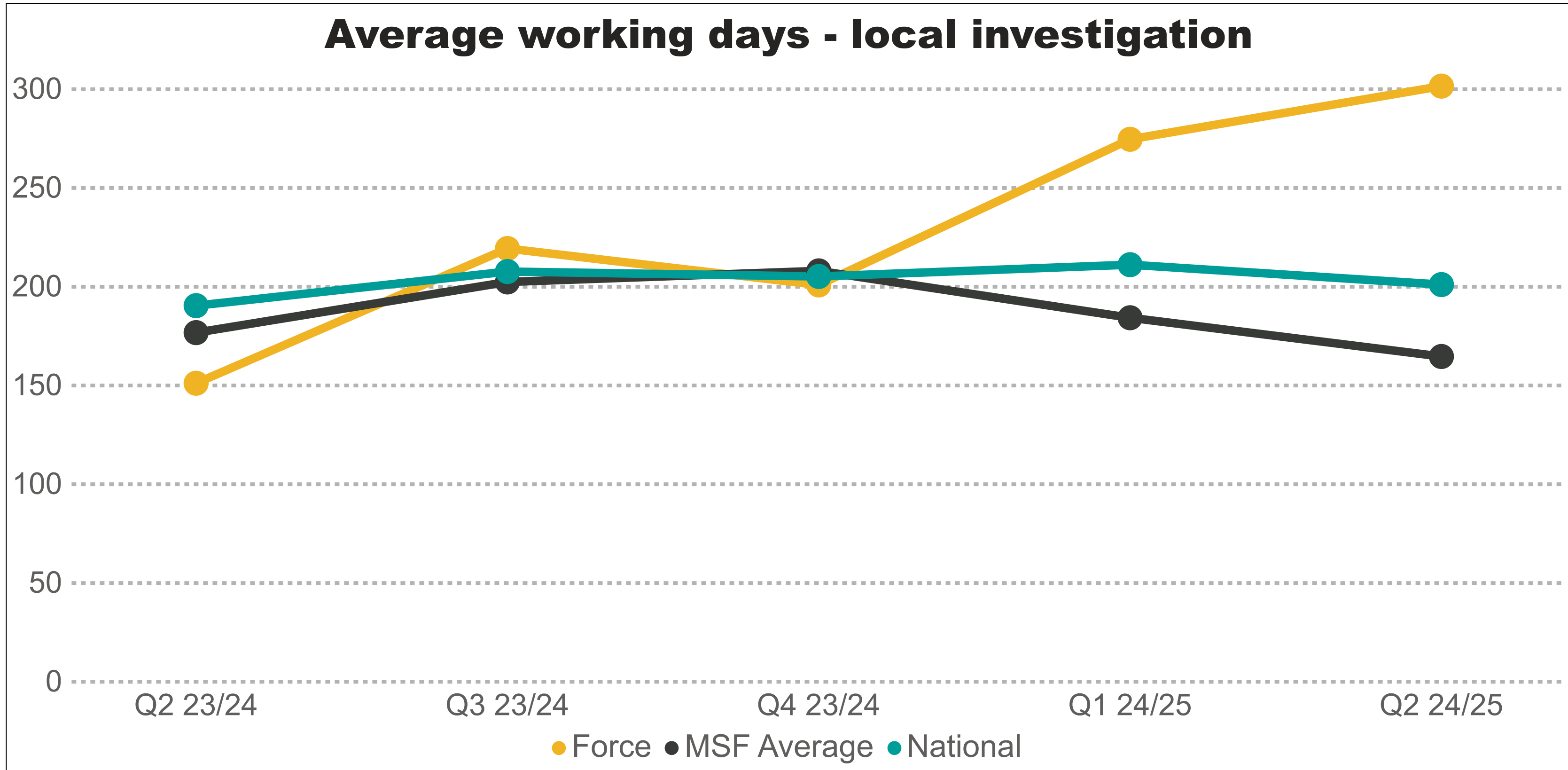
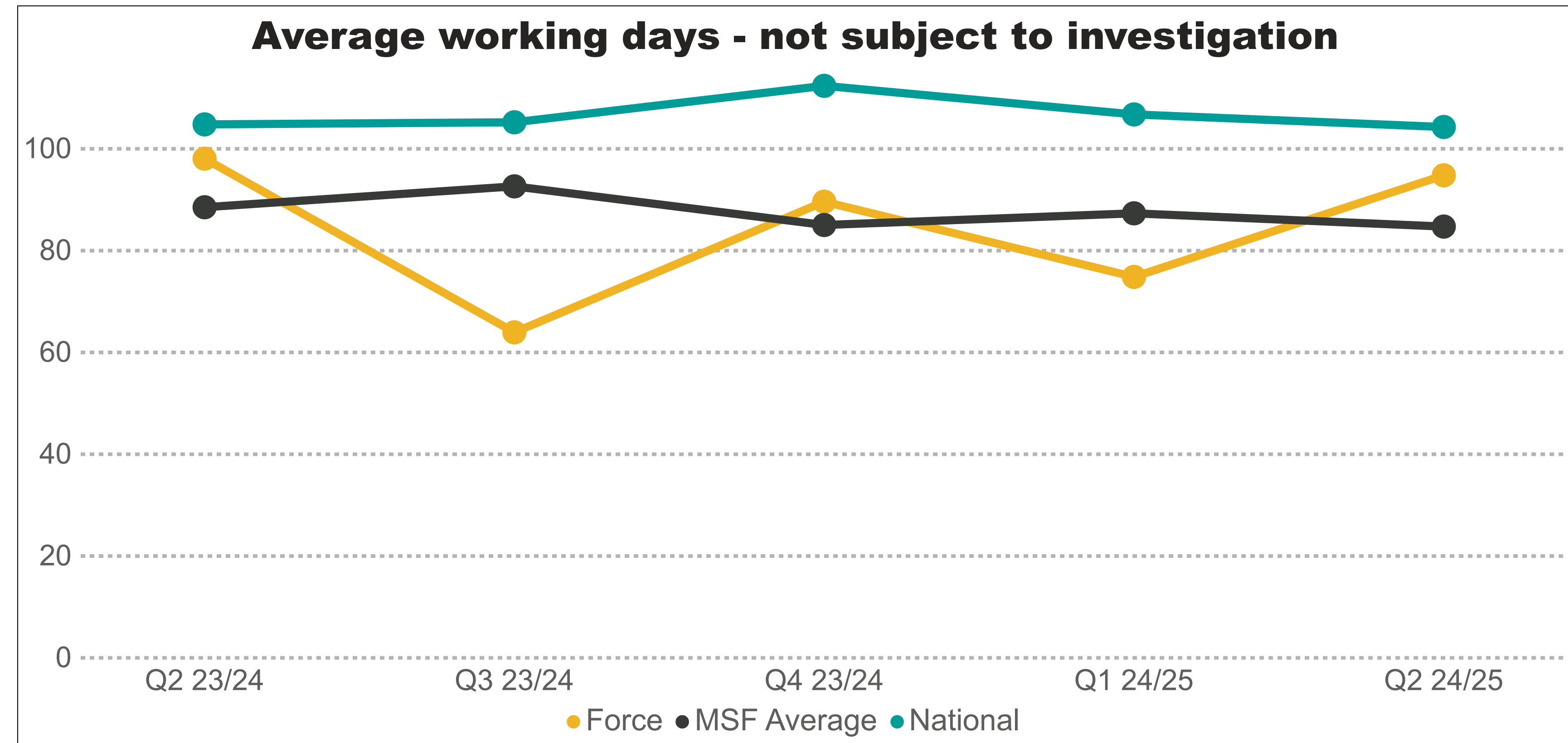
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	793	12	648	86	57	297	0	0
SPLY	854	11	569	87	26	168	0	0
MSF Average	821	13	860	86	159	177	0	66
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

