

# Police Complaints Information Bulletin

## Force Commentary Sheet

**Reporting Period: Reporting Period:** 1 April 2022 – 30 September 2022

Professional Standards Departments may wish to comment on the figures presented in their Police Complaints Information Bulletin. This sheet provides a standard format to do this for the above time period. There is also a general comments box for questions or comments about the Bulletin.

Each bulletin contains a large amount of information; therefore, you may wish to focus your comments on key areas. For example, the aims of the reforms included easier access and a system focussed on learning, does the data support this? Why do figures for your force differ when compared to the most similar force average or national result? There may be a number of reasons for differences, and they may include the following examples:

- changes in resources to handle complaints;
- changes in how complaints are being managed;
- wider activities within the force that have an impact on the number and type of complaints received.

The IOPC is keen to see your commentary and would be grateful if you could send your completed sheet to [performance.framework@policeconduct.gov.uk](mailto:performance.framework@policeconduct.gov.uk). The IOPC will edit commentary sheets before they are placed on the IOPC website to remove these explanatory notes and any general comments. We will not edit the commentary itself.

### **Commentary:**

As National Lead Force for fraud, City of London Police (CoLP) logs a high number of service recovery and complaint matters which relate to the national fraud reporting system, Action Fraud, and the initial reporting/investigation of fraud. Many of these complaints do not relate to the CoLP.

Since 1<sup>st</sup> April 2013 Action Fraud records all initial fraud reporting for the UK, which is fed into the National Fraud Intelligence Bureau (NFIB) hosted by CoLP. There is a nationally agreed process in place to collate, disseminate, or investigate these fraud reports, either within the CoLP or by another Force.

The IOPC illustrates Action Fraud complaints within the total complaint figures for the CoLP. This has an adverse effect on CoLP complaints figures and the number of complaints and matters logged outside Schedule 3 are higher than if Action Fraud related matters were logged and shown as a separate IOPC bulletin.

74% of all logged complaints in the CoLP relate to Action Fraud.

This IOPC bulletin does not provide an accurate measure of City of London police complaints data.

### Section A1.3- allegations logged-top allegations categories

The number of allegations logged under 'Delivery of duties and service' is 232 (81%) and much higher than the National percentage of 55%. Of which the allegation 'Police action following contact' is 130 (56%). These figures represent higher than the national percentage and relate almost entirely to Action Fraud rather than to City of London (CoLP) directly.

### Section A1.4 – allegations logged (category)

The vast majority of allegations made are within the category of 'delivery of duties and service' and most of these show 'fraud' as a factor. As already highlighted these almost all relate CoLP's National Lead Force role as opposed being CoLP specific allegations.

### Section A.3.1 – How allegations handled & decisions

The impact of Action Fraud complaints on the total City of London data has been outlined above. Most Action Fraud complaints are logged outside of Schedule 3. This is much higher percentage than the national data. This has a further impact on CoLP figures which show a high proportion of outside schedule 3 complaints.

### Section A.3.2 – allegations decisions (category)

The impact of Action Fraud complaints on data has been outlined above. Most Action Fraud complaints are resolved and this has a further impact on CoLP figures which show a high proportion of resolved complaints.

### **General comments and feedback about the bulletin:**