

Police Complaints Information Bulletin: Surrey

Reporting Period: 01 April 2024 - 31 March 2025 (Q4 2024/25)

Most Similar Force (MSF) Group: Cambridgeshire, Dorset, Surrey, Thames Valley

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

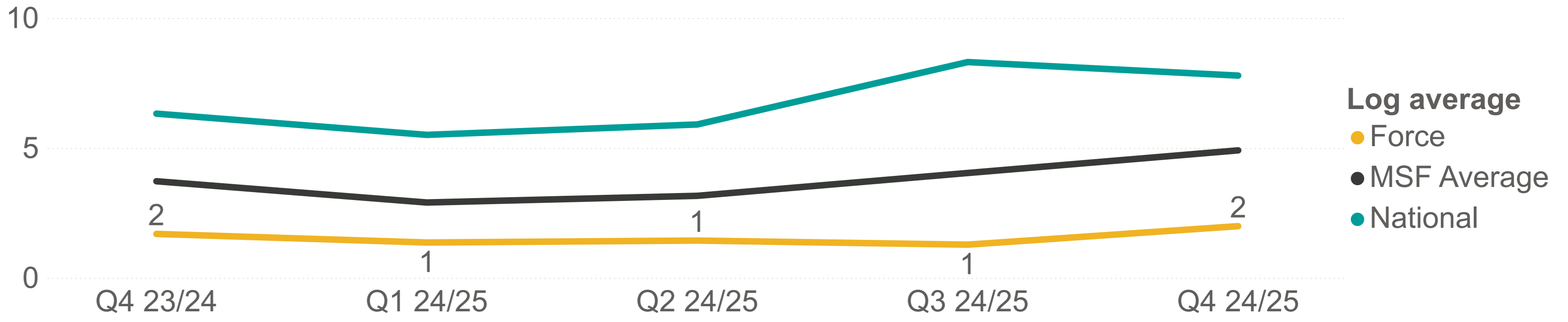
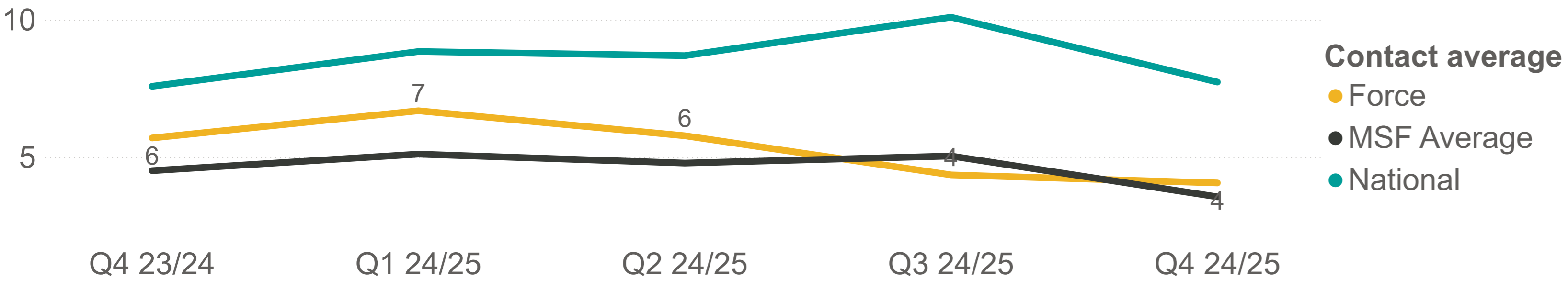
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

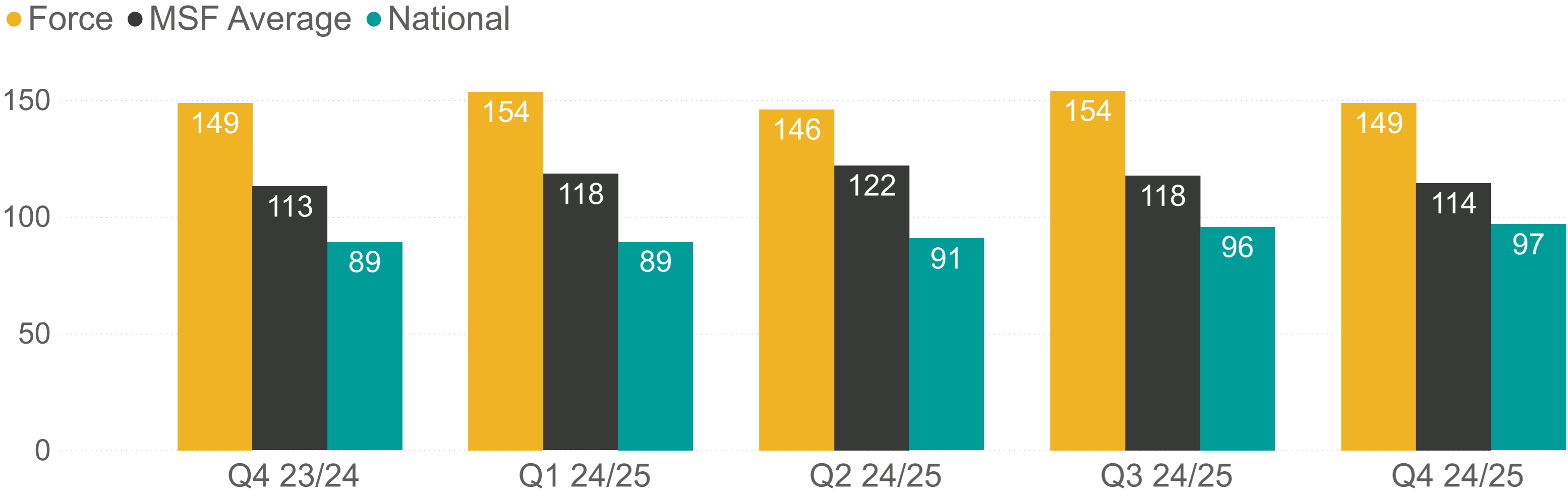
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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)

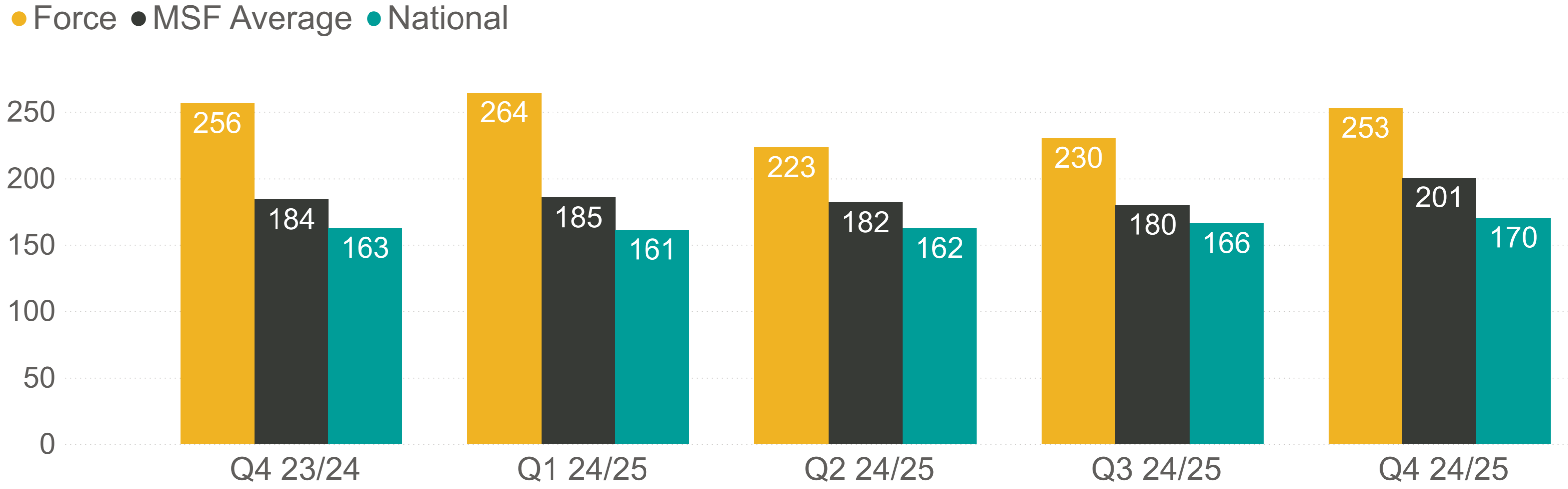
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	2,648	602	4,270	971	5	2
SPLY	2,333	537	4,083	940	4	1
MSF Average	2,283	472	3,440	748	5	4
National	94,940	373	168,249	660	9	7



Complaints logged per 1,000 employees



Allegations logged per 1,000 employees



For space reasons some figures in the above charts are not shown

Section A1.2: Reason for complaints to be logged under Schedule 3

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	128	73	375	12,831
Complainant wishes the complaint be recorded	294	364	148	6,465
Dissatisfaction after initial handling	152	214	123	5,283
Nature of the allegation(s) in the complaint	68	91	188	7,593
Total	642	742	834	32,172

