

Performance Framework counting rules and calculations
(updated January 2018)

Counting Rules and Calculations

The attached spreadsheet sets out the data that has been used for each measure in Tables A, B and C of the Police Complaints Information Bulletins produced for individual police forces.

Wherever possible, the measure descriptions are aligned with the IOPC *Guidance on the Recording of Complaints under the Police Reform Act 2002*. This guidance sets out a number of definitions (for example, for complaint case finalised, recorded, etc and the dates associated with these activities). Dates shown in italics on the attached spreadsheet are defined within this guidance and users should refer to the published guidance for further information on these: http://www.policeconduct.gov.uk/statutory-guidance/guidance_on_recording_of_complaints_under_PRA_2002

The bulletins do not include data about recordable conduct cases.

For each measure the attached spreadsheet outlines the data source and any calculations that have been applied to generate the results shown in the bulletins. 'XML' refers to the XML schema, which is the IT system used to collect data from police forces every quarter.

Verification of Data with Forces

Data received from forces is subject to a high level verification check. The following results are verified with forces before being used to generate the Police Complaints Information Bulletins.

Complaint Cases

Complaint cases recorded in the period
Complaint cases finalised in the period
Complaint cases finalised in the period that were subject to sub judice
Complaint cases finalised in the period that were referred to CPS

Allegations Recorded

Allegations recorded in the period by allegation type
Total number of all allegations recorded

Allegations Finalised

Allegations finalised by local resolution
Allegations discontinued
Allegations disapplied
Allegations dispensed
Allegations withdrawn
Allegations investigated - substantiated
Allegations investigated - unsubstantiated
Allegations investigated - upheld
Allegations investigated - not upheld
Total allegations finalised in the period
Allegations finalised by local investigation
Allegations finalised by supervised investigation
Allegations finalised by managed investigation
Allegations finalised by independent investigation

Force appeals

Force appeals received by appeal type
Force appeals completed by appeal type
Force appeals completed and upheld by appeal type

	Name	Measure type	Data Source	Explanation of the Data and / or Calculation	Additional Comments
Appeals upheld	% IOPC investigation appeals upheld	Indicator		The number of investigation appeals upheld by the IOPC, divided by the number of valid appeals completed by the IOPC during the reporting period (*100)	The same logic is used to calculate % IOPC local resolution appeals upheld, % non recording appeals upheld, % IOPC disapplication appeals upheld, % IOPC discontinuance appeals upheld.
	Number of IOPC investigation appeals upheld	Data	IOPC	The number of investigation appeals that have been upheld by the IOPC within the reporting period	
	Number of valid IOPC investigation appeals completed	Data	IOPC	The number of valid investigation appeals that have been completed by the IOPC within the reporting period	The number of valid appeals completed excludes any appeals deemed invalid, i.e. where there was no right of appeal.
	% force investigation appeals upheld	Indicator		The number of investigation appeals upheld by the force, divided by the number of valid appeals completed by the force during the reporting period (*100)	The same calculation is used to calculate % force local resolution appeals upheld, % force disapplication appeals upheld, % force discontinuance appeals upheld.
	Number of force investigation appeals upheld	Data	Police force systems (via XML)	The number of investigation appeals that have been upheld by the force within the reporting period	
	Number of valid force investigation appeals completed	Data	Police force systems (via XML)	The number of valid investigation appeals that have been completed by the force within the reporting period	The number of valid appeals completed excludes any appeals deemed invalid, i.e. where there was no right of appeal, and any appeals withdrawn.
Force appeals completed	Ave number of days to complete all force appeals	Indicator		The number of working days to complete all force appeals, divided by the number of force appeals completed (valid dates) within the reporting period	
	Number of workings days to complete force appeals (all appeal types)	Data	Police force systems (via XML)	The total number of working days from <i>date appeal received</i> by the force to <i>date appeal completed</i> for all appeals completed by the force within the reporting period	'Working days' is defined as Monday to Friday inclusive and excludes weekends and bank holidays.
	Number of force appeals completed (valid dates)	Data	Police force systems (via XML)	The total number of appeals completed (with valid dates) by the force within the reporting period	'Valid dates' means any force appeals with invalid dates have been removed from the calculation. Invalid dates occur when the 'date appeal completed' is before the 'date appeal received' resulting in a negative number of days to complete, or where there is no 'date appeal received'.
Complaint cases - timeliness	% of complaint cases recorded within 10 days	Indicator		The number of complaint cases recorded within 10 working days, divided by the number of complaint cases recorded (valid dates) (*100)	
	Number of complaint cases recorded within 10 working days	Data	Police force systems (via XML)	The number of complaints cases that were recorded within 10 working days The number of workings days is calculated from <i>date complaint case received</i> to <i>date complaint case recorded</i> .	'Working days' is defined as Monday to Friday inclusive and excludes Bank Holidays.
	Number of complaint cases recorded (valid dates)	Data	Police force systems (via XML)	The total number of complaint cases that were recorded (with valid dates) within the reporting period	'Valid dates' means any complaint cases with invalid dates have been removed from the calculation. Invalid dates occur when the 'date complaint case recorded' is before the 'date complaint case received' resulting in a negative number of days to record, or where there is no 'date complaint case received'.

