Community Scrutiny Panel

PSD Report

2025/26 Quarter 1

In line with IOPC data collection and analysis, De-Recorded Public Complaint ns and cases, unless otherwise stated, have been excluded from the ures and commentary. De-Recorded cases and/or allegations may persons who are not eligible, as per the Police Regulations 2020, to expression of dissatisfaction and/or have been logged/recorded in

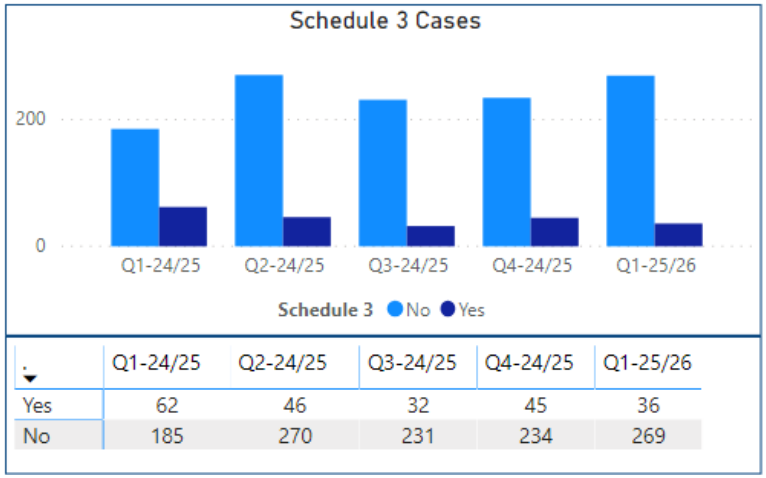
DCI Hayley Wilkinson – Head of Professional Standards

Liz Little – Force intelligence Analyst, Anti-Corruption Unit

This report covers 2025/2026 Quarter 1 (Q1), 01/04/2025 to 30/06/2025.
Figures in this report are correct as of 01/07/2025.

Agenda Item 08

Complaint Cases



	Q1-24/25	Q2-24/25	Q3-24/25	Q4-24/25	Q1-25/26
Yes	62	46	32	45	36
No	185	270	231	234	269

Month Year

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Not to be disseminated without consultation with the originator.

Complaint Allegations

The number of complaint cases being recorded has risen steadily through the last 3 quarters, to 305 in Q1 25/26, an increase of 9. uart last w corde n es in hi in Au hi s rec O ule 3 a as Sc c edu a is int c Tl % in 3 fi ange as more cases are moved to Schedule 3. of cases dealt with outside Schedule 3 over th s is 245 (85.7%).

A ave increased, police contact figures have al n the number of crimes and incidents, but a sr ustody attendance (including voluntary at ber of incidents recorded in Q1 increased by 14 23126 to 26406) and the number of crimes re ed, by 7% from 8669 to 9276. Custody at .2% (from 3512 to 3433).

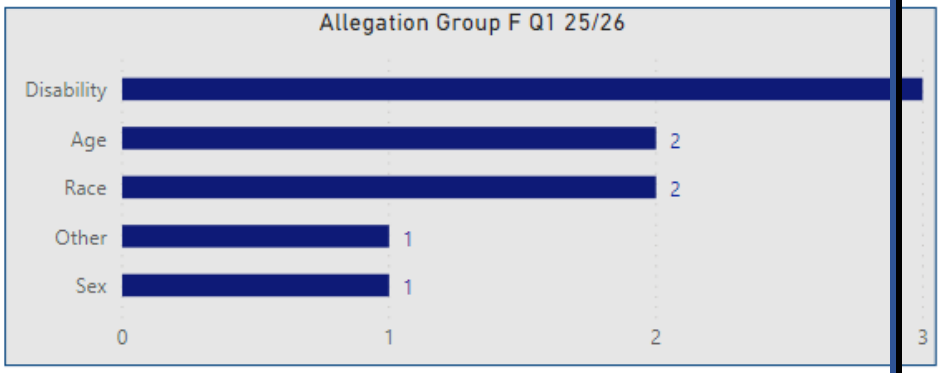
Complaint Group
A-Delivery of duties and service
B - Police powers, policies and procedures
C - Handling of or damage to property/premises
D - Access and/or disclosure of information
E - Use of police vehicles
F - Discriminatory behaviour
G - Abuse of position/corruption
H - Individual behaviours
J – Sexual Conduct
K - Discreditable conduct
L – Other