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	20 %	10 %	36 %	40 %
Complainant wishes the complaint be recorded	46 %	49 %	21 %	20 %
Dissatisfaction after initial handling	24 %	29 %	18 %	16 %
Nature of the allegation(s) in the complaint	11 %	12 %	25 %	24 %

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

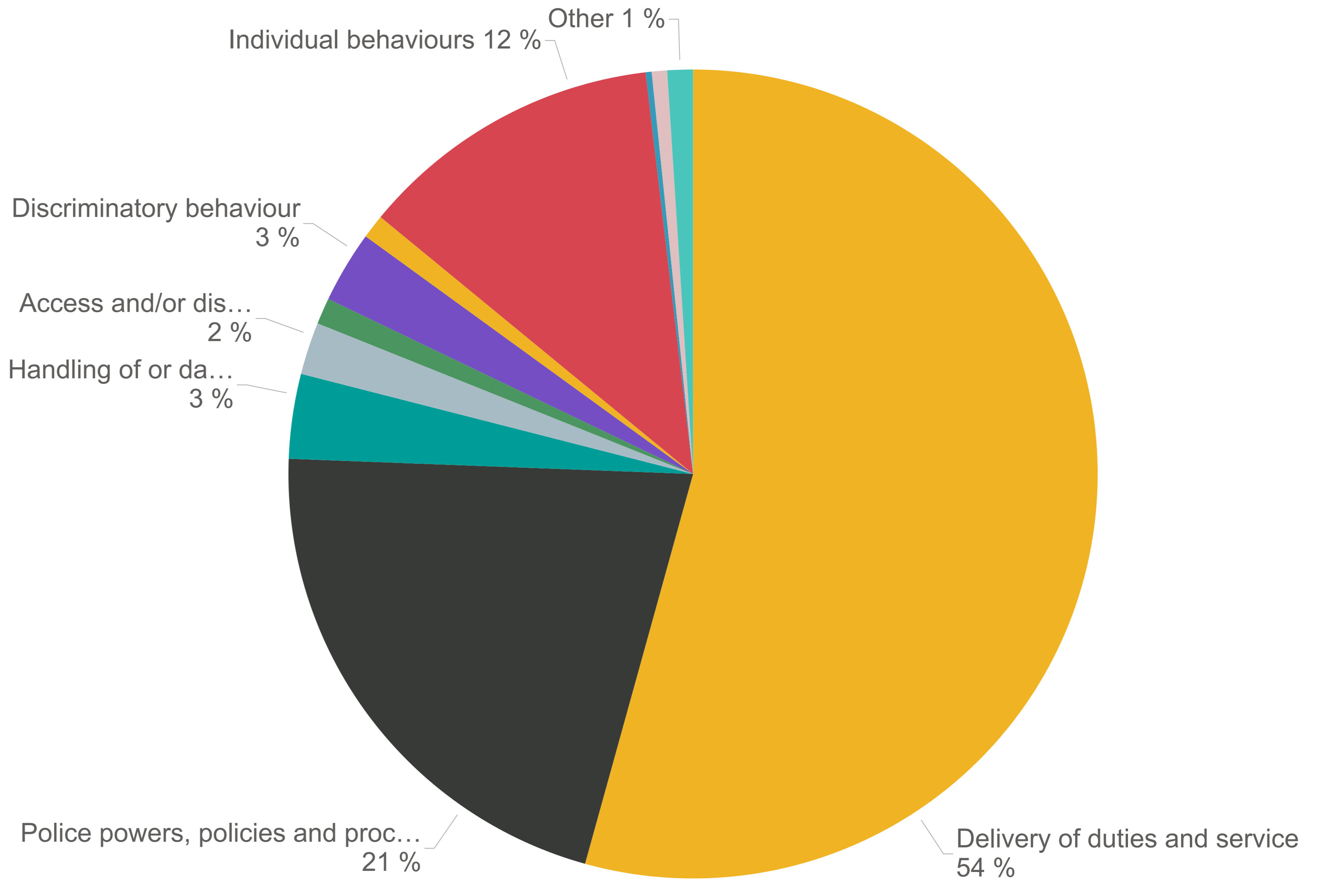
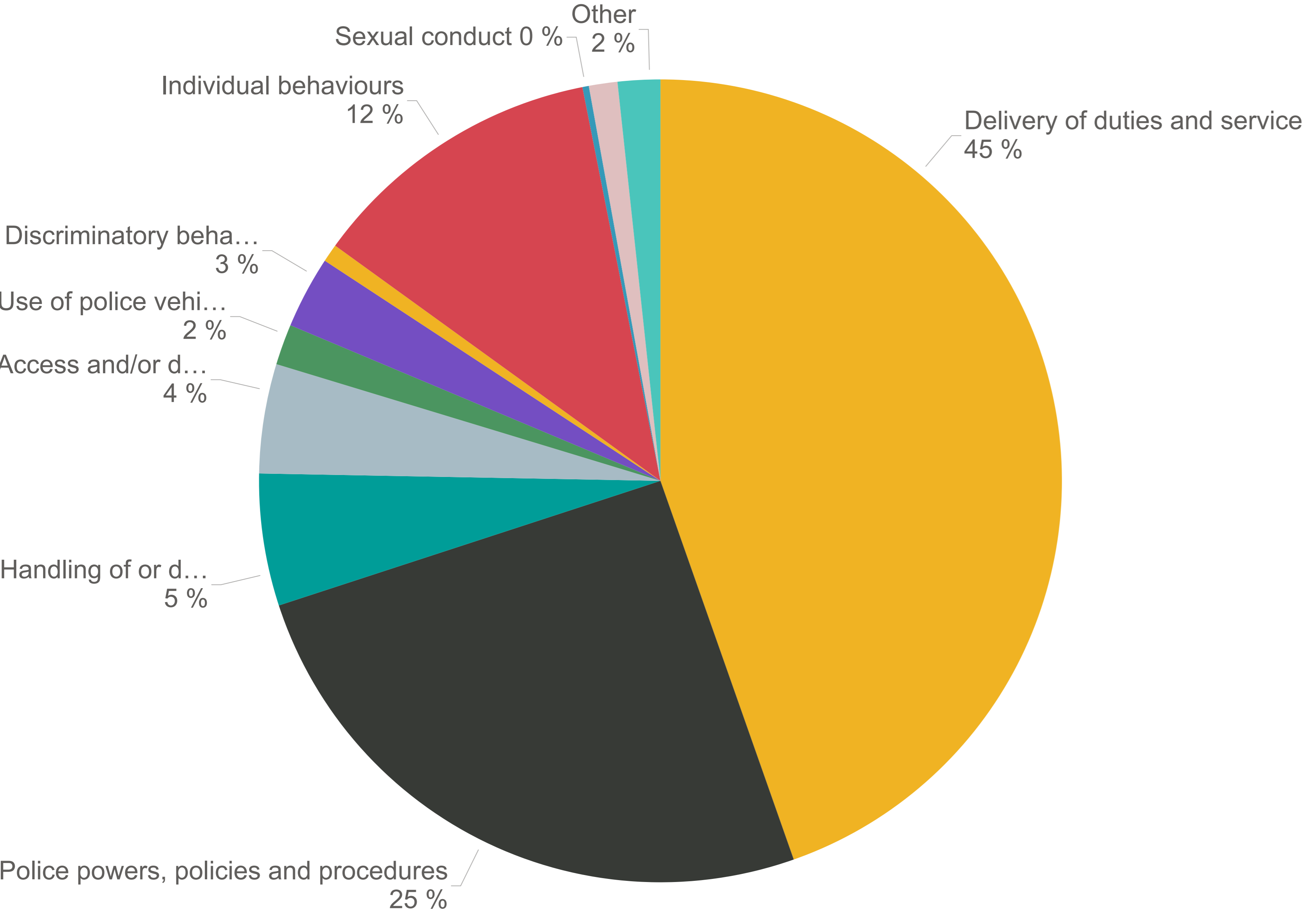
This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. 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	1,905	1,083	227	188	70	124	31	509	11	49	73	4,270
SPLY	2,024	871	231	105	66	109	41	536	10	39	51	4,083
MSF Average	1,741	796	135	108	44	112	32	413	7	18	34	3,440
National	91,360	35,834	5,690	3,518	1,766	4,832	1,614	20,481	404	1,031	1,716	168,246