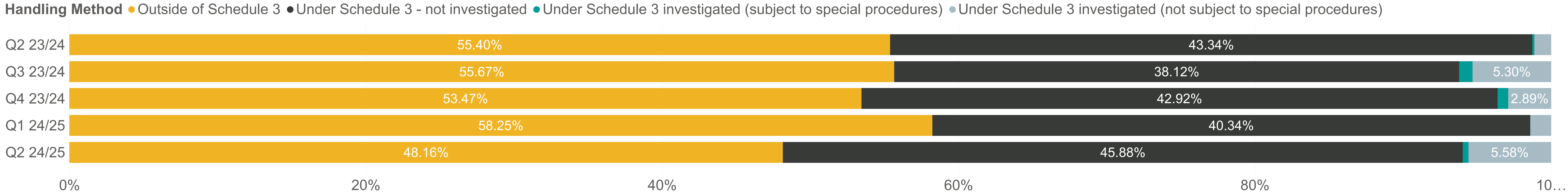


Section A3.1: How allegations were handled and their decisions

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)	54	4 %	149	8 %	7,922	10 %
Under Schedule 3 investigated (subject to special procedures)	3	0 %	10	1 %	883	1 %
Under Schedule 3 - not investigated	648	43 %	860	47 %	35,230	46 %
Outside of Schedule 3	793	53 %	821	45 %	33,250	43 %
Total	1,498	100 %	1840	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					111	17 %	2,768	8 %			9	1 %			242	3 %
Regulation 41 applies					3	0 %	59	0 %			1	0 %	10	19 %	93	1 %
Service provided - unable to determine					27	4 %	3,238	9 %			10	1 %	3	6 %	770	10 %
Service provided - not acceptable					114	18 %	4,563	13 %			26	3 %	3	6 %	900	11 %
Service provided - acceptable					385	59 %	23,538	67 %			129	15 %	38	70 %	5,675	72 %
Not Resolved	55	7 %	1,876	6 %												
Resolved	738	93 %	31,373	94 %												
No Case to Answer									3	100 %	512	58 %				
Case to Answer											180	20 %				
Withdrawal					8	1 %	1,063	3 %			16	2 %			242	3 %