.	Q4-24/25	Q1-25/26
A	40.73%	43.88%
B	25.86%	23.88%
C	6.03%	6.94%
D	2.59%	1.22%
E	0.86%	2.24%
F	3.88%	1.84%
G	0.65%	1.43%
H	16.16%	16.12%
J	0.22%	0.41%
K	2.59%	1.63%
L	0.43%	0.41%

The most common allegation group continues to be **A - Delivery of Duties and Service**, which has seen an increase of 13.8% in Q1. When broken down, the most common allegation type within Group A is again **A1 – Police Action Following Contact** (115 allegations – 53.5% of group A, and 23.5% of all allegations).

The group that has seen the largest increase is **Group E – Use of Police Vehicles**. Although the actual numbers are low, this group has seen a 175% increase, from 4 allegations recorded in Q4, to 11 in Q1.

After seeing the largest increase in Q4, **Group F – Discriminatory Behaviour** has seen a decrease in Q1 of 50% from 18 to 9 allegations, with Disability



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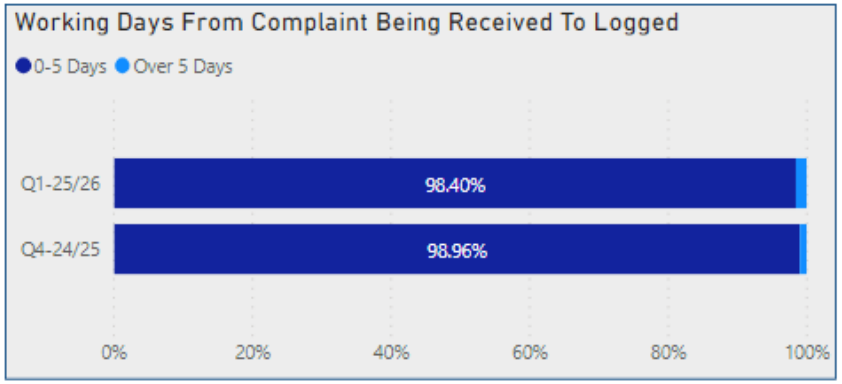
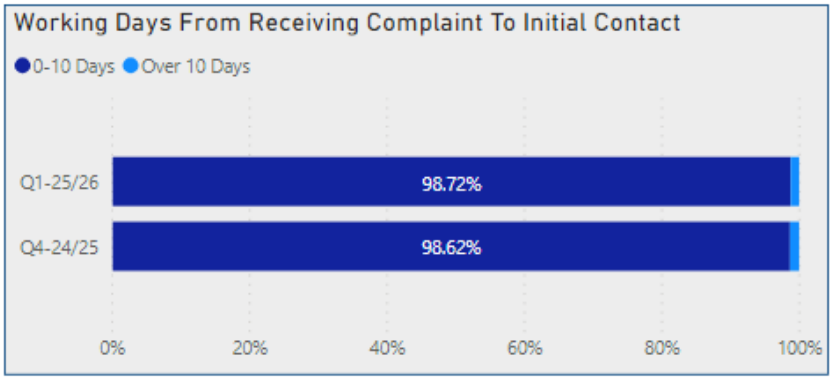
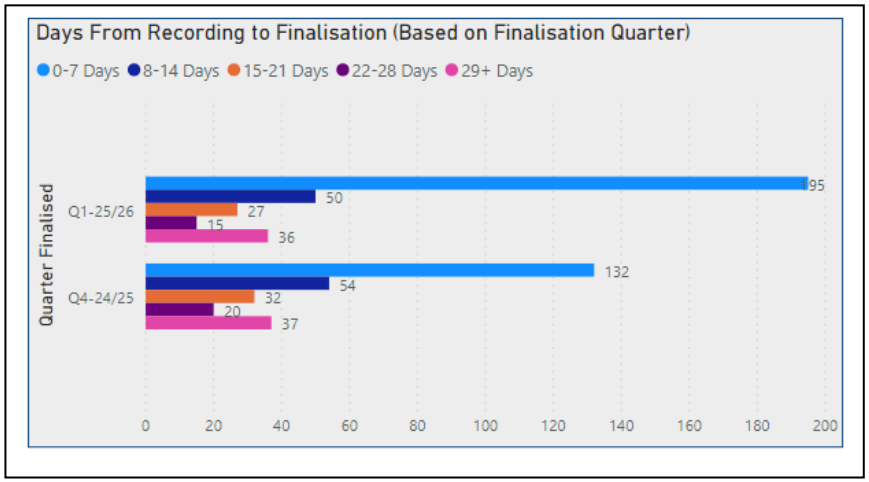
Complaint Handling Times