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	1,905	45 %	2,024	50 %	1,741	49 %	91,353	54 %	
	Police action following contact	1,225	64 %	456	23 %	642	42 %	37,667	41 %	
	General level of service	293	15 %	1,198	59 %	687	30 %	29,691	32 %	
	Information	225	12 %	199	10 %	163	10 %	10,515	12 %	
	Decisions	162	9 %	171	8 %	249	17 %	13,479	15 %	
	Searches of premises and seizure of property	0	0 %	0	0 %	0	0 %	1	0 %	
Police powers, policies and procedures	Total	1,083	25 %	871	21 %	796	23 %	35,830	21 %	
	Power to arrest and detain	289	27 %	229	26 %	161	20 %	6,460	18 %	
	Searches of premises and seizure of property	155	14 %	112	13 %	94	12 %	4,603	13 %	
	Use of force	153	14 %	160	18 %	162	21 %	8,826	25 %	
	Detention in police custody	113	10 %	87	10 %	69	9 %	5,122	14 %	
	Other policies and procedures	109	10 %	100	11 %	140	17 %	3,735	10 %	
	Evidential procedures	105	10 %	59	7 %	65	7 %	2,631	7 %	
	Bail, identification and interview procedures	82	8 %	68	8 %	56	8 %	2,122	6 %	
	Stops, and stop and search	57	5 %	43	5 %	32	4 %	1,790	5 %	
	Out of court disposals	20	2 %	13	1 %	18	2 %	540	2 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	Total	509	12 %	536	13 %	413	14 %	20,480	12 %
		Unprofessional attitude and disrespect	173	34 %	168	31 %	130	31 %	5,808	28 %
		Overbearing or harassing behaviours	123	24 %	115	21 %	71	16 %	3,415	17 %
Lack of fairness and impartiality		88	17 %	81	15 %	62	15 %	2,807	14 %	
Impolite language / tone		71	14 %	106	20 %	84	21 %	5,352	26 %	
Impolite and intolerant actions		54	11 %	66	12 %	67	17 %	3,098	15 %	
Handling of or damage to property/ premises	Total	227	5 %	231	6 %	130	4 %	5,556	3 %	
	Handling of or damage to property/ premises	227	100 %	231	100 %	130	90 %	5,555	98 %	
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	
Access and/or disclosure of information	Total	188	4 %	105	3 %	108	3 %	3,518	2 %	
	Disclosure of information	148	79 %	66	63 %	76	68 %	2,349	67 %	
	Handling of information	26	14 %	27	26 %	23	23 %	789	22 %	
	Use of police systems	9	5 %	7	7 %	5	6 %	245	7 %	
	Accessing and handling of information from other sources	5	3 %	5	5 %	4	3 %	133	4 %	
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %	
	Information	0	0 %	0	0 %	0	0 %	2	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	1,596	37 %	1,226	30 %	1,291	38 %	65,409	39 %
None	1,034	24 %	1,424	35 %	528	14 %	31,766	19 %
Arrest	482	11 %	398	10 %	403	12 %	21,786	13 %
Roads/traffic	353	8 %	319	8 %	304	9 %	10,386	6 %
Custody	306	7 %	244	6 %	167	5 %	9,989	6 %
Domestic / gender abuse	261	6 %	229	6 %	245	8 %	9,507	6 %
VAWG - dissatisfaction handling	167	4 %	143	4 %	164	5 %	7,183	4 %
Neighbourhood policing	146	3 %	111	3 %	159	4 %	7,856	5 %
Call Handling	144	3 %	119	3 %	187	6 %	7,140	4 %
Premises search	131	3 %	132	3 %	76	2 %	4,308	3 %
Mental health	118	3 %	69	2 %	106	3 %	5,164	3 %
Child protection / CSA / CSE	114	3 %	87	2 %	66	2 %	3,021	2 %
Stop and/or search	74	2 %	53	1 %	49	1 %	3,755	2 %
Drugs / alcohol	64	1 %	48	1 %	42	1 %	2,046	1 %
Death	45	1 %	29	1 %	33	1 %	1,585	1 %
Fraud	32	1 %	19	0 %	22	1 %	1,113	1 %
Restraint equipment	30	1 %	26	1 %	32	1 %	1,866	1 %
Social media	25	1 %	22	1 %	16	0 %	720	0 %
Firearms	24	1 %	29	1 %	30	1 %	742	0 %
Missing persons	24	1 %	14	0 %	27	1 %	1,077	1 %
Hate Crime	18	0 %	18	0 %	18	1 %	942	1 %
VAWG - police perpetrated	16	0 %	17	0 %	10	0 %	1,085	1 %
Public order incident	12	0 %	5	0 %	34	1 %	1,327	1 %
Serious injury	12	0 %	9	0 %	6	0 %	346	0 %
Taser	6	0 %	14	0 %	3	0 %	196	0 %
Police dogs or horses	3	0 %	2	0 %	2	0 %	102	0 %
PPDA	2	0 %	0	0 %	1	0 %	65	0 %
VAWG - police victim	2	0 %	0	0 %	3	0 %	141	0 %
Covert policing	1	0 %	0	0 %	1	0 %	86	0 %
Coronavirus - other	0	0 %	1	0 %	0	0 %	1	0 %
Coronavirus - police powers on infectiou	0	0 %	1	0 %	0	0 %	1	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	4	0 %
Unknown	0	0 %	2	0 %	0	0 %	28	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	19	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	24	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	1
VAWG - dissatisfaction handling	115	14	1	8	25
Taser	1	4	0	0	1
Stop and/or search	5	46	0	1	10
Social media	4	1	0	12	2
Serious injury	2	7	1	1	1
Roads/traffic	110	69	17	9	57
Restraint equipment	0	30	0	0	0
Public order incident	6	3	0	1	2
Premises search	10	91	18	0	11
Police dogs or horses	0	2	0	0	0
None	427	141	85	97	178
Neighbourhood policing	98	26	0	6	14
Missing persons	17	4	1	0	2
Mental health	40	52	4	3	8
Investigation	1,039	225	90	43	136
Hate Crime	10	2	0	0	4
Fraud	27	3	0	0	2
Firearms	7	9	8	0	0
Drugs / alcohol	19	27	3	2	4
Domestic / gender abuse	134	45	3	15	45
Death	24	3	4	3	8
Custody	54	202	6	2	20
Covert policing	0	1	0	0	0
Child protection / CSA / CSE	58	31	1	8	12
Call Handling	87	7	0	3	41
Arrest	49	362	14	4	24
Total	1,905	1,082	227	188	509

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
Q4 23/24	41	4	0	45
Q1 24/25	58	4	1	62
Q2 24/25	36	2	0	38
Q3 24/25	38	5	0	43
Q4 24/25	35	5	1	41
Total	208	20	2	229

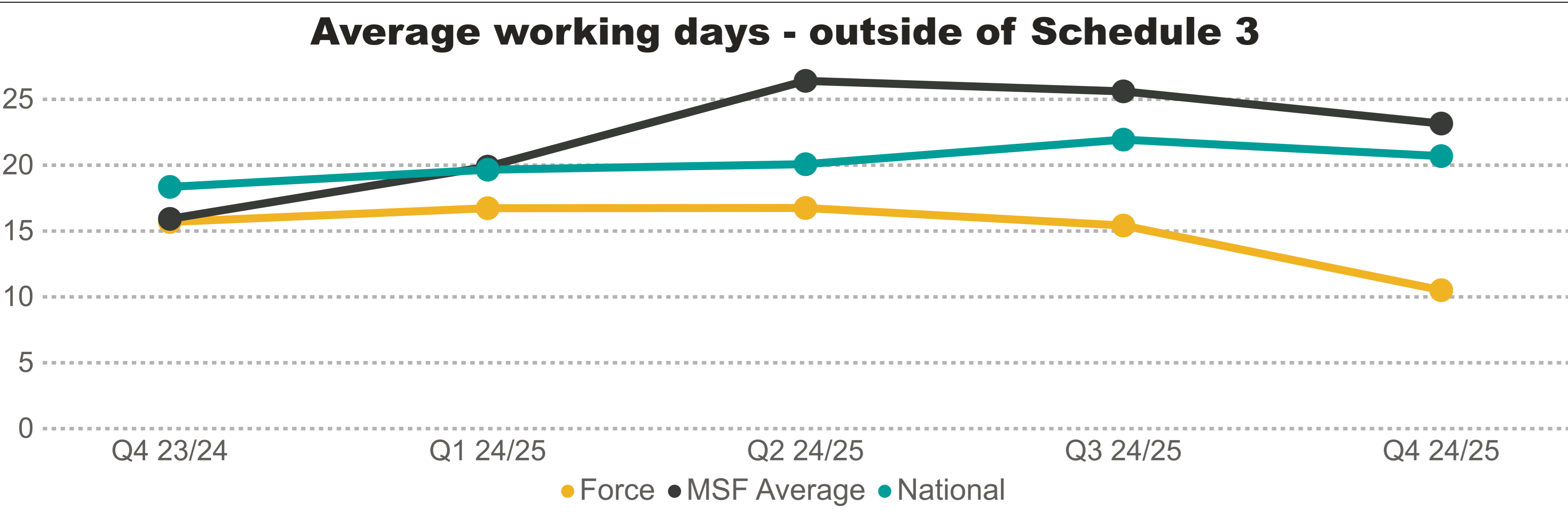
Section A2: Allegations timeliness

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.