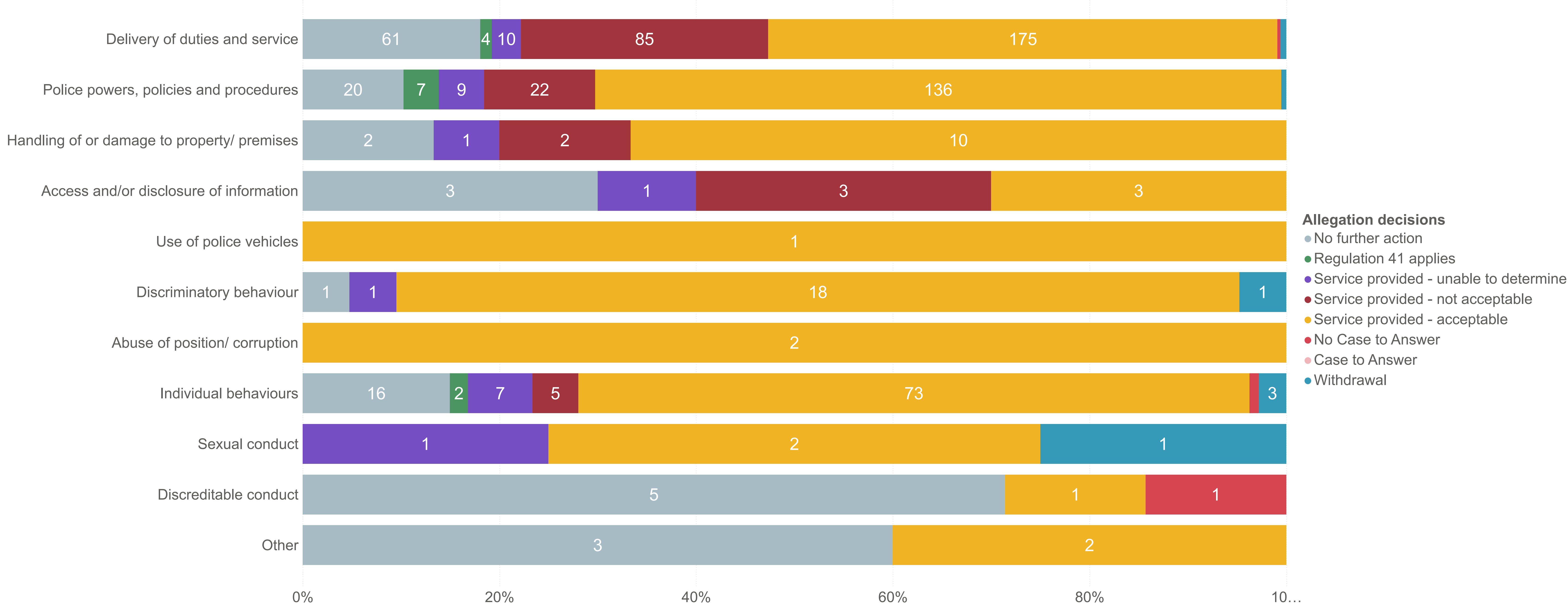
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	490	88	25	12	8	7	2	100	0	1	5	738
Not Resolved	21	8	2	0	2	2	0	15	0	0	5	55

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	1	0 %	0	0 %	2	0 %	132	0 %
Learning from reflection	6	1 %	36	4 %	12	2 %	935	3 %
Policy review	0	0 %	0	0 %	0	0 %	32	0 %
Goodwill gesture	0	0 %	0	0 %	1	0 %	52	0 %
Apology	66	8 %	70	8 %	62	7 %	3,241	10 %
Debrief	0	0 %	0	0 %	4	1 %	311	1 %
Explanation	663	84 %	659	77 %	607	73 %	20,147	61 %
No further action	32	4 %	63	7 %	91	12 %	3,760	11 %
Other action	23	3 %	26	3 %	32	4 %	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	3	0 %	1	0 %	10	1 %	398	1 %
Apology	12	2 %	14	2 %	38	4 %	1,605	4 %
Debrief	3	0 %	7	1 %	1	0 %	1,343	3 %
Explanation	503	71 %	473	79 %	503	59 %	27,139	62 %
Unsatisfactory Performance Procedure (UPP)	3	0 %	2	0 %	1	0 %	11	0 %
No further action	120	17 %	67	11 %	380	28 %	9,817	22 %
Other action	1	0 %	1	0 %	25	2 %	432	1 %
Learning from reflection	46	7 %	20	3 %	46	4 %	2,263	5 %
Referral to RPRP	10	1 %	5	1 %	9	1 %	671	2 %

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

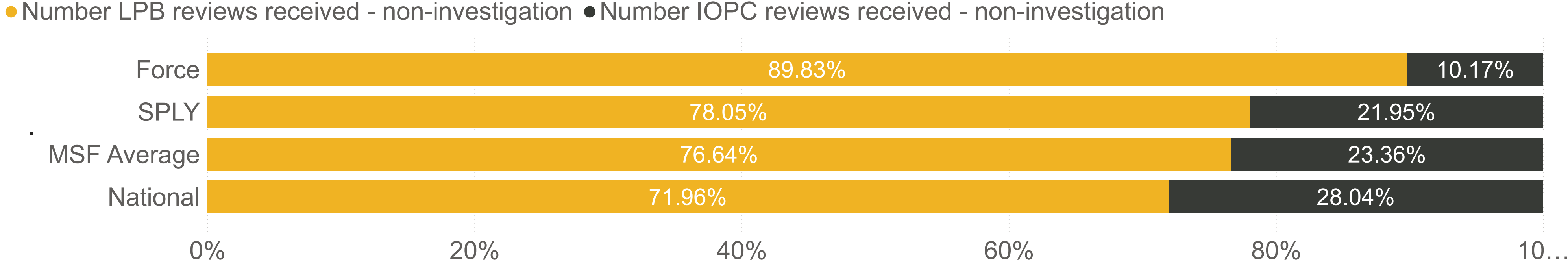
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	0	0 %	5	83 %	1	4 %	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 %	1	8 %	64	7 %
Referral to RPRP	2	67 %	0	0 %	2	28 %	161	18 %

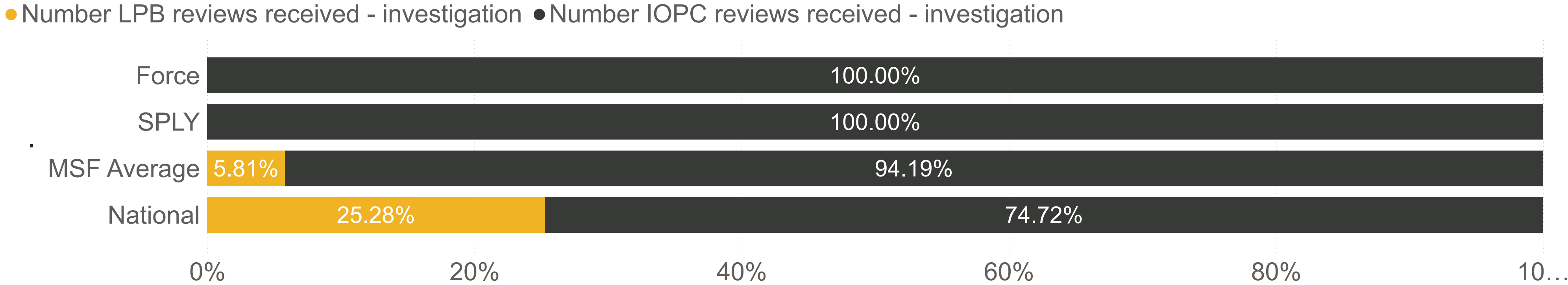
Section C1: Reviews received and timeliness (Year to date)

