



This report presents information on complaints about Dumfries and Galloway Constabulary 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 Dumfries and Galloway Constabulary in 2010-11 is down by one case (-0.6%) on last year, compared with an overall reduction for Scotland of -8.0%.
- The number of complaint allegations received by the force in 2010-11 is down -6.0% on last year (2009-10), compared with an overall reduction for Scotland of -8.8%.
- The majority of allegations received concerned on-duty conduct (66.9%), followed by 29.5% about the quality of service and 3.6% for off-duty conduct.
- The majority of on- and off-duty allegations received were directed at police officers (93.2%), compared with 5.6% at police staff and 6.2% at special constables¹.
- The number of all allegations disposed of was up 22.0% on last year, compared with a fall of -5.8% for Scotland as a whole.

TABLE 1: SUMMARY STATISTICS – DUMFRIES & GALLOWAY CONSTABULARY, 2005-06 TO 2010-11²

Fiscal year	05/06	06/07	07/08	08/09	09/10	10/11
Complaint cases recorded	65	66	139	183	163	162
Complaint allegations received: on duty	83	86	124	149	160	168
Complaint allegations received: quality of service	n/a	n/a	79	93	99	74
Complaint allegations received: off duty	n/a	n/a	5	13	8	9
Complaint allegations: total received	83	86	208	255	267	251
Complaint allegations disposed of: on duty	69	82	77	163	137	199
Complaint allegations disposed of: quality of service	n/a	n/a	63	87	90	82
Complaint allegations disposed of: off duty	n/a	n/a	2	15	9	7
Complaint allegations: total disposed of	69	82	142	265	236	288
Complaint cases recorded per 10k population: Dumfries and Galloway	4.4	4.5	9.4	12.3	11.0	10.9
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: Dumfries and Galloway ³	5.6	5.8	5.2	17.1	18.0	16.9
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:

- At 10.9 per 10k population Dumfries and Galloway Constabulary has seen a second consecutive year in which its rate has fallen. Nevertheless it continues to have one of the highest in Scotland.
- Its rate of 16.9 complaint allegations per 10k population, while also the result of a second consecutive annual decline for the force, is nevertheless among the highest three in Scotland for 2010-11 too.

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

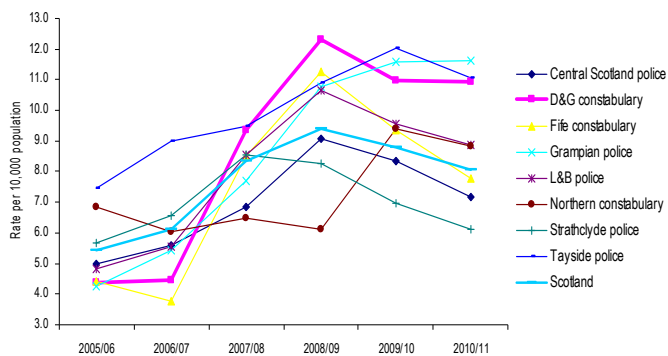


Fig 1b: Complaint allegations received per 10k population, 2007-08 to 2010-11



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

- A total of 66.9% of all allegations received by Dumfries and Galloway Constabulary in 2010-11 were allegations concerning on-duty conduct. The proportion for Scotland as a whole was 81.6%.
- The number of on-duty allegations received by the force in 2010-11 is up +5.0% on last year (2009-10), compared with an overall reduction for Scotland of -10.3%.
- The number of on-duty allegations disposed of is up 45.3% 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* (92.9% compared with 94.9% for Scotland as a whole), followed by 6.0% at *police staff* (6.2% for Scotland) and 6.5% at *special constables*⁵ (0.7% for Scotland).
- The most common types of allegation against on-duty members of the force disposed of were allegations of *irregular procedure* (25.1%), *incivility* (21.6%) and *neglect of duty* (20.6%).
- The most common outcomes of these allegations were *resolved by explanation to the complainer* (40.2%), *unsubstantiated by available evidence* (25.6%) and *resulting in advice given* (21.6%).