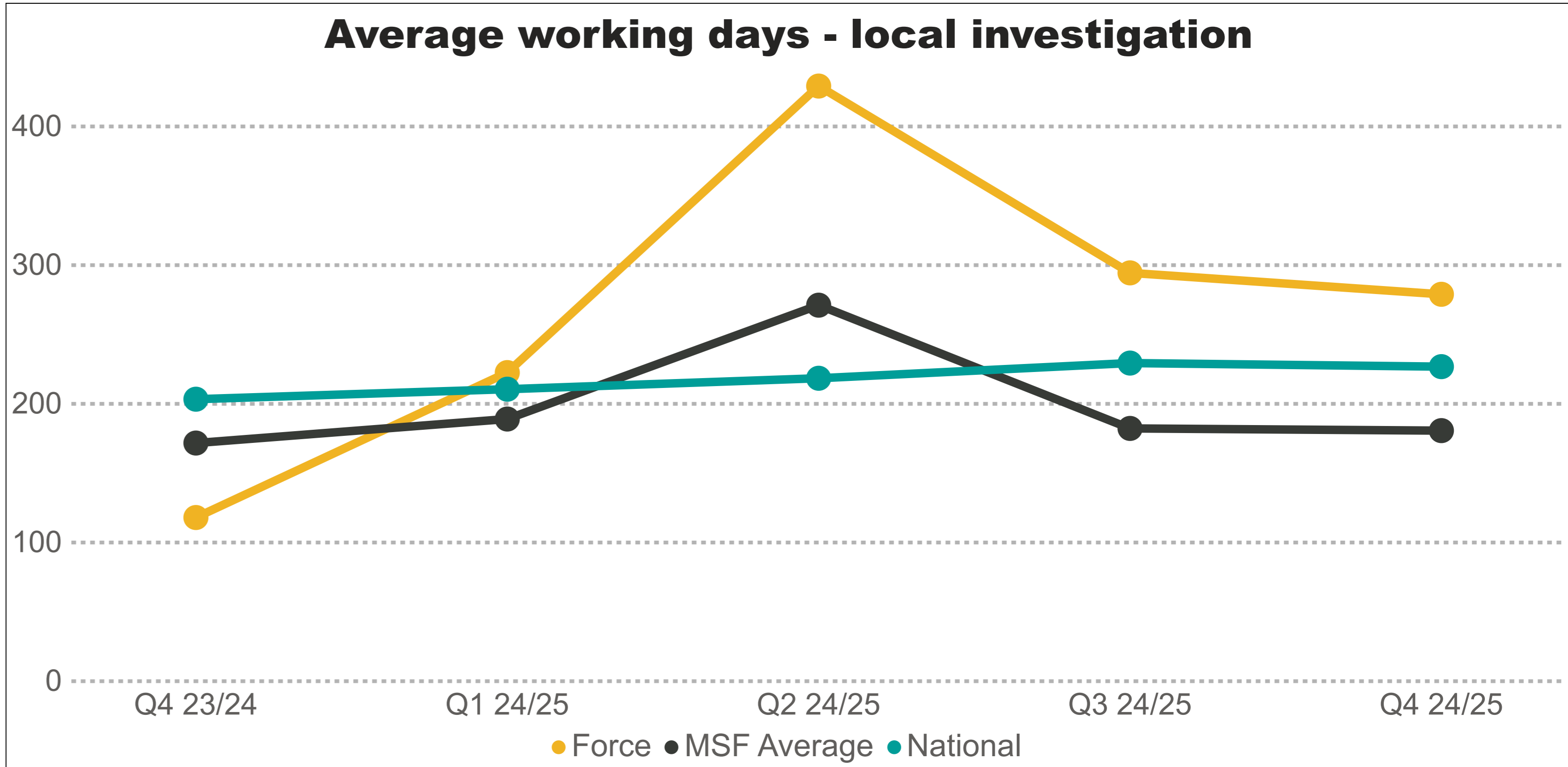
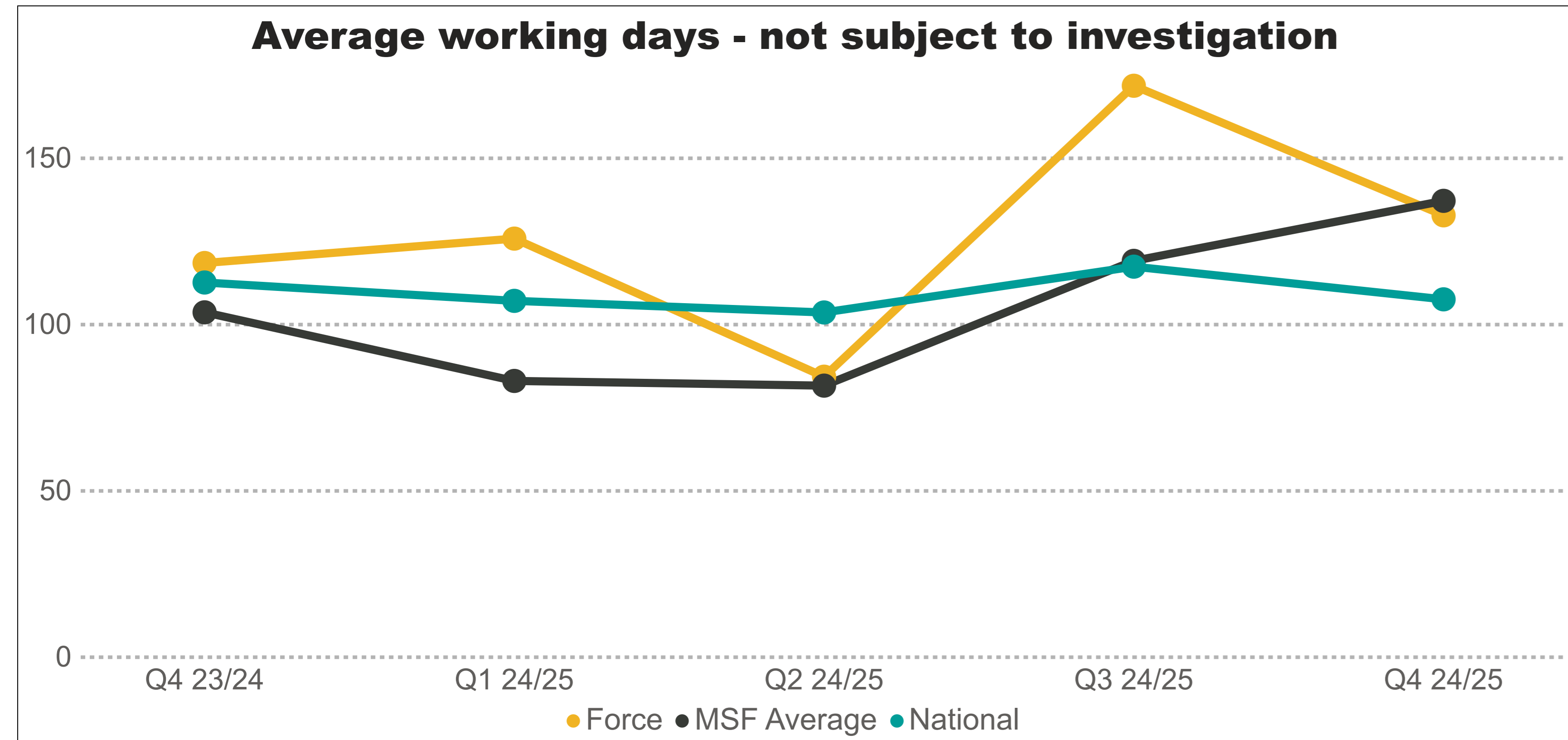
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	2,139	15	1,991	130	233	303	5	552
SPLY	1,594	13	1,947	91	211	256	0	0
MSF Average	1,574	24	1,056	119	747	210	4	315
National	71,979	20	73,237	109	17,701	220	348	380



Year to date Allegations	Under Schedule 3 - by directed investigation	
	Number Finalised	Average days
Force	0	0
SPLY	0	0
MSF Average	1	81
National	23	618



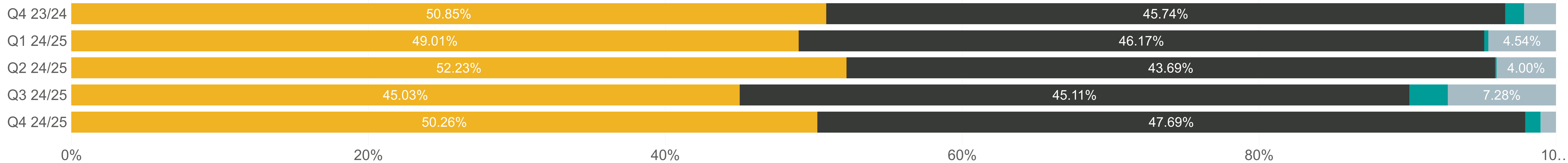
Section A3.1: How allegations were handled and their decisions

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)	192	4 %	719	16 %	16,001	10 %
Under Schedule 3 investigated (subject to special procedures)	46	1 %	33	1 %	2,071	1 %
Under Schedule 3 - not investigated	1,991	46 %	1056	36 %	73,237	45 %
Outside of Schedule 3	2,139	49 %	1574	47 %	71,979	44 %
Total	4,368	100 %	3382	100 %	163,288	100 %

Force: percent of allegations finalised by handling method

Handling Method ● 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)