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	53	6
SPLY	32	9
MSF Average	44	13
National	1,850	721

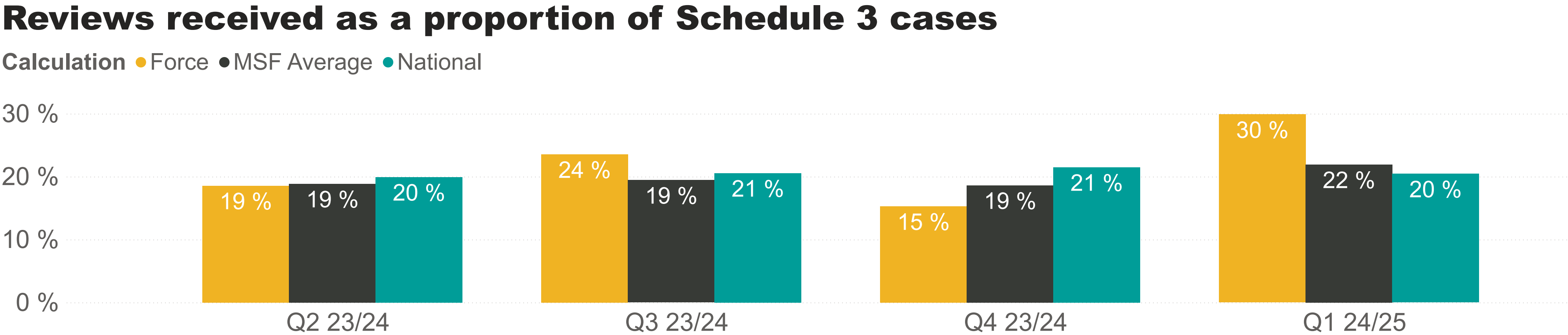


Investigation reviews received	LPB	IOPC
Force	0	4
SPLY	0	2
MSF Average	1	10
National	159	470



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	63	243
SPLY	43	212
MSF Average	68	340
National	3,200	15,484



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	35	45	57	49
Average number of working days to complete IOPC reviews	106	157	142	138

Section C2: Outcomes on reviews

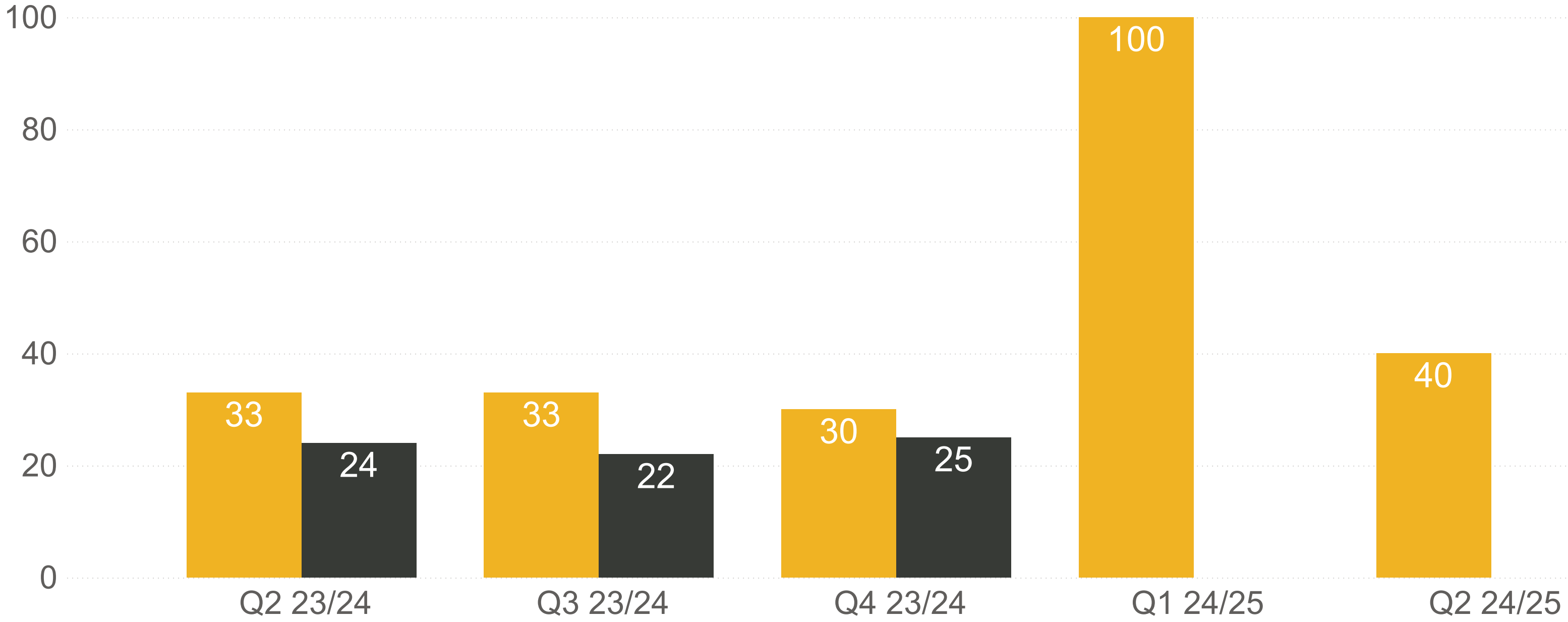
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any 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	5	2	0	
SPLY	6	2	0	
MSF Average	9	3	1	
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	4	0	41	7
SPLY	17	4	44	4
MSF Average	9	1	39	8
National	452	144	1,825	363