TABLE 2: TOP THREE ALLEGATION TYPES CLOSED BY DUMFRIES & GALLOWAY CONSTABULARY, 2005-06 to 2010-11

Fiscal year ⁶	05/06	06/07	07/08	08/09	09/10	10/11
Irregular procedure – number disposed of	4	11	8	26	40	50
Percentage change on previous year (%)	-20.0	175.0	-27.3	225.0	53.8	25.0
Incivility – number disposed of	20	30	35	46	30	43
Percentage change on previous year (%)	-20.0	50.0	16.7	31.4	-34.8	43.3
Neglect of duty – number disposed of	3	3	9	24	10	41
Percentage change on previous year (%)	-57.1	0.0	200.0	166.7	-58.3	310.0

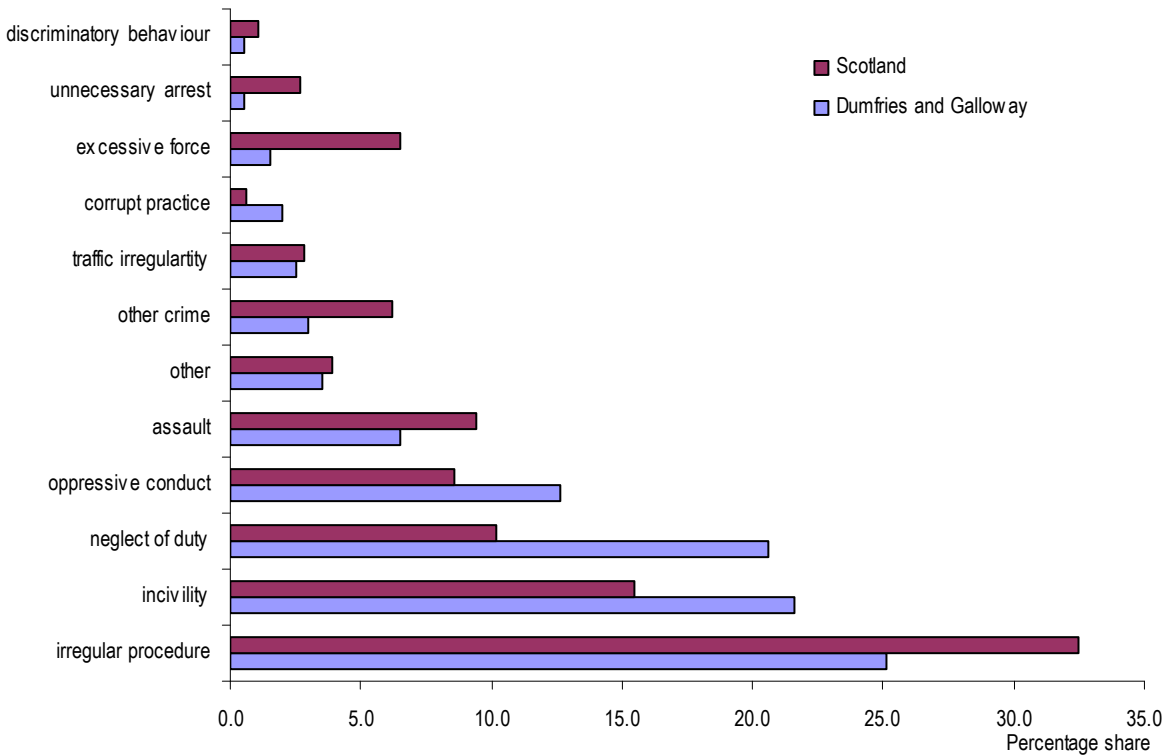
- In 2010-11 Dumfries and Galloway Constabulary experienced a year-on-year rises for disposals for each of its three top allegation types.
- The force has the lowest individual proportions in Scotland of disposed of allegations of excessive force, discriminatory behaviour and unnecessary arrest, and the highest of incivility and neglect of duty.
- It has a higher than (Scottish) average share of disposed of allegations of incivility, neglect of duty, oppressive conduct and corrupt practice, although some of these numbers are very small.

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.

- It has a lower than (Scottish) average share of disposed of allegations of irregular procedure, assault, excessive force and all other categories of complaint.

Fig 2: % share of allegations - Dumfries and Galloway v Scotland, 2010-11



- The majority of allegations disposed of by Dumfries and Galloway Constabulary in 2010-11 were resolved by explanation to the complainer – 40.2% compared with 24.7% for Scotland as a whole.
- Following two successive annual falls, in 2010-11 just over a quarter (25.6%) of disposals by the force were unsubstantiated by available evidence
- At 21.6% of allegations resulting in advice being given to a member of the force, Dumfries and Galloway Constabulary has one of the highest proportions of this disposal method in Scotland.
- For the last three years the force has had no allegations leading to criminal proceedings.