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					139	7 %	5,604	8 %	1	2 %	26	1 %	9	5 %	503	3 %
Regulation 41 applies					3	0 %	107	0 %			2	0 %			192	1 %
Service provided - unable to determine					99	5 %	6,698	9 %			38	2 %	17	9 %	1,499	9 %
Service provided - not acceptable					271	14 %	9,844	13 %			79	4 %	16	8 %	1,931	12 %
Service provided - acceptable					1442	72 %	48,901	67 %	2	4 %	338	16 %	141	73 %	11,450	72 %
Not Resolved	134	6 %	3,637	5 %												
Resolved	2005	94 %	68,336	95 %												
No Case to Answer									30	65 %	1,081	52 %				
Case to Answer									13	28 %	454	22 %				
Withdrawal					37	2 %	2,080	3 %			52	3 %	9	5 %	426	3 %

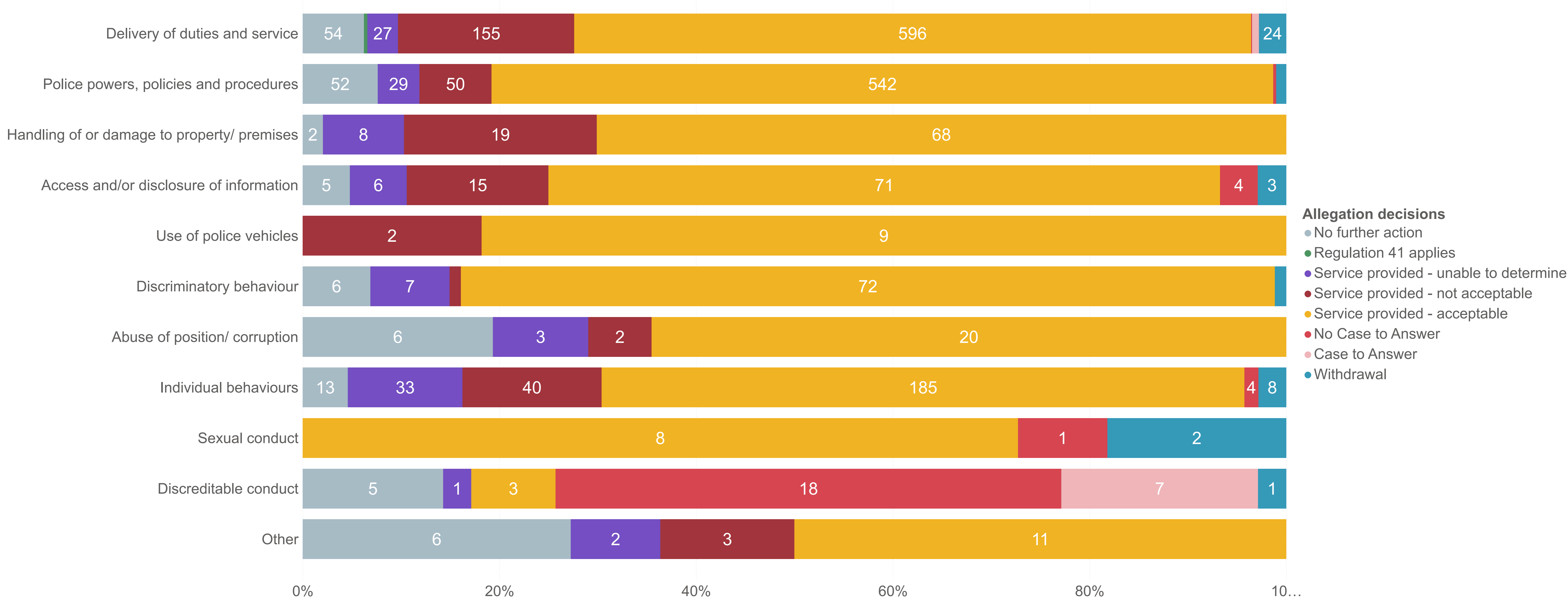
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	961	412	140	78	54	36	4	269	3	8	40	2,005
Not Resolved	58	34	5	7	2	9	3	10	0	1	5	134

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 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 %	10	1 %	272	0 %
Learning from reflection	15	1 %	1	0 %	71	7 %	1,991	3 %
Policy review	0	0 %	0	0 %	2	0 %	59	0 %
Goodwill gesture	4	0 %	0	0 %	3	0 %	114	0 %
Apology	92	4 %	13	1 %	144	9 %	6,555	9 %
Debrief	15	1 %	4	0 %	21	2 %	545	1 %
Explanation	1,493	70 %	1,442	90 %	982	61 %	45,379	63 %
No further action	403	19 %	122	8 %	201	13 %	8,079	11 %
Other action	86	4 %	12	1 %	133	7 %	8,339	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. 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 %	19	1 %	26	1 %	813	1 %
Apology	48	2 %	88	4 %	77	4 %	3,493	4 %
Debrief	1	0 %	0	0 %	1	0 %	2,874	3 %
Explanation	1,870	84 %	1,713	79 %	1,267	72 %	56,328	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	1	0 %	29	0 %
No further action	180	8 %	177	8 %	246	13 %	19,619	21 %
Other action	3	0 %	12	1 %	10	1 %	921	1 %
Learning from reflection	58	3 %	67	3 %	108	6 %	5,009	5 %
Referral to RPRP	41	2 %	48	2 %	56	2 %	1,426	2 %

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

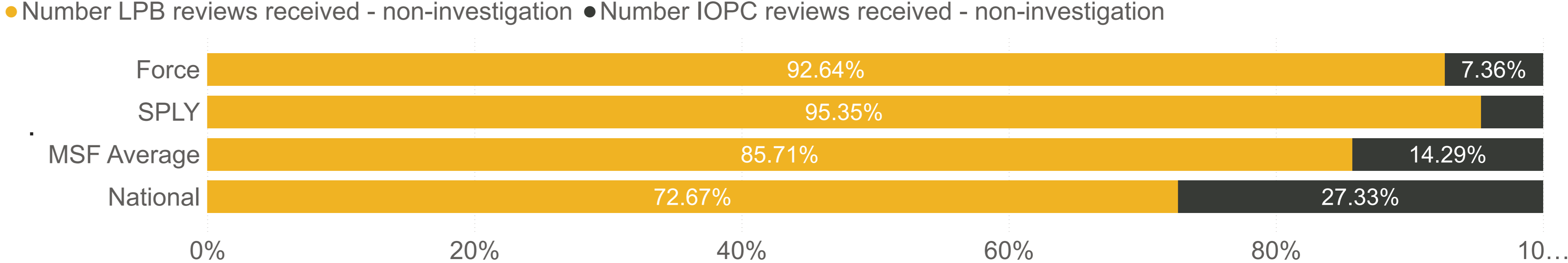
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	11	24 %	26	31 %	9	16 %	218	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	11	1 %
Other actions following a case to answer decision	2	4 %	6	7 %	2	11 %	139	7 %
Referral to RPRP	7	15 %	10	12 %	9	20 %	354	17 %

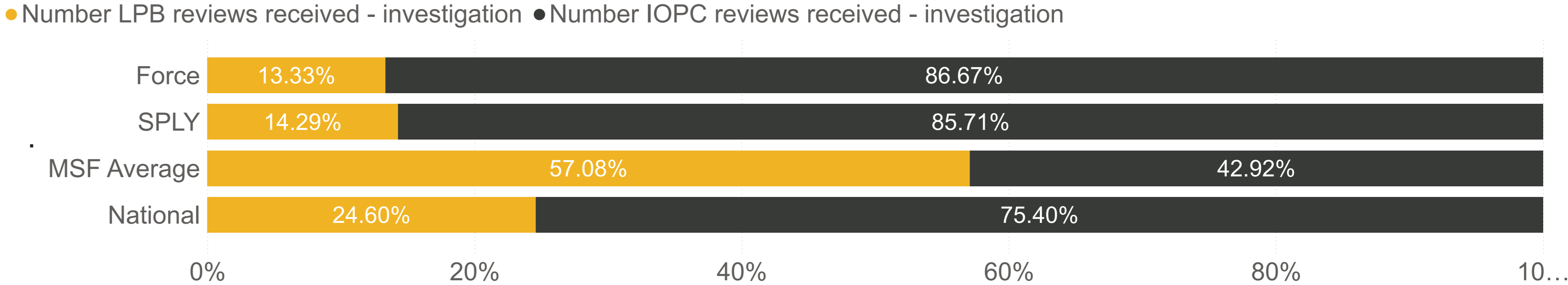
Section C1: Reviews received and timeliness (Year to date)

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	151	12
SPLY	123	6
MSF Average	83	14
National	3,938	1,481



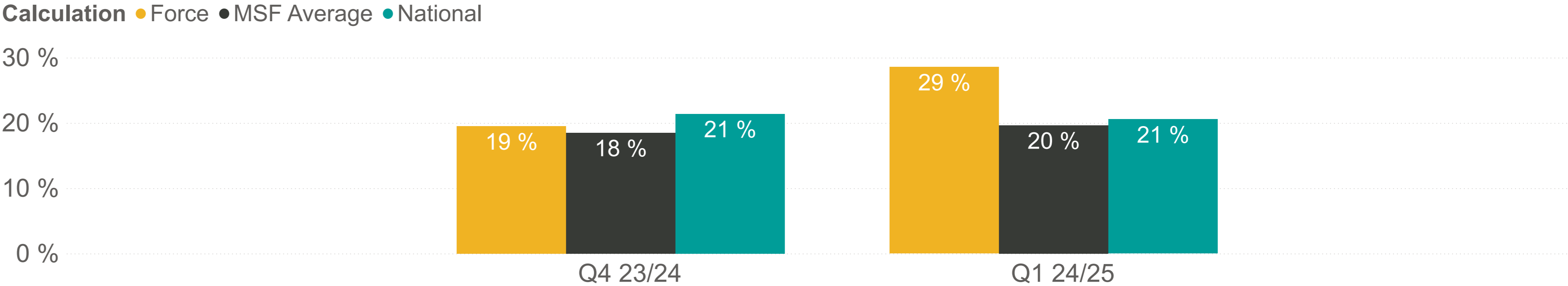
Investigation reviews received	LPB	IOPC
Force	2	13
SPLY	1	6
MSF Average	31	24
National	309	947