	Name	Measure type	Data Source	Explanation of the Data and / or Calculation	Additional Comments
Complaint cases - timeliness	Ave number of days to finalise complaint cases (not inc sub justice)	Indicator		The number of working days to finalise all complaint cases (with any time in sub justice excluded), divided by the number of complaint cases finalised (valid dates) within the reporting period	
	Number of working days to finalise all complaint cases (not inc sub justice)	Data	Police force systems (via XML)	The total number of working days from <i>date complaint case recorded</i> to <i>date complaint case finalised</i> for all complaint cases that were finalised within the reporting period The number of working days a complaint case was held in sub justice is deducted from the total number of working days.	"Working days" is defined as Monday to Friday inclusive and excludes weekends and bank holidays.
	Number of complaint cases finalised (valid dates)	Data	Police force systems (via XML)	The total number of complaint cases that have been finalised (with valid dates) within the reporting period	"Valid dates" means any complaint cases with invalid dates have been removed from the calculation. Invalid dates occur when the 'date complaint case finalised' is before the 'date complaint case recorded' resulting in a negative number of days to finalise.
	Ave number of days to finalise complaint cases (inc sub justice)	Indicator		The number of working days to finalise all cases (with any time in sub justice included), divided by the number of complaint cases finalised (valid dates) within the reporting period	
	Number of working days to finalise all complaint cases (inc sub justice)	Data	Police force systems (via XML)	The total number of working days from <i>date complaint case recorded</i> to <i>date complaint case finalised</i> for all complaint cases that were finalised within the reporting period Any time spent in sub justice is included within the working days.	"Working days" is defined as Monday to Friday inclusive and excludes weekends and bank holidays.
	Number of complaint cases finalised (valid dates)	Data	Police force systems (via XML)	The total number of complaint cases that have been finalised (with valid dates) within the reporting period	"Valid dates" means any complaint cases with invalid dates have been removed from the calculation. Invalid dates occur when the 'date complaint case finalised' is before the 'date complaint case recorded' resulting in a negative number of days to finalise.
Allegations - timeliness	Ave number of days to locally resolve allegations	Indicator		The number of working days to finalise all allegations by local resolution, divided by the number of allegations finalised by local resolution (valid dates) within the reporting period	
	Number of working days to locally resolve allegations	Data	Police force systems (via XML)	The total number of working days from <i>date allegation received</i> to <i>date allegation finalised</i> for all allegations that were locally resolved within the reporting period.	"Working days" is defined as Monday to Friday inclusive and excludes weekends and bank holidays.
	Number of allegations locally resolved (valid dates)	Data	Police force systems (via XML)	The total number of allegations that have been finalised by local resolution (with valid dates) within the reporting period	"Valid dates" means any allegations with invalid dates have been removed from the calculation. Invalid dates occur when the 'date allegation finalised' is before the 'date allegation received' resulting in a negative number of days to finalise, or where there is no 'date allegation received'.
	Ave number of days to finalise allegations by local investigation	Indicator		The number of working days to finalise all allegations by local investigation, divided by the number of allegations finalised by local investigation (valid dates) within the reporting period	The same logic is used to calculate Ave number of days to finalise allegations by supervised investigation, Ave number of days to finalise allegations by independent investigation, Ave number of days to finalise allegations by managed investigation.
	Number of working days to finalise allegations by local investigation	Data	Police force systems (via XML)	The total number of working days from <i>date allegation received</i> to <i>date allegation finalised</i> for all allegations that were locally investigated within the reporting period.	"Working days" is defined as Monday to Friday inclusive and excludes weekends and bank holidays.
	Number of allegations finalised by local investigation (valid dates)	Data	Police force systems (via XML)	The total number of allegations that have been finalised by local investigation (with valid dates) within the reporting period	"Valid dates" means any allegations with invalid dates have been removed from the calculation. Invalid dates occur when the 'date allegation finalised' is before the 'date allegation received' resulting in a negative number of days to finalise, or where there is no 'date allegation received'.