**includes de-recorded cases*
**finalisation times exclude any time the case was sub-judice*







Quarter 1 had a similar high proportion of cases being recorded within 5 days of being received, with 98.4% recorded within 5 days in Q1, compared with 99% in Q4. Only 5 cases took longer than 5 days to be logged (3 in Q4). All 3 months in Q1 showed a high percentage, with June having 100% logged within 5 days.

The number of cases where the time taken for initial contact to take place remained largely the same in Q1 compared with Q4 – 98.7% in Q1 and 98.6% in Q4, with only 4 cases in Q1 taking longer than 10 days for the initial contact (also 4 in Q4).

The cases finalised in Q1 have taken less time to finalise than in Q4. In Q1, the average number of days for cases to be finalised was 15, compared to 34 for those finalised in Q4. In Q1, 59.6% (195) cases were finalised within 7 days of being recorded, compared with 40.4% (132) in Q4.

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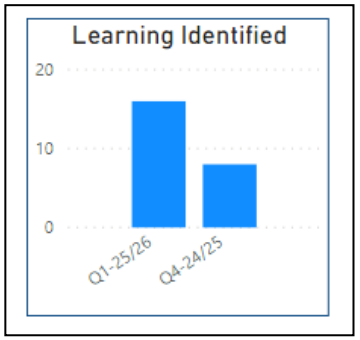
Complaint Outcomes

**based on quarter of finalisation*

.	Q1-25/26	Q4-24/25
Resolved	406	344
The service provided was acceptable	65	36
The service provided was not acceptable	12	23
No further action required	9	19
Not determined if the service acceptable	21	6
Not Resolved - NFA	2	13
Withdrawn	3	



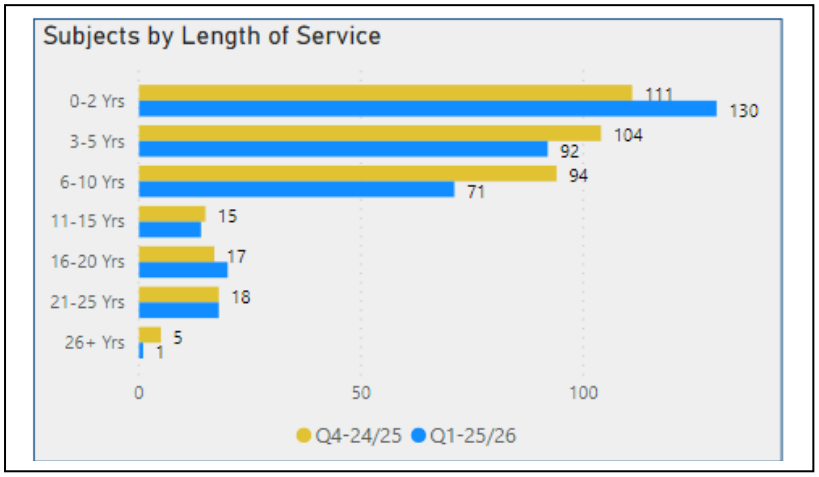
Of the 518 allegations finalised in Q1, over three quarters (406 / 78.4%) were marked as 'Resolved'.

