



This report presents information on complaints about Fife 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 Fife Constabulary in 2010-11 is down (-16.5%) 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 up +3.8% on last year (2009-10), compared with an overall reduction for Scotland of -8.8%.
- The majority of allegations received concerned on-duty conduct (74.2%), followed by 21.2% about the quality of service and 4.6% for off-duty conduct.
- The majority of on- and off-duty allegations received were directed at police officers (93.3%), compared with 8.8% at police staff and 0.7% at special constables<sup>1</sup>.
- The number of all allegations disposed of was up 34.4% on last year, compared with -5.8% for Scotland as a whole.

**TABLE 1: SUMMARY STATISTICS – FIFE CONSTABULARY, 2005-06 TO 2010-11<sup>2</sup>**

Fiscal year	05/06	06/07	07/08	08/09	09/10	10/11
Complaint cases recorded	157	135	307	407	340	284
Complaint allegations received: on duty	169	140	302	366	438	405
Complaint allegations received: quality of service	n/a	n/a	51	71	77	116
Complaint allegations received: off duty	n/a	n/a	16	21	11	25
Complaint allegations: total received	169	140	369	458	526	546
Complaint allegations disposed of: on duty	199	149	211	387	391	509
Complaint allegations disposed of: quality of service	n/a	n/a	47	66	70	108
Complaint allegations disposed of: off duty	n/a	n/a	10	23	13	20
Complaint allegations: total disposed of	199	149	268	476	474	637
Complaint cases recorded per 10k population: Fife	4.4	3.8	8.5	11.3	9.4	7.8
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: Fife <sup>3</sup>	4.7	3.9	10.2	12.7	14.5	15.0
Complaint allegations received per 10k population: Scotland <sup>4</sup>	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:

- With a second successive annual fall in complaint cases per 10k population, Fife now has a lower than (Scottish) average rate.
- With a fourth consecutive annual rise in complaint allegations per 10k population for Fife, this is the first time since the change in definition that the force has a higher than (Scottish) average rate.

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

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

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

<sup>4</sup> 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

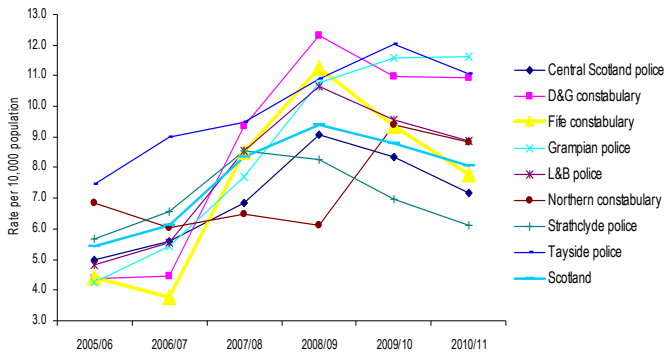