	Name	Measure type	Data Source	Explanation of the Data and / or Calculation	Additional Comments
Allegations recorded	Number of allegations recorded per 1000 employees	MI		The number of allegations recorded within the reporting period, divided by the number of force employees (*1000)	
	The number of allegations recorded (employee groups only)	Data	Police force systems (via XML)	The total number of allegations that were recorded during the reporting period Only allegations made about individuals falling with certain employee groups are counted; any allegations solely about contracted staff are excluded from the calculation.	New allegations recorded on cases that were first recorded outside of the reporting period are included in this count. The employee groups are listed below.
	Number of employees	Data	Home Office stats on Police Workforce (published annually in July)	The number of individuals employed by the force, excluding contracted staff	Numbers are FTE and include: police officers (all ranks including chief officers), police staff, PCSOs, special constables, traffic wardens and designated officers.
	% of allegations recorded by category	MI		The number of allegations recorded by category, divided by the total number of allegations recorded within the reporting period (*100)	% of allegations recorded by category is for the five categories with the highest number of allegations recorded within the reporting period for that police force. The same calculation is used for all five measures.
	The number of allegations recorded by category	Data	Police force systems (via XML)	The total number of allegations recorded by category within the reporting period	New allegations recorded on cases that were first recorded outside of the reporting period are included in this count.
	The number of allegations recorded	Data	Police force systems (via XML)	The total number of allegations recorded (all allegation categories) within the reporting period	
Allegations finalised	% allegations locally resolved	MI		The number of allegations finalised by local resolution, divided by the number of allegations finalised within the reporting period (*100)	The same logic is used to calculate % allegations investigated, % allegations discontinued, % allegations disappled, % allegations dispensed, % allegations withdrawn.
	Number of allegations locally resolved	Data	Police force systems (via XML)	The number of allegations finalised in the reporting period which were finalised by local resolution	
	Number of allegations finalised	Data	Police force systems (via XML)	The total number of allegations finalised within the reporting period (includes all means of finalising: local resolution, investigation, withdrawn, dispensed, disappled and discontinued, and where means are not known)	
	% investigated allegations upheld	MI		The number of allegations upheld, divided by the number of allegations finalised within the reporting period (*100)	An outcome of upheld / not upheld is only applied to allegations attached to complaint cases that were recorded on or after 1 April 2010 and only where the allegation was investigated. Allegations attached to complaint cases recorded prior to this date that are investigated are substantiated or unsubstantiated.
	Number of allegations upheld	Data	Police force systems (via XML)	The number of allegations finalised by investigation (all investigation types) in the reporting period which were upheld	
	Number of investigated allegations upheld or not upheld	Data	Police force systems (via XML)	The total number of allegations finalised within the reporting period, which were investigated and upheld or not upheld	
IOPC performance - timeliness	Ave number of days to complete referrals	MI		The number of working days to complete all referrals, divided by the number of referrals completed within the reporting period	Referrals includes all referrals, not just those arising from complaints. 'Working days' is defined as Monday to Friday inclusive and excludes weekends and bank holidays.
	Number of working days to complete referrals	Data	IOPC	The total number of working days from the date the referral is received by the IOPC to the date the referral is completed (synonymous with date force notified of the MOI decision) for all referrals completed within the reporting period	
	Number of referrals completed	Data	IOPC	The total number of referrals completed within the reporting period	