2.3% of allegations (12) finalised in Q1 were identified as **Service Provided Was Not Acceptable**, compared with 5.2% (23) in Q4.

In both quarters, the number of allegations marked as having learning opportunities identified was low, at 5.1% in Q1, and 3% in Q4.

Complaint Subjects

Rank	Q4-24/25	Q1-25/26
PC	82.19%	82.37%
PS	12.33%	12.88%
DC	8.56%	2.71%
INS	1.03%	4.75%
CIV	2.40%	2.03%
DS	2.05%	1.69%
PCSO	0.68%	1.02%
ACC	0.68%	0.68%
CI	0.34%	0.68%
DI		0.68%



As in Q4, the most common rank to receive complaints is PC, with 243 allegations against PCs in Q1 (up slightly by 1.3% from 243 in Q4). The most common length of service remains 0-2 years.

In Q1, 1 officer (a PC with 6-10 yrs service) had 6 complaint cases recorded against them. 1 officer (a PC with 0-2 yrs service) had 5, 2 officers had 4 cases, 8 officers had 3 cases, and 35 had 2 cases.

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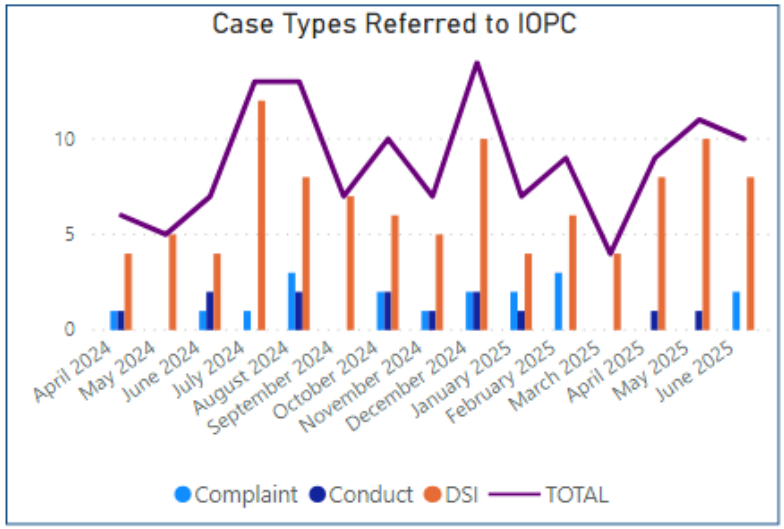
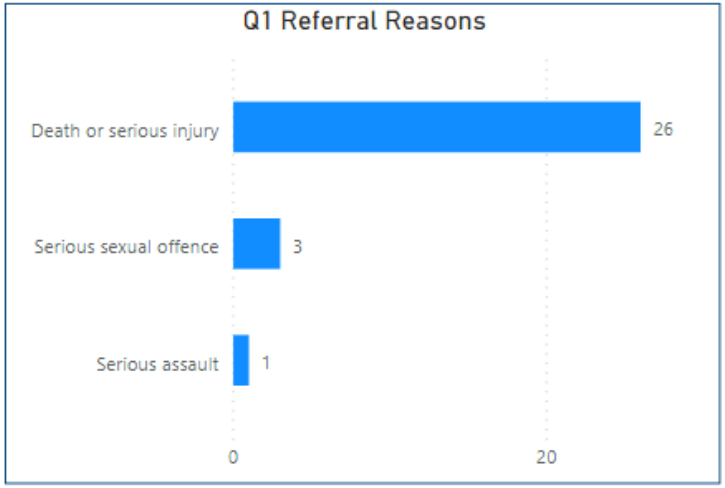
IOPC Referrals





The number of cases being referred to the IOPC is showing a slight overall increase, with 30 being referred in Q1 in March '23. This is an increase of 50% on Q4 (20), and 66.7% on Q1 24/25 (18). It is consistently DSI (Death or Serious Injury) case types that account for the most referrals, with this typically being over 65% of referrals. In Q1, DSIs were 86.7% - the highest in the last 4 quarters.

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