



**Complaints and Allegations Received by the Police
Ombudsman for Northern Ireland**

Quarterly Statistical Bulletin up to 31st December 2021

Published January 2022

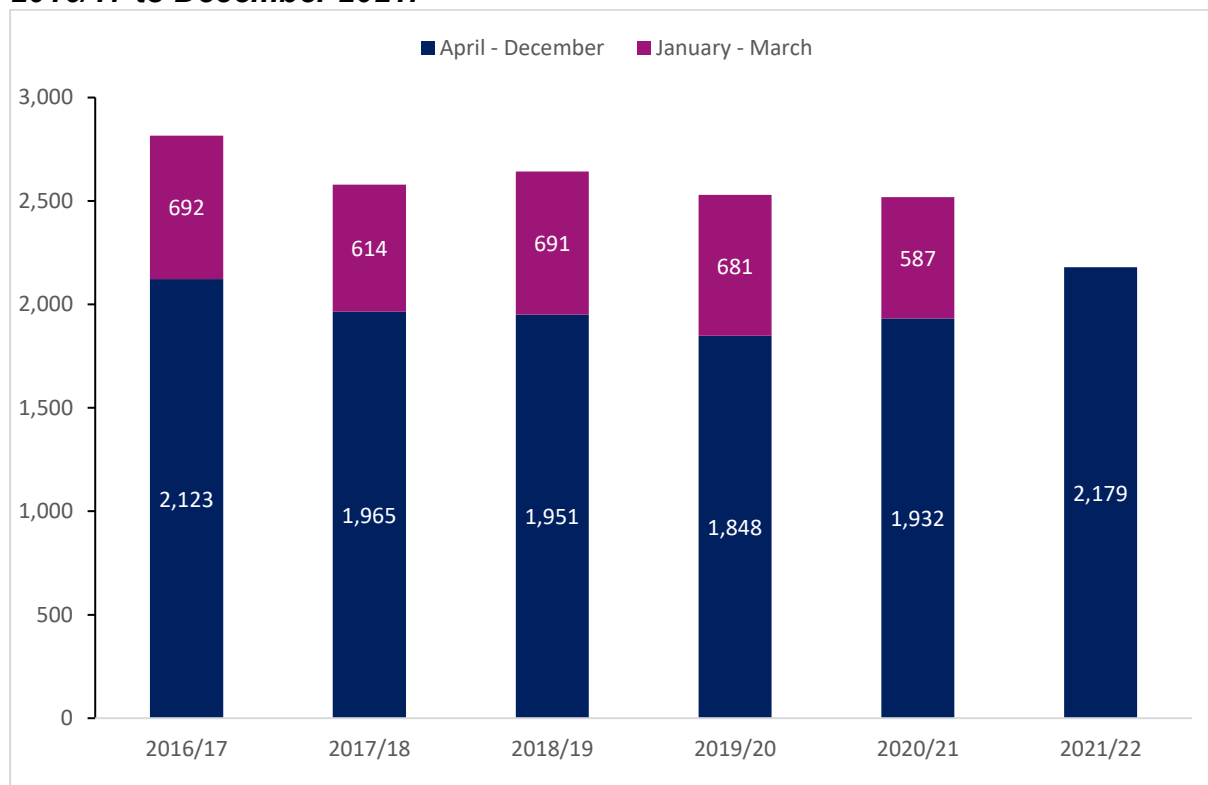
Statistical Update up to 31st December 2021, published on 27th January 2022

This quarterly bulletin presents the most recent statistics on the number of complaints and allegations received by the Police Ombudsman, up to 31st December 2021. The statistics are based on information extracted from the Police Ombudsman's Case Handling System (CHS) on the 6th January 2022.

Complaints Received

The Office received 2,179 complaints between April and December 2021. This is a 13% increase in the number of complaints received when compared with the same time period last year. It is also the highest number of complaints received during this time period when compared with the previous five years (Figure 1).

Figure 1: Number of complaints received by the Police Ombudsman's Office, 2016/17 to December 2021.



Main Complaint Factor

'Criminal investigation' was the most common main factor¹ underlying complaints between April and December 2021. This accounted for over a quarter of complaints received during this time.

Complaints arising from 'Search' had the largest percentage decrease between April and December 2021 when compared with the same time period last year.

Complaints regarding 'Criminal investigation' had the largest percentage increase during this time.

Table 1: Comparison in the main factor of complaints received between April to December 2020 and April to December 2021.

Main Complaint Factor	April - December 2020/21	April - December 2021/22	Difference	% Difference
Criminal Investigation	449	610	161	36%
Arrest	355	314	-41	-12%
Traffic Incident	144	186	42	29%
Domestic Incident	146	184	38	26%
Police Enquiries	122	136	14	11%
Search	149	124	-25	-17%
Police enforcing COVID19 restrictions	33	31	-2	-
Parade/Demonstration	28	16	-12	-
Complaints relating to the 'troubles'	17	26	9	-
Other	429	433	4	1%
Unknown	60	119	59	98%
Total	1,932	2,179	247	13%

Note: % Difference only reported when base numbers are greater than 50

¹ The main complaint factor refers to the main situation giving rise to the complaint.

Complaints received by Police District

The number of complaints increased in 9 of the 11 known police districts between April and December 2021 when compared with the same time period last year. District L – Antrim & Newtownabbey had the largest increase during this time (Table 2).

Table 2: Comparison in the number of complaints received in each police district between April to December 2020 and April to December 2021.

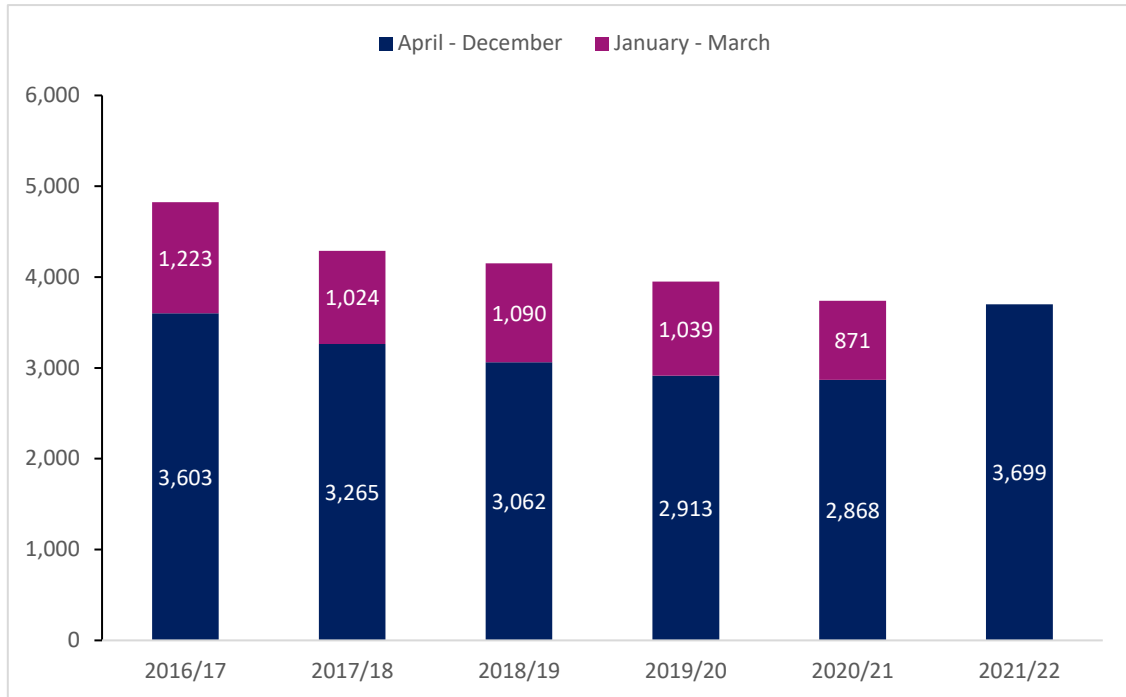
District	April – December 2020/21	April – December 2021/22	Difference	% Difference
District A - Belfast City	601	610	9	1%
District B - Lisburn & Castlereagh	90	91	1	1%
District C - Ards & North Down	125	158	33	26%
District D - Newry Mourne & Down	107	114	7	7%
District E - Armagh City, Banbridge & Craigavon	173	196	23	13%
District F - Mid Ulster	102	95	-7	-7%
District G - Fermanagh & Omagh	75	90	15	20%
District H - Derry City & Strabane	158	134	-24	-15%
District J - Causeway Coast & Glens	145	169	24	17%
District K - Mid & East Antrim	132	152	20	15%
District L - Antrim & Newtownabbey	97	176	79	81%
Unknown/ Other Organisation	127	194	67	53%
Total	1,932	2,179	247	13%

Note: % Difference only reported when base numbers are greater than 50

Allegations Received

The Office received 3,699 allegations between April and December 2021. This is the highest number of allegations received during this time when compared with each of the previous five years (Figure 2).

Figure 2: Number of allegations received by the Police Ombudsman's Office, 2016/17 to December 2021



Allegation Type

'Failure in duty' was the most common allegation type received between April and December 2021, accounting for 47% of all allegations received. Allegations about 'Unlawful/Unnecessary Arrest/Detention' had the largest percentage increase during this time when compared to the same time period last year (Table 3).

Table 3: Comparison in the types of allegations received between April to December 2020 and April to December 2021

Allegation Type	2020/21 April - December	2021/22 April - December	Difference	% Difference
Failure in Duty	1,266	1,738	472	37%
Oppressive Behaviour	594	879	285	48%
Incivility	208	204	-4	-2%
Search	131	148	17	13%
Unlawful/Unnecessary Arrest/Detention	86	148	62	72%
Mishandling Of Property	57	75	18	32%
Traffic	22	44	22	-
Discriminatory Behaviour	22	40	18	-
Section 55 Referral	10	29	19	-
Malpractice	43	36	-7	-
Allegations related to the 'Troubles'	16	25	9	-
Other	413	333	-80	-19%
Total	2,868	3,699	831	29%

Note: % Difference only reported when base numbers are greater than 50

Officers with multiple complaints

There were 18 PSNI officers who attracted three or more complaints that were formally investigated or dealt with by way of Informal Resolution between January 2021 and December 2021 (Table 4).

Table 4: Officers with three or more complaints that were formally investigated or dealt with by Informal Resolution, twelve month period ending June 2021, September 2021 & December 2021

Twelve month period ending	Number of officers with 3+ complaints formally investigated or dealt with by Informal Resolution
June 2021	10
September 2021	14
December 2021	18

Additional Information

Data Use

The information presented in this document has been produced to meet the needs of our key users who need timely information on the number of complaints and allegations received by the Police Ombudsman's Office. The main users of this quarterly bulletin are the Police Ombudsman for Northern Ireland (PONI or the Office), the Police Service of Northern Ireland (PSNI) and the Northern Ireland Policing Board (NIPB). This statistical update is the outcome of consultation with these users, it gives them access to information that they can use to form discussions at their regular meetings.

Understanding the Statistics

The number of complaints received by the Police Ombudsman's Office includes complaints made by members of the public relating to the conduct of PSNI officers or those employed by other organisations under the Office's remit². The number of complaints also includes those matters that have been referred to the Police Ombudsman's Office from other organisations³, and any matter that the Police Ombudsman has decided is in the public interest to investigate.

There are a number of factors that may influence whether or not a person makes a complaint to the Police Ombudsman. It is important when drawing conclusions from the statistics not to take a simplistic view but to consider the following factors:

- The number and nature of police operations conducted;
- The performance of police officers;
- The level of interaction between the public and the police;
- The awareness of the Police Ombudsman's Office, knowledge of how to make a complaint, and public confidence in the Office;
- The size of the police service;
- Changes to the PSNI's or the Offices' procedures;
- The level of crime;
- The number of public order incidents; and
- Population demographics.

Each complaint the Police Ombudsman's Office receives is made up of one or more allegations. The allegation describes the types of behaviours being complained about or the separate issues making up the complaint. For example, a person may make a complaint stating a police officer had pushed them *and* was rude. This would be recorded as one complaint with two allegations. The number of allegations received also includes a small number of residual matters, these are matters of concern identified during an investigation that were not originally detailed in the complaint, typically these account for around 1% to 2% of the allegations received.

Care should be taken when comparing the number of complaints or allegations received at police district level as some of the differences between districts may reflect variations in their

² The Office's remit extends to: Police Service of Northern Ireland including Designated Civilians, the Belfast Harbour Police, The Belfast International Airport Police, the Ministry of Defence Police, the National Crime Agency, 'serious' complaints regarding mutual aid police officers from Great Britain and 'serious' complaints regarding certain Home Office employees (immigration officers, designated customs officials and custom revenue officials).

³ The Police Service of Northern Ireland (PSNI), Public Prosecution Service (PPS), Northern Ireland Policing Board (NIPB) and the Department of Justice (DOJ).

composition, such as the degree of urbanization, level of deprivation and the balance between the resident population, day-time population and the night-time economy. It is also important to note that the system is live and data may therefore be subject to future revisions.

Further information

A more detailed break-down of the types of complaints and allegations received by the Police Ombudsman's Office over the last five years, as well as presenting information on the outcomes of complaints, is presented in the 'Annual Statistical Bulletin of the Police Ombudsman for Northern Ireland'. This is available on the Office's [website](#).

An additional geographic breakdown of the types of complaints and allegations received by the Police Ombudsman in previous years is available on the [Northern Ireland Neighbourhood Information Service \(NINIS\)](#).

If you would like information on other statistics published by the Police Ombudsman's Office please see the statistics and research page on the Police Ombudsman's [website](#).

Publication

The Police Ombudsman's Office will publish information in year on a quarterly basis. Where possible, this information will be published on the Police Ombudsman's website at 9:30am on the fourth Thursday of the month following the end of the quarter. In some instances however it may be necessary to publish the bulletin earlier or later in the quarter. A more detailed publication will be published at the end of the financial year concentrating on the trends in the number of complaints and allegations received over the last five years.

The last quarterly update of 2021/22 is due to be published on Thursday 28th April 2022 and it will include statistics up to the 31st March 2022.

User Feedback

We continuously welcome your feedback or comments on the statistics released. If you would like to forward your views or to receive notifications of statistical releases please email your contact details to Info@Policeombudsman.org, further contact details are available on the back page of this bulletin.



Additional copies of this and other publications are available from:
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These publications and other information about the work of the Police Ombudsman for Northern Ireland are also available on the Internet at: **Website:** www.policeombudsman.org