



Central Scotland Police

Together for safer communities



This report presents information on complaints about Central Scotland Police for the financial year 1 April 2010 to 31 March 2011.

1. ALL COMPLAINTS: KEY FINDINGS 2010-11

- The total number of complaint cases received by Central Scotland Police in 2010-11 is down -13.2% on last year (2009-10), compared with an overall reduction for Scotland of -8.0%.
- The number of complaint allegations received by the force in 2010-11 is down -22.9% on last year (2009-10), compared with an overall reduction for Scotland of -8.8%.
- The majority of allegations received concerned on-duty conduct (85.9%), followed by 8.1% about the quality of service and 6.1% for off-duty conduct.
- The majority of on- and off-duty allegations received were directed at police officers (93.4%), compared with 8.5% at police staff and 0.3% at special constables¹.
- The number of all allegations disposed of was down -22.2% on last year, compared with a fall of -5.8% for Scotland as a whole.

TABLE 1: SUMMARY STATISTICS - CENTRAL SCOTLAND POLICE, 2005-06 TO 2010-11²

Fiscal year	05/06	06/07	07/08	08/09	09/10	10/11
Complaint cases recorded	142	160	198	264	243	211
Complaint allegations received: on duty	176	220	234	285	358	298
Complaint allegations received: quality of service	n/a	n/a	55	82	64	28
Complaint allegations received: off duty	n/a	n/a	20	31	28	21
Complaint allegations: total received	176	220	309	398	450	347
Complaint allegations disposed of: on duty	165	195	158	267	372	309
Complaint allegations disposed of: quality of service	n/a	n/a	51	75	62	26
Complaint allegations disposed of: off duty	n/a	n/a	9	38	21	19
Complaint allegations: total disposed of	165	195	218	380	455	354
Complaint cases recorded per 10k population: Central Scotland	5.0	5.6	6.9	9.1	8.3	7.2
Complaint cases recorded per 10k population: Scotland	5.4	6.1	8.3	9.4	8.8	8.1
Complaint allegations received per 10k population: Central Scotland ³	6.2	7.7	10.7	13.7	15.4	11.8
Complaint allegations received per 10k population: Scotland ⁴	8.2	9.3	13.3	16.6	14.8	13.4

There can be various reasons for the differences seen in these statistics, including poor or better conduct of members of a force, new procedures adopted or varying public confidence in reporting dissatisfaction:

- Standing at 7.2 per 10k population following a second successive fall, Central Scotland Police continues to have one of the lowest rates of complaints cases received in Scotland.
- This year the force saw a halt in its previously upward trend in allegations received. As a result, its rate of 11.8 per 10k population is now one of the lowest nationally.

¹ A single allegation may be directed at more than one member of a police force - hence percentages may not add up to 100%.

² Complaints prior to April 2007 were recorded under an earlier definition that did not include off-duty and quality of service complaints.

³ Following recalculation, revised figures are presented for allegations prior to 2009/10 from those in the 2008/09 version of this report.

⁴ Following recalculation, revised figures are presented for allegations prior to 2009/10 from those in the 2008/09 version of this report.

Fig 1a: Complaint cases received by 10k population, 2005-06 to 2010-11

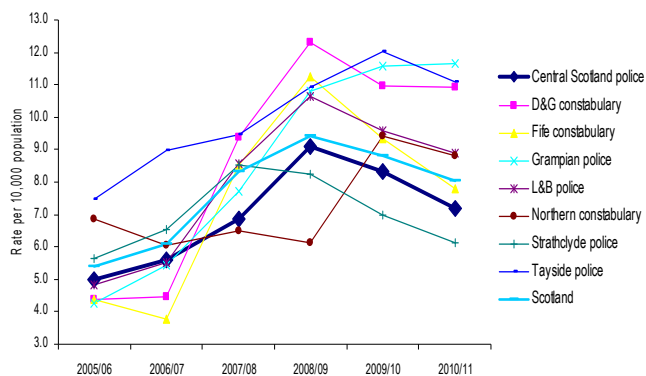
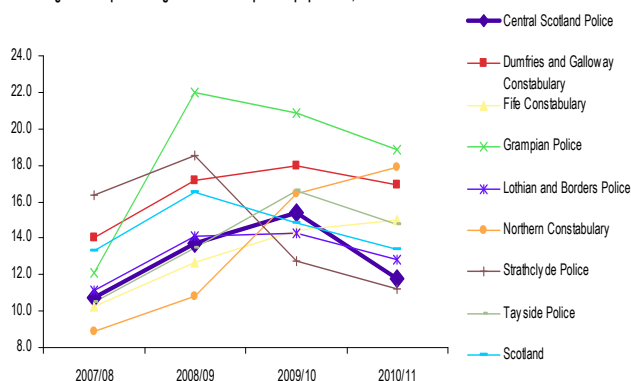