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	178	689
SPLY	136	654
MSF Average	151	764
National	6,675	31,687

Reviews received as a proportion of Schedule 3 cases



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	38	34	35	48
Average number of working days to complete IOPC reviews	153	166	143	148

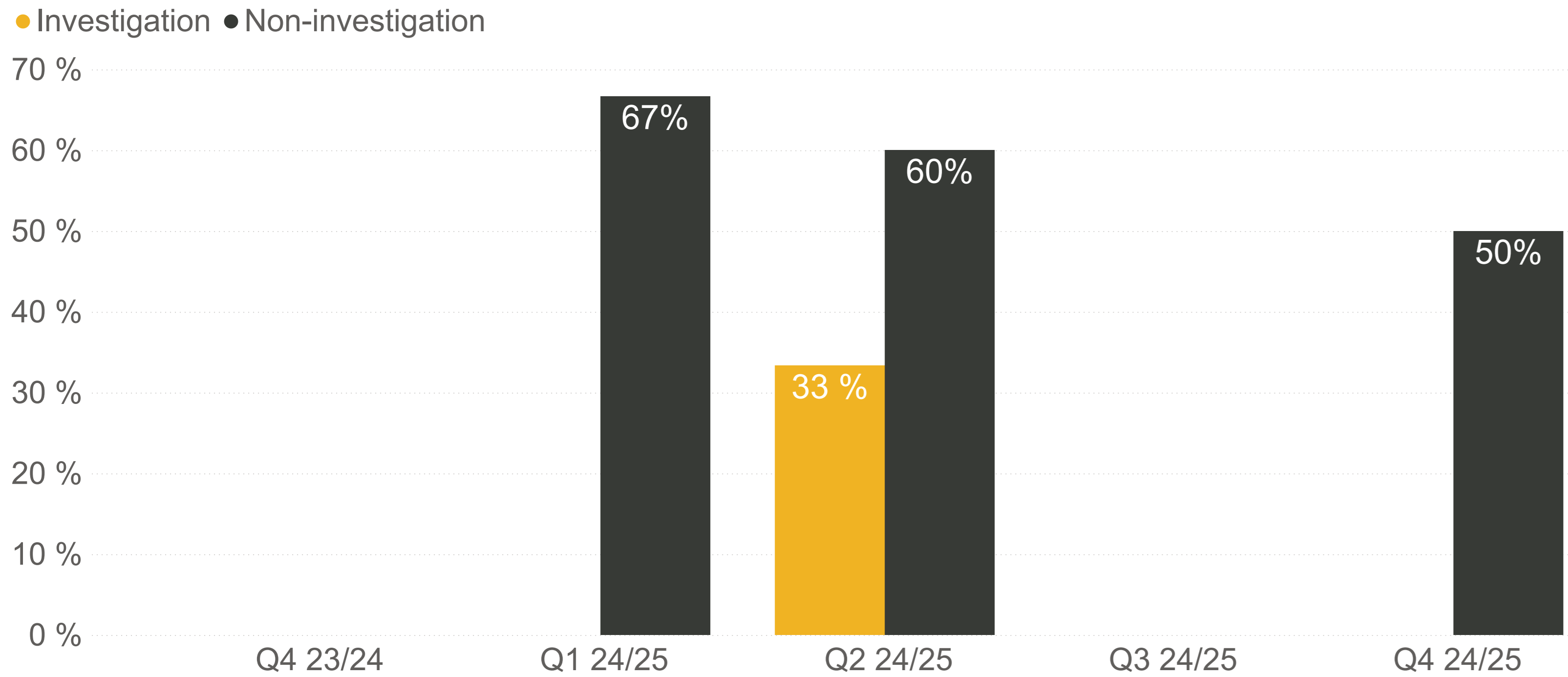
Section C2: Outcomes on reviews

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.

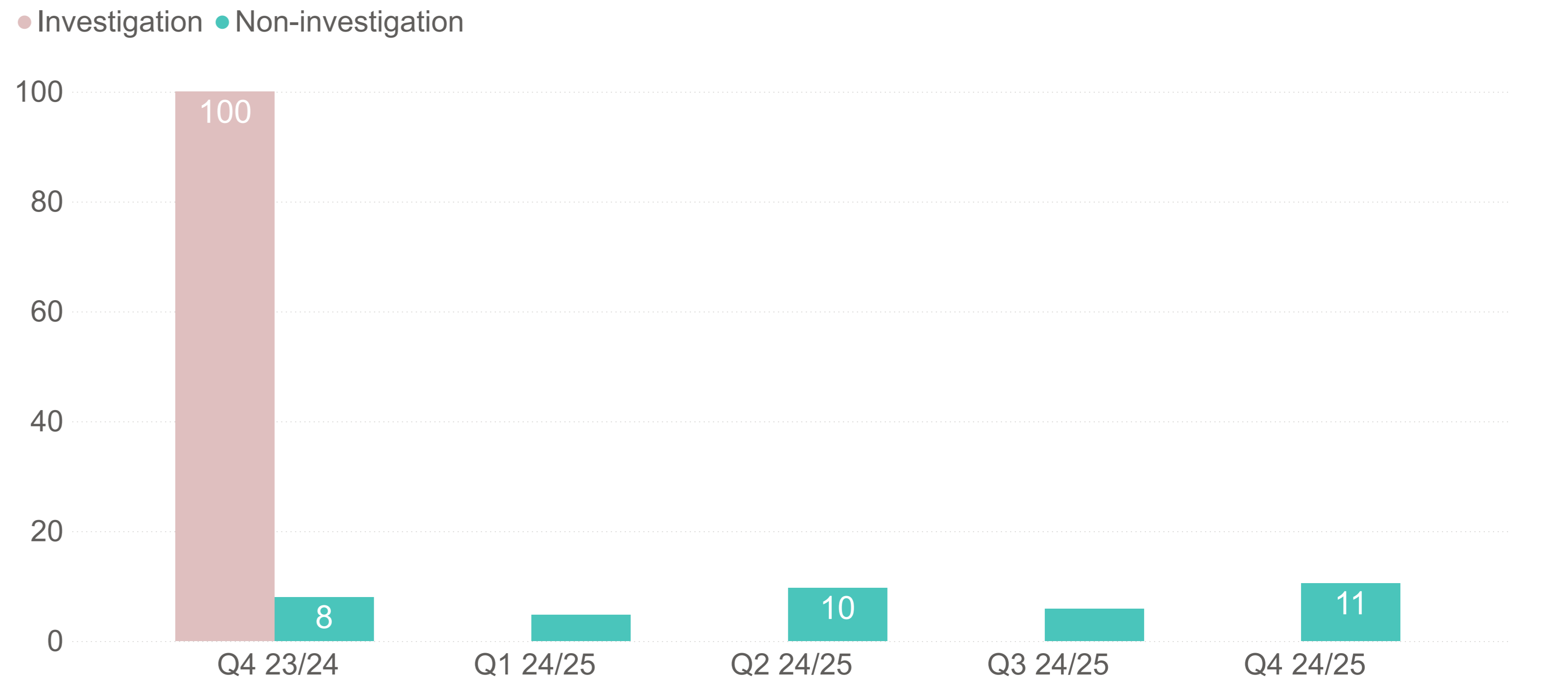
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	6	1	2	
SPLY	6	3	1	1
MSF Average	20	5	36	43
National	903	272	284	81

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	12	6	124	10
SPLY	6	1	121	12
MSF Average	9	4	69	13
National	1,112	330	3,747	802