Fig 3a: Outcomes for Dumfries & Galloway, 2010-11

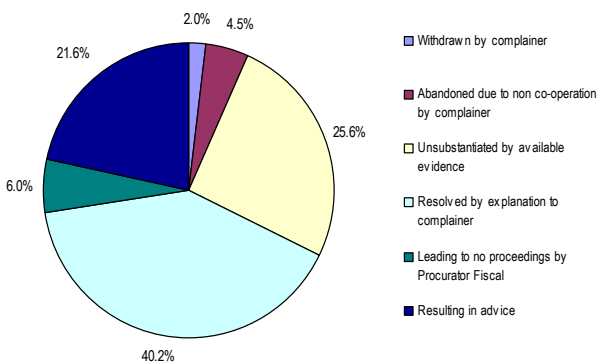
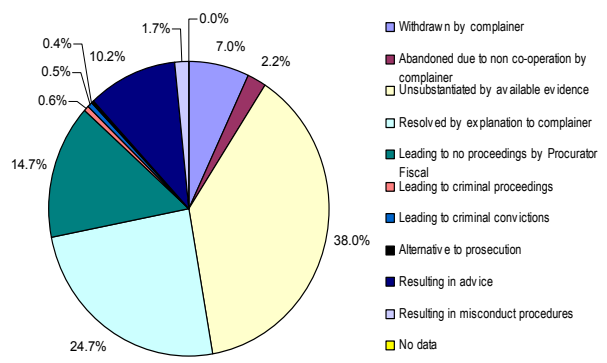


Fig 3b: Outcomes for Scotland, 2010-11



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

- A total of 3.6% of all allegations received by Dumfries and Galloway Constabulary in 2010-11 were allegations concerning off-duty conduct, compared with 5.4% for Scotland.
- The number of these allegations received by the force in 2010-11 is up +12.5% on last year (2009-10), compared with an overall rise for Scotland of +3.3%. However, the number disposed of fell by only two (-22.2%) on last year, compared with a rise of 21.2% for Scotland.
- All allegations received were directed at *police officers*.
- Of those allegations disposed of, only one (14.3%) was of a criminal nature, compared with 77.0% nationally and the majority were unsubstantiated (71.4%) compared with 37.6% nationally.

TABLE 3: OUTCOMES OF OFF-DUTY ALLEGATIONS – DUMFRIES & GALLOWAY CONSTABULARY AND SCOTLAND, 2007-08 TO 2010-11

Fiscal year ⁷	Dumfries and Galloway				Scotland			
	07/08	08/09	09/10	10/11	07/08	08/09	09/10	10/11
% Action taken	0.0	33.3	44.4	14.3	54.9	48.0	52.9	51.3
% Unsubstantiated	0.0	13.3	33.3	71.4	25.3	29.1	30.1	37.6
% Resolved	100	53.3	0.0	0.0	17.9	19.7	11.1	7.4
% Withdrawn	0.0	0.0	22.2	14.3	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
TOTAL - number	2	15	9	7	257	488	342	417

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

- A total of 29.5% of all allegations received by Dumfries and Galloway Constabulary 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 -25.3% on last year (2009-10), compared with a reduction for Scotland of -3.5%.
- The number of quality of service allegations disposed of by the force also fell (-8.9%) 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* (56.8%), compared with 23.0% at *policy and procedure* and 20.3% at *service outcomes*.

Fig 4a: % share of quality of service allegations - Dumfries & Galloway

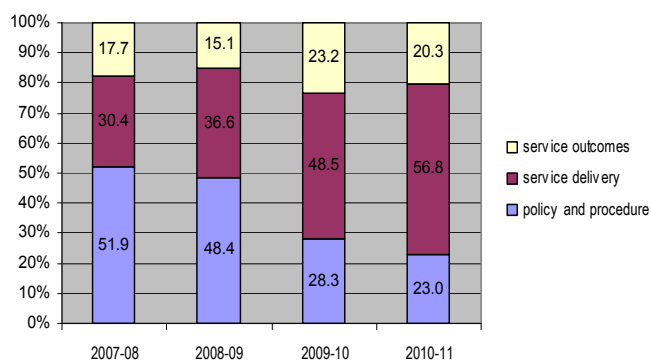
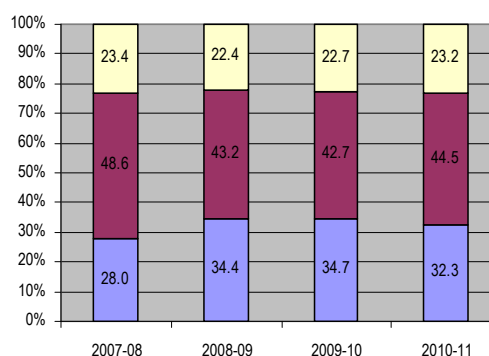


Fig 4b: % share of quality of service allegations - Scotland



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