Fig 1b: Complaint allegations received per 10k population, 2007-08 to 2010-11



2. ON-DUTY COMPLAINTS: KEY FINDINGS 2010-11

- A total of 85.9% of all allegations received by Central Scotland Police in 2010-11 were allegations concerning on-duty conduct. The proportion for Scotland as a whole is 81.6%.
- The number of on-duty allegations received by the force in 2010-11 is down -16.8% on last year (2009-10), compared with an overall reduction for Scotland of -10.3%.
- Similarly, the number of on-duty allegations disposed of is down -16.9% on last year, compared with a reduction of -6.5% for Scotland as a whole.
- The majority of on-duty allegations received were directed at *police officers* (93.3% compared with 94.9% for Scotland as a whole), followed by 8.7% at *police staff* (6.2% for Scotland) and 0.3% at *special constables*⁵ (0.7% for Scotland) – there were no allegations against cadets or unknown members of Central Scotland Police in 2010-11.
- The most common types of allegation against on-duty members of the force disposed of were allegations of *irregular procedure* (29.8%), *incivility* (15.5%) and *neglect of duty* (12.6%)
- The most common outcomes of these allegations were *unsubstantiated by available evidence* (41.7%), *resulting in advice given* (22.3%) and *leading to a decision of “no proceedings”* by the procurator fiscal (18.8%).

TABLE 2: TOP THREE ALLEGATION TYPES CLOSED BY CENTRAL SCOTLAND POLICE, 2005-06 TO 2010-11

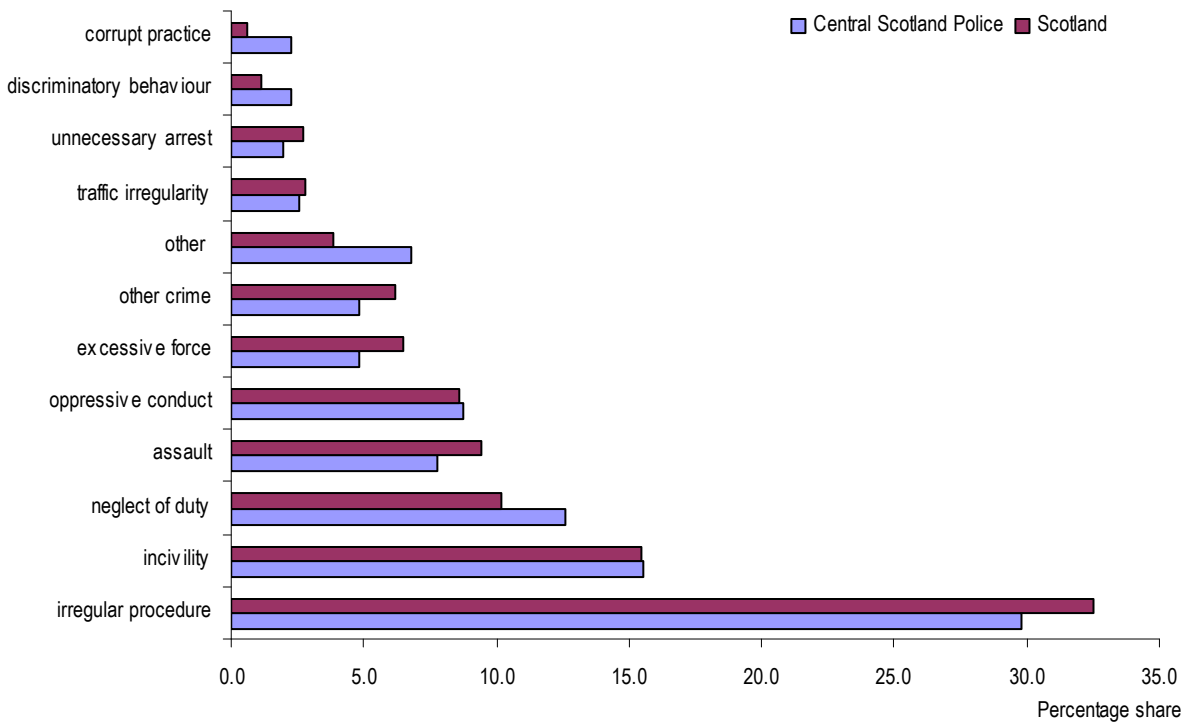
Fiscal year ⁵	05/06	06/07	07/08	08/09	09/10	10/11
Irregular procedure – number disposed of	21	33	29	63	106	92
Percentage change on previous year (%)	0.0	57.1	-12.1	117.2	68.3	-13.2
Incivility – number disposed of	45	48	38	53	65	48
Percentage change on previous year (%)	36.4	6.7	-20.8	39.5	22.6	-26.2
Neglect of duty – number disposed of	23	17	22	28	44	39
Percentage change on previous year (%)	-8.0	-26.1	29.4	27.3	57.1	-11.4