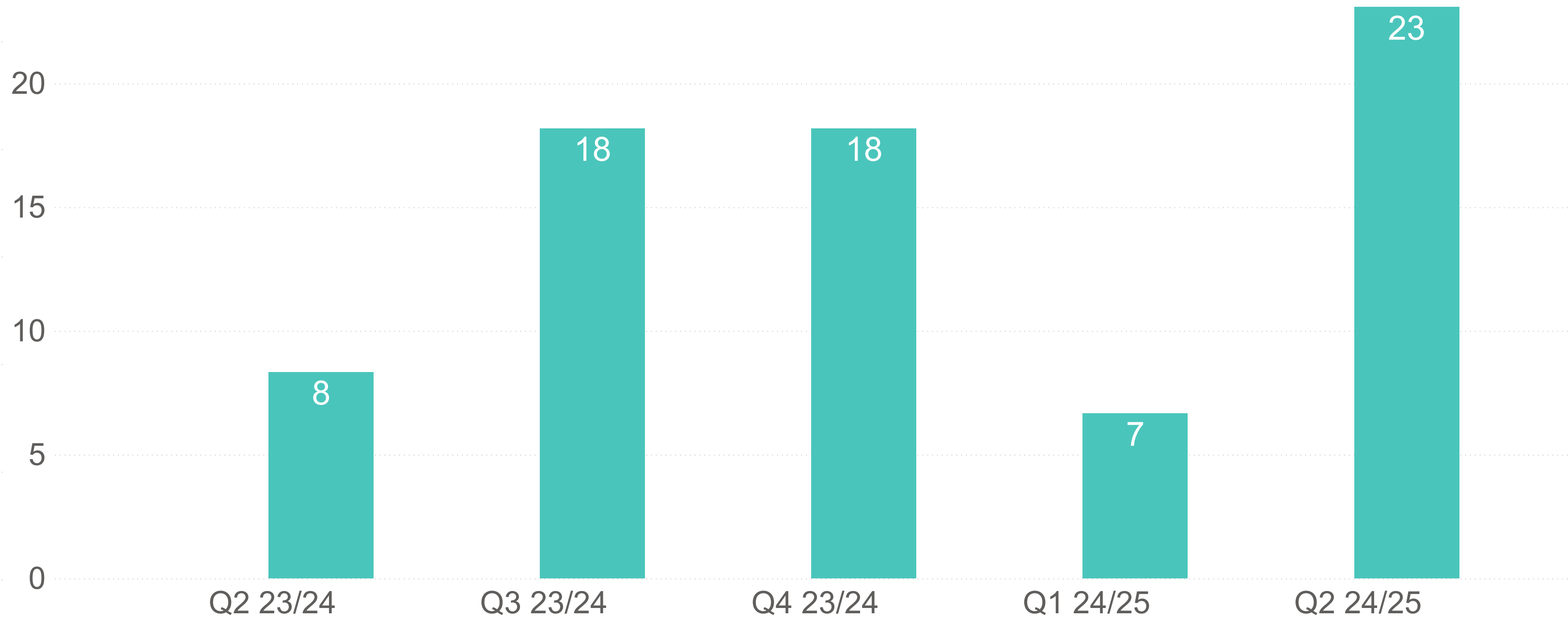
% IOPC reviews upheld - Force

● Investigation ● Non-investigation



% LPB Reviews upheld - Force