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



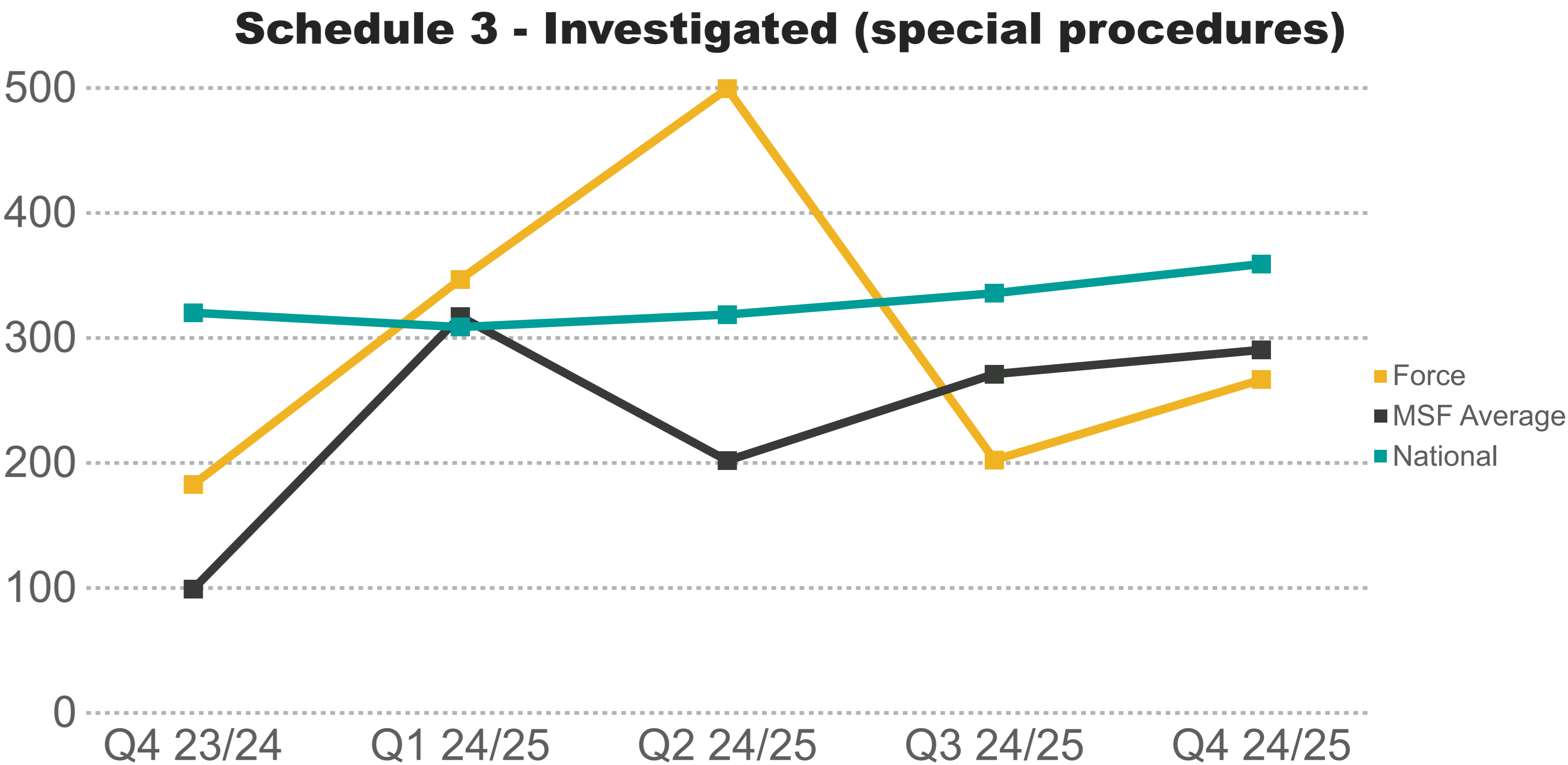
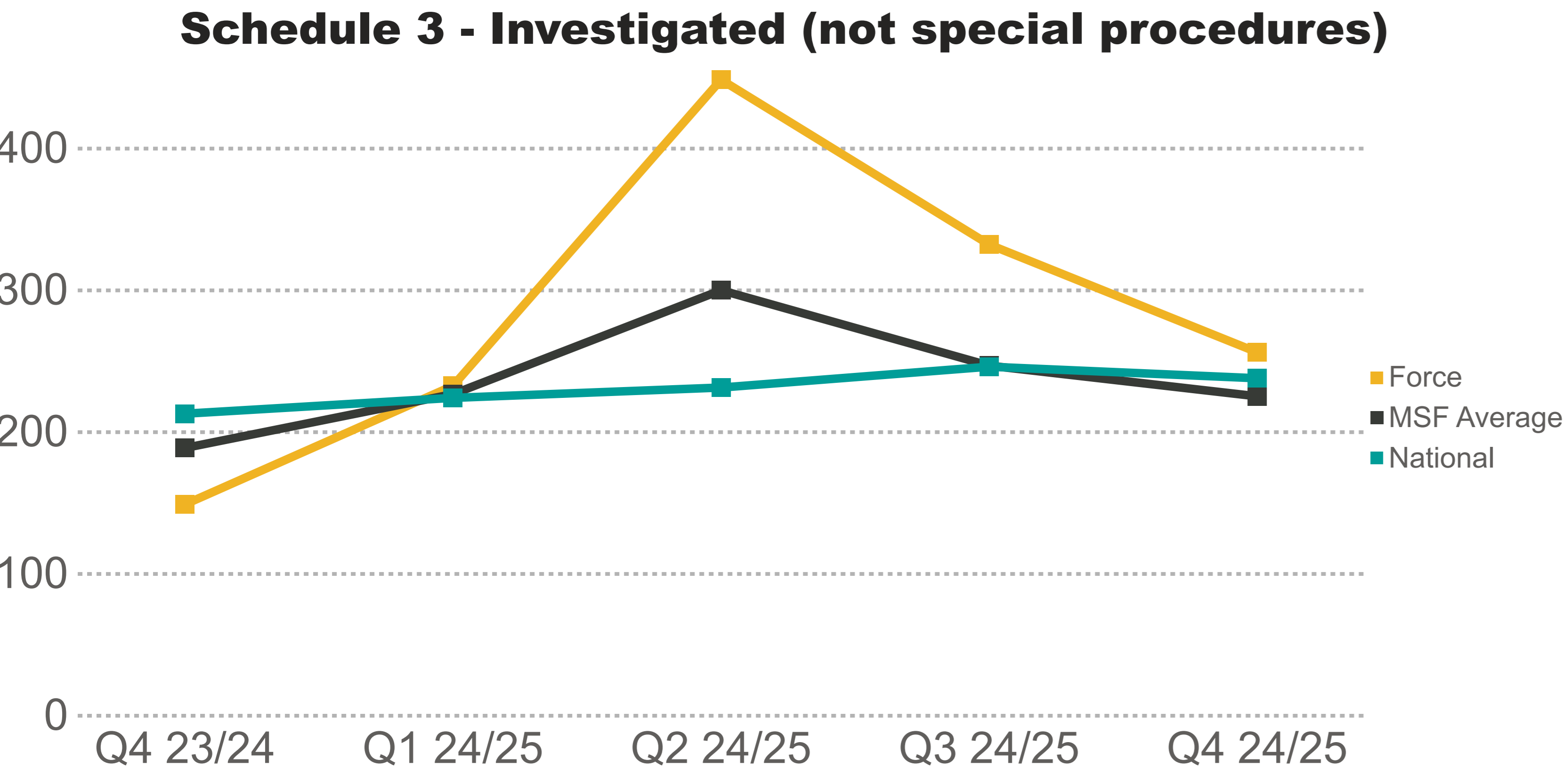
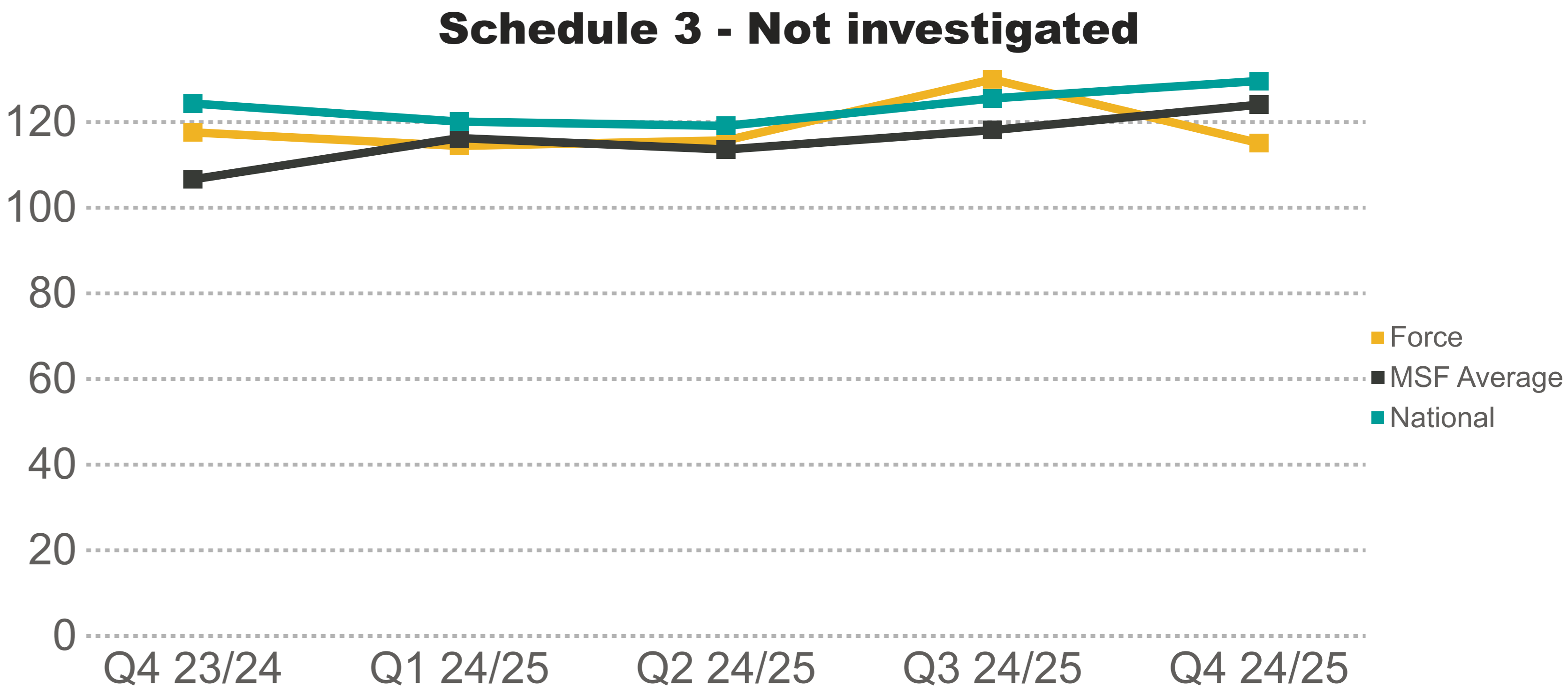
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	290	267	325	329
Under Schedule 3 investigated (not subject to special procedures)	325	226	249	234
Under Schedule 3 - not investigated	119	103	119	124
Total	133	112	143	146