- In 2010-11 the force saw a year-on-year decline in disposals for each of its three top allegations.
- The force experienced year-on-year declines in most categories, with the exception of oppressive conduct, discriminatory behaviour and corrupt practice (some low numbers involved).
- The force has a higher than (Scottish) average share of disposed of allegations of neglect of duty, and other allegations, as well as corrupt practice and discriminatory behaviour (very small numbers).
- The force has a lower than (Scottish) average share of disposed of allegations of irregular procedure, assault, use of excessive force and other crime.

⁵ A single allegation may be directed at more than one member of a police force - hence percentages may not add up to 100%.

⁶ NB: Large percentage changes can be a consequence of small raw numbers.

Fig 2: % share of allegations - Central Scotland v Scotland 2010-11



- The majority of allegations disposed of by Central Scotland Police in 2010-11 were unsubstantiated by available evidence.
- The proportion of disposals resulting in advice being given to a member of the force has risen in the last two consecutive years, to stand at over one fifth in 2010-11 and be the highest individual proportion for this allegation type in Scotland.
- Just under a fifth (18.8%) led to “no proceedings” being taken by the procurator fiscal.
- In all three allegation types the proportions recorded by the force were greater than those found nationally.

Fig 3a: Outcomes for Central Scotland , 2010-11

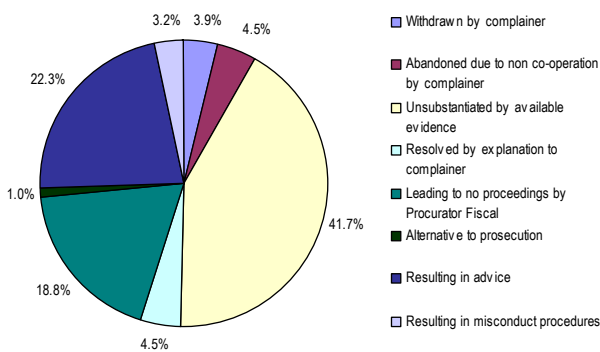
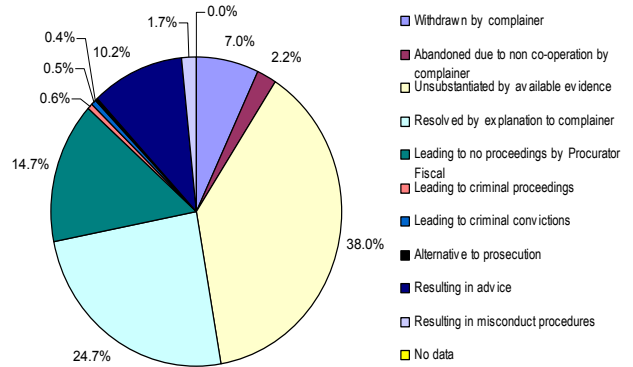