● Investigation ● Non-investigation



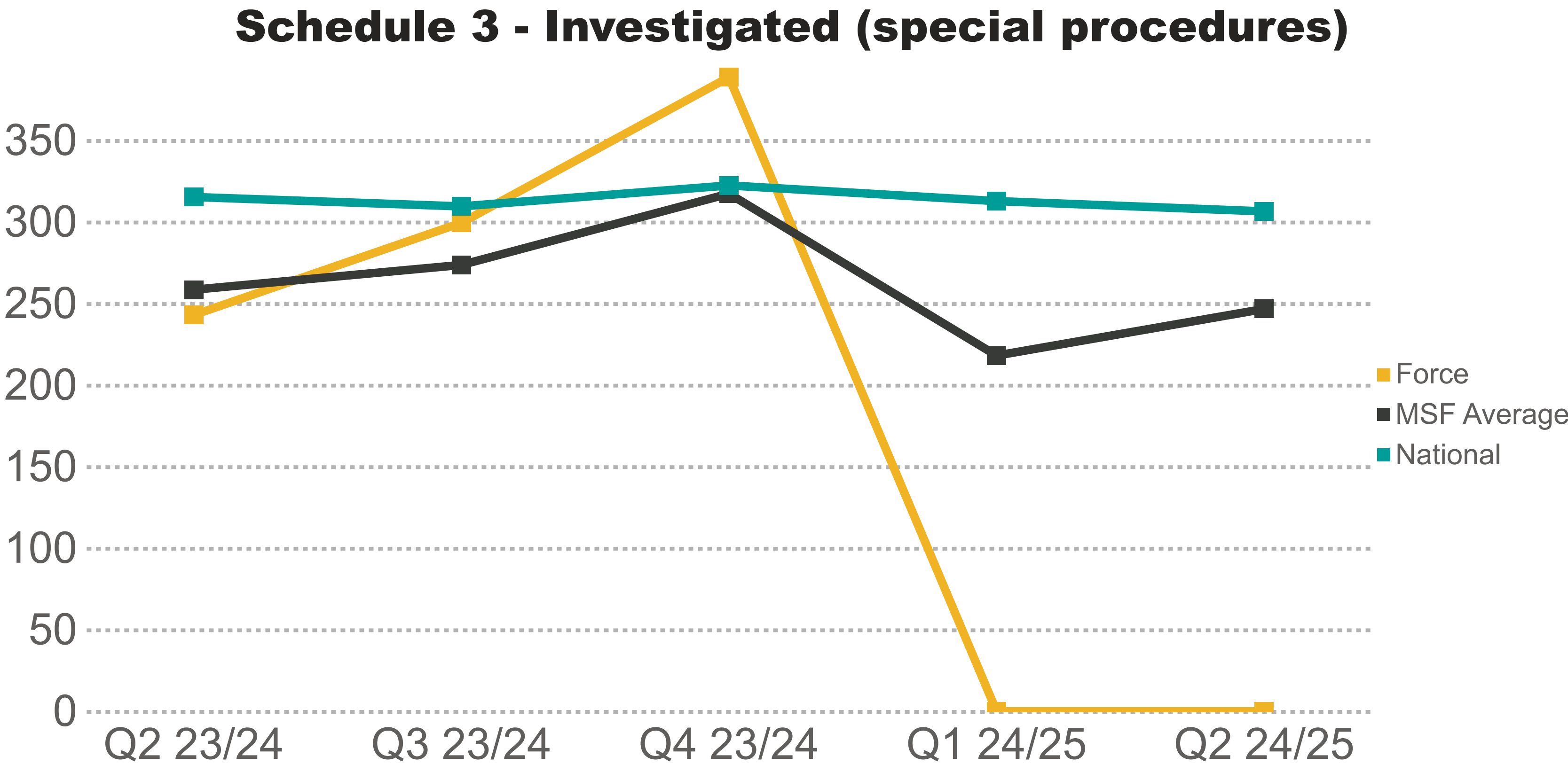
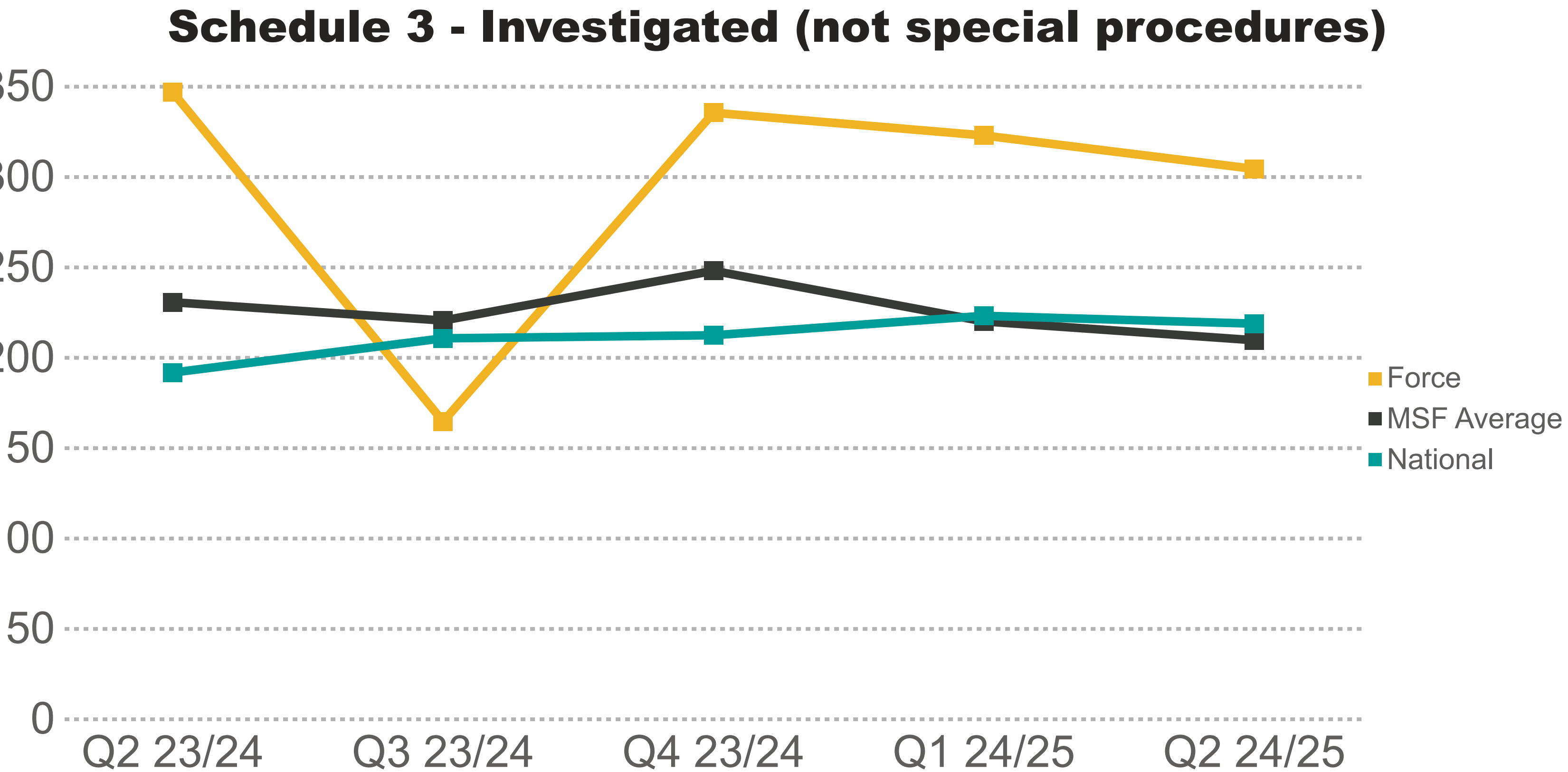