	Name	Measure type	Data Source	Explanation of the Data and / or Calculation	Additional Comments
IOPC performance - timeliness	Ave number of days to forward appeal to the RAB	MI		The number of working days take to forward appeals to the RAB, divided by the number of appeals forwarded to the RAB within the reporting period	'RAB' refers to 'relevant appeal body'. Both police forces and the IOPC are appeal bodies and consider appeals. This measure captures how long it takes the IOPC to determine that an appeal it has received should be made to the force and to forward it to that force. Section 13 of the IOPC Statutory Guidance available on the IOPC website sets out how to determine who should deal with an appeal: https://policeconduct.gov.uk/complaints-and-appeals/statutory-guidance .
	Number of working days to forward appeals to the RAB	Data	IOPC	The total number of working days from the date the appeal is received by the IOPC to the date the appeal is forwarded to the force as the RAB for all appeals forwarded to the force as the RAB within the reporting period	
	Number of appeals forwarded to the RAB	Data	IOPC	The total number of appeals forwarded to the force as the RAB within the reporting period	
	Ave number of days to complete IOPC dispensations, disapplications and discontinuances	MI		The number of working days to complete all IOPC dispensations, disapplications and discontinuances, divided by the number of IOPC dispensations, disapplications and discontinuances completed within the reporting period	Disapplication is only applicable for allegations that came to the attention of the police force on or after 22 November 2012. Dispensation is only applicable for allegations that came to the attention of the police force prior to 22 November 2012. 'Working days' is defined as Monday to Friday inclusive and excludes weekends and bank holidays.
	Number of working days to complete IOPC dispensations, disapplications and discontinuances	Data	IOPC	The total number of working days from the date the dispensation / disapplication / discontinuance is received by the IOPC to the date the dispensation / disapplication / discontinuance is completed for all dispensation / disapplication / discontinuance completed within the reporting period	
	Number of IOPC dispensations, disapplications and discontinuances completed	Data	IOPC	The total number of dispensation / disapplication / discontinuance completed by the IOPC within the reporting period	
	Ave number of days to complete IOPC investigation appeals	Indicator		The number of working days to complete IOPC investigation appeals, divided by the number of IOPC investigation appeals completed within the reporting period	The same logic is used to calculate Ave number of days to complete IOPC local resolution appeals, Ave number of days to complete IOPC non-recording appeals, Ave number of days to complete IOPC disapplication appeals, Ave number of days to complete IOPC discontinuance appeals.
	Number of workings days to complete IOPC investigation appeals	Data	IOPC	The total number of working days from the date the appeal is received by the IOPC to the date the appeal is completed for all investigation appeals completed by the IOPC within the reporting period	'Working days' is defined as Monday to Friday inclusive and excludes weekends and bank holidays.
	Number of IOPC investigation appeals completed	Data	IOPC	The total number of investigation appeals completed by the IOPC within the reporting period	

The measures below are not currently used in the quarterly bulletins. This information is presented at a national level in the annual publication *Police complaints: statistics for England and Wales*.

	Name	Measure type	Data Source	Explanation of the Data and / or Calculation	Additional Comments
Complainants and subjects	Percentage of female complainants	MI		The number of female complainants, divided by the total number of complainants (*100)	The same logic is used to calculate all complainant characteristics (gender, ethnicity and age).
	# of female complainants	Data	Police force systems (via XML)	The number of female individuals who made a complaint (i.e. they have been 'attached' to a complaint case in a complainant role) within the reporting period	Individuals are counted only once regardless of the number of complaints they have made within the reporting period.
	# of Complainants	Data	Police force systems (via XML)	The total number of individuals who made a complaint (i.e. they have been 'attached' to a complaint case) within the reporting period	See above
	Percentage of subjects who were police staff	MI		The number of police staff who have been subject to complaint within the reporting period, divided by the total number of individuals subject to complaint (*100)	The same logic is used to calculate all subject characteristics (rank, gender and ethnicity).
	The number of Police Officers subject to a complaint	Data	Police force systems (via XML)	The number of police staff who have been subject to a complaint (i.e. they have been 'attached' to a complaint case in a subject role) within the reporting period	Police officer ranks include: ACPO rank, Chief Superintendent, Superintendent, Chief Inspector, Inspector, Sergeant, and Constable. For status of those subject to complaint: individuals may hold different ranks / status (e.g. police staff) when subject to more than one complaint within the reporting period. In such cases they will be counted once for each rank / status held. For gender and ethnicity: individuals are counted only once regardless of the number of complaints they have been subject to within the reporting period.
	The number of individuals subject to a complaint	Data	Police force systems (via XML)	The total number of individuals who have been subject to a complaint (i.e. they have been 'attached' to a complaint case in a subject role) within the reporting period.	Individuals are counted only once regardless of the number of complaints they have made within the reporting period.