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	640	610	411	25,876
Under Schedule 3 investigated (not subject to special procedures)	34	25	338	5,122
Under Schedule 3 investigated (subject to special procedures)	15	19	15	689
Total	689	654	764	31,687

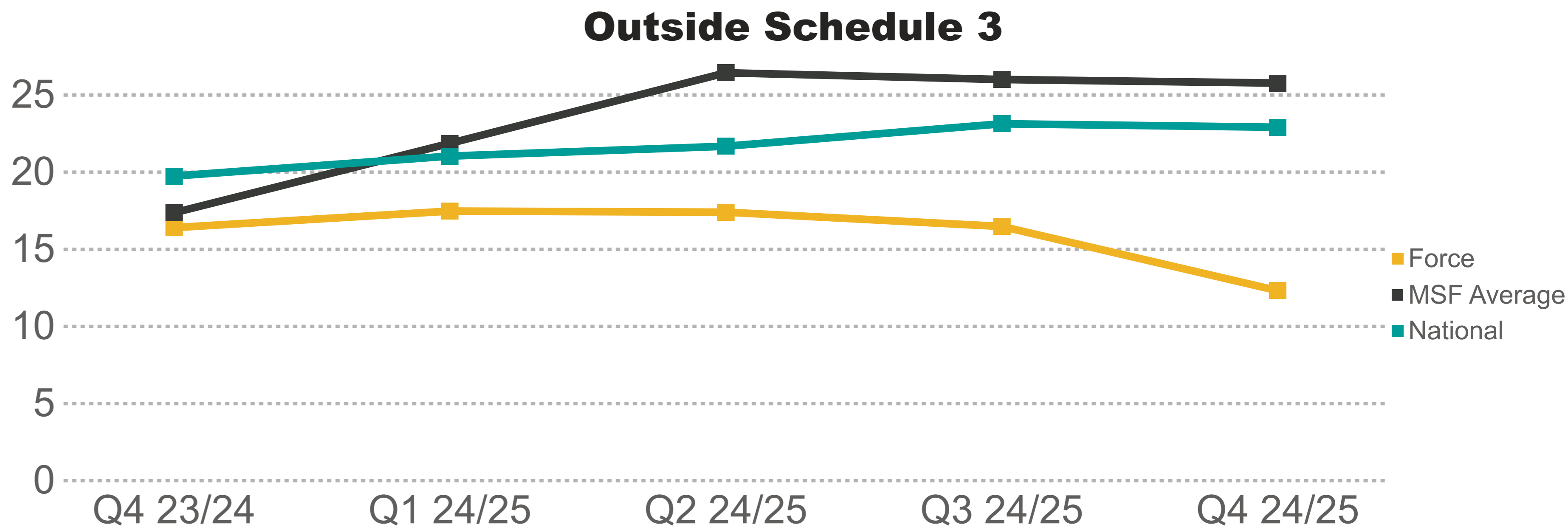


Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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	1931	1502	1408	60061
Average days to finalise complaint cases handled outside of Schedule 3	16	14	25	22



Section D3: How complaint cases handled

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

Means Of Handling (YTD)	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	1,931	74%	1,502	70%	1,408	65%	60,061	65%
Under Schedule 3 - not investigated	640	24%	610	28%	411	19%	25,876	28%
Under Schedule 3 investigated (not subject to special procedures)	34	1%	25	1%	338	16%	5,124	6%
Under Schedule 3 investigated (subject to special procedures)	15	1%	19	1%	15	1%	689	1%
Total	2,620	100%	2,156	100%	2,172	100%	91,750	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.

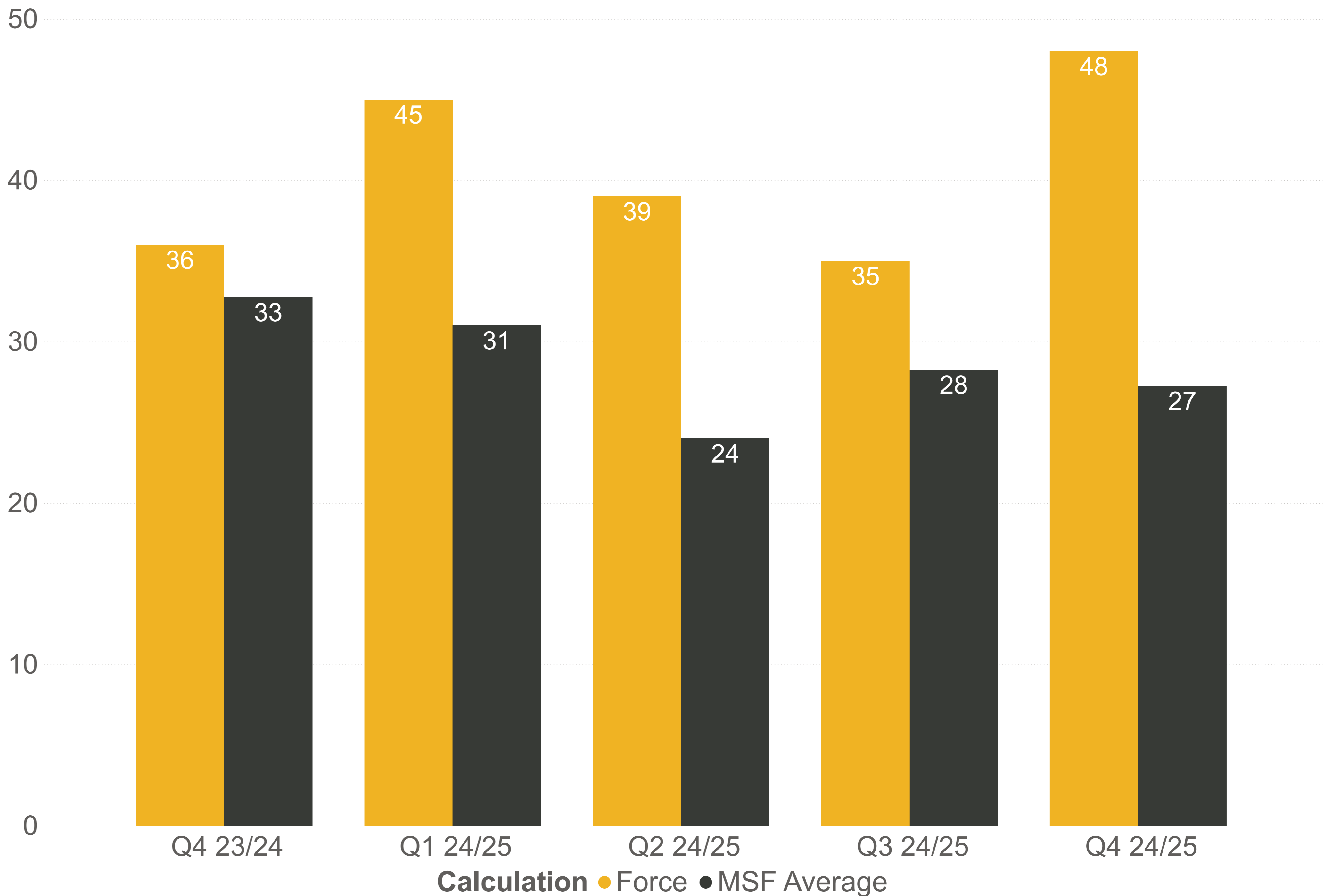
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	167	143	111	6,713
Number referrals completed	164	142	111	6,786
Decision: Independent Investigation	5	3	4	351
Decision: Directed Investigation	0	0	0	30
Decision: Local Investigation	66	93	53	3,629
Decision: Return to Force	87	44	52	2,634
Decision: Invalid	6	2	3	141

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Cambridgeshire, Dorset, Surrey, Thames Valley

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 \(February 2020\)](#).