Fig 3b: Outcomes for Scotland, 2010-11



3. OFF-DUTY COMPLAINTS: KEY FINDINGS 2010-11

- A total of 6.1% of all allegations received by Central Scotland Police in 2010-11 were allegations concerning off-duty conduct. The proportion for Scotland as a whole is 5.4%.
- The number of these allegations received by the force in 2010-11 is down -25.0% on last year (2009-10), compared with an overall rise for Scotland of +3.3%. However, the number disposed of fell by only two (-9.5%) on last year, compared with a rise of 21.2% for Scotland.
- The majority of allegations received were directed at *police officers* (95.2%), followed by 4.8% at *police staff*.
- The majority allegations disposed of (63.2%) were of a criminal nature, compared with 77.0% nationally and the majority were unsubstantiated (57.9%) compared with 37.6% nationally.

TABLE 3: OUTCOMES OF OFF-DUTY ALLEGATIONS – CENTRAL SCOTLAND POLICE AND SCOTLAND, 2007-08 TO 2010-11

Fiscal year ⁷	Central Scotland				Scotland			
	07/08	08/09	09/10	10/11	07/08	08/09	09/10	10/11
% Action taken	11.1	47.4	42.9	36.8	54.9	48.0	52.9	51.3
% Unsubstantiated	77.8	42.1	47.6	57.9	25.3	29.1	30.1	37.6
% Resolved	11.1	10.5	0.0	0.0	17.9	19.7	11.1	7.4
% Withdrawn	0.0	0.0	9.5	5.3	1.9	1.4	5.3	3.6
% Abandoned	0.0	0.0	0.0	0.0	0.0	1.8	0.6	0.0
<i>TOTAL - number</i>	9	38	21	19	257	488	342	417

4. QUALITY OF SERVICE COMPLAINTS: KEY FINDINGS 2010-11

- A total of 8.1% of all allegations received by Central Scotland Police in 2010-11 concerned quality of service. The proportion for Scotland is 12.9%.
- The number of quality of service allegations received by the force in 2010-11 is down -56.3% on last year (2009-10), compared with a reduction for Scotland of -3.5%.
- Not surprisingly, the number of off-duty allegations disposed of by the force fell by a similar volume (-58.1%) on last year, compared with a fall of -10.1% for Scotland as a whole.
- The majority of allegations received were directed at aspects of *service delivery* (57.7%), compared with 30.8% at *policy and procedure* and 11.5% at *service outcomes*.

Fig 4a: % share of quality of service allegations - Central Scotland

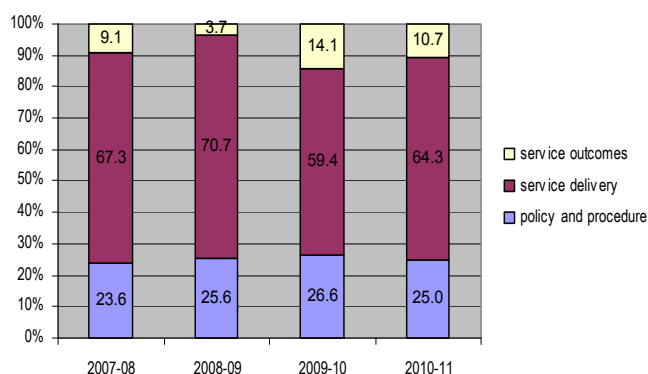
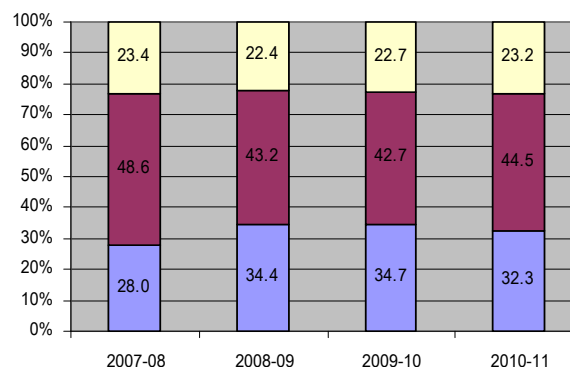


Fig 4b: % share of quality of service allegations - Scotland



⁷ NB: Large percentage changes can be a consequence of small raw numbers.