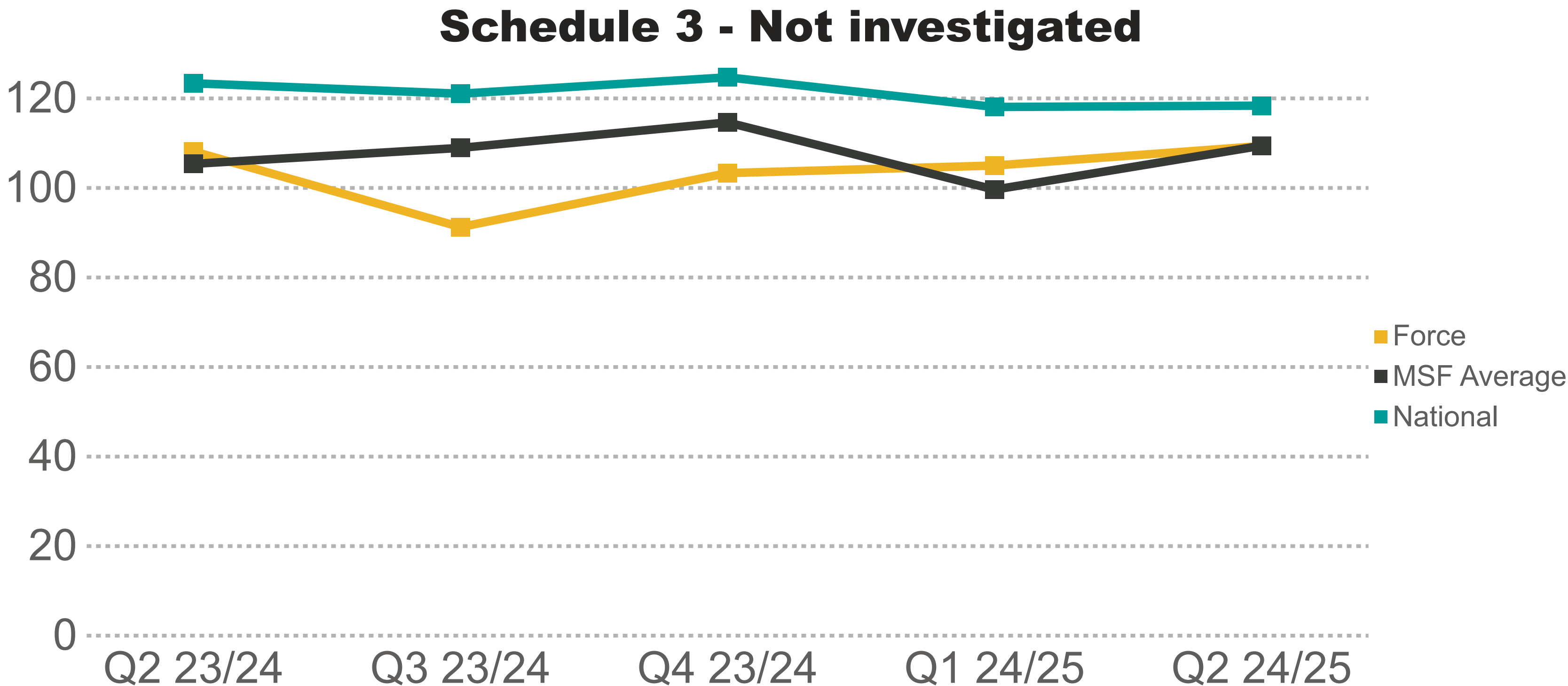
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with outside if Schedule 3) please see page 14

Average working days to finalise (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 investigated (subject to special procedures)	0	243	263	310
Under Schedule 3 investigated (not subject to special procedures)	310	281	214	221
Under Schedule 3 - not investigated	108	105	105	118
Total	118	112	120	140

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	231	203	293	12,474
Under Schedule 3 investigated (not subject to special procedures)	12	8	42	2,681
Under Schedule 3 investigated (subject to special procedures)		1	5	329
Total	243	212	340	15,484

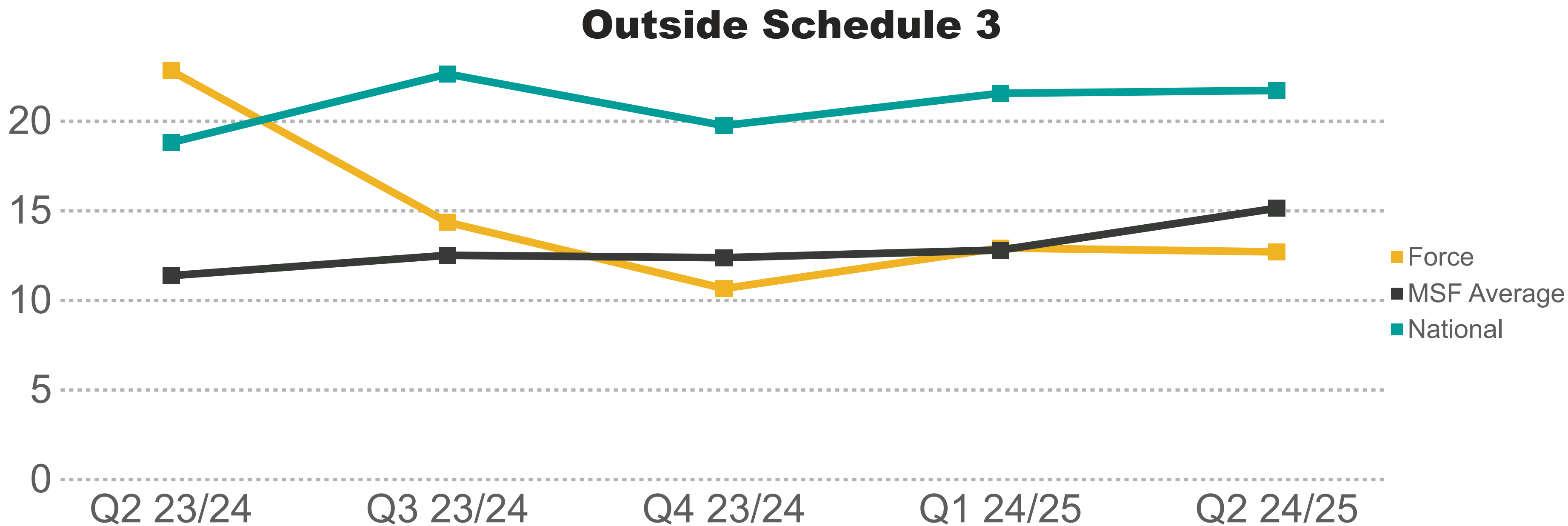


Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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	615	700	666	27766
Average days to finalise complaint cases handled outside of Schedule 3	13	17	14	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	615	72%	700	77%	666	66%	27,766	64%
Under Schedule 3 - not investigated	231	27%	203	22%	293	29%	12,474	29%
Under Schedule 3 investigated (not subject to special procedures)	12	1%	8	1%	42	4%	2,681	6%
Under Schedule 3 investigated (subject to special procedures)			1	0%	5	1%	329	1%
Total	858	100%	912	100%	1,006	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.

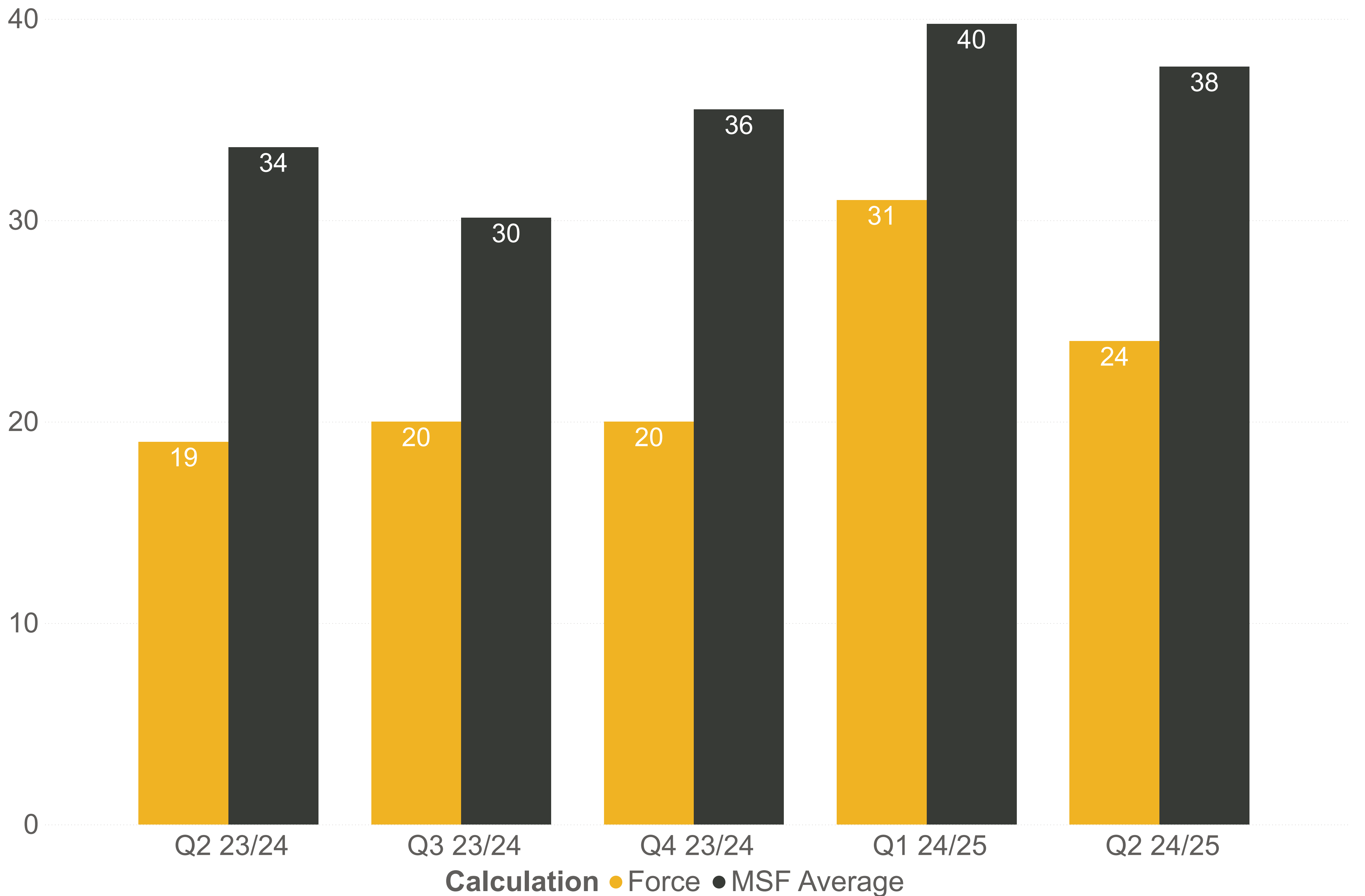
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	55	38	77	3,490
Number referrals completed	53	36	77	3,490
Decision: Independent Investigation	9	4	3	206
Decision: Directed Investigation	0	0	0	5
Decision: Local Investigation	22	23	44	1,935
Decision: Return to Force	19	9	28	1,262
Decision: Invalid	3	0	2	80

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Avon And Somerset, Cheshire, Derbyshire, Essex, Hampshire, Hertfordshire, Northamptonshire, Staffordshire

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 \(February 2020\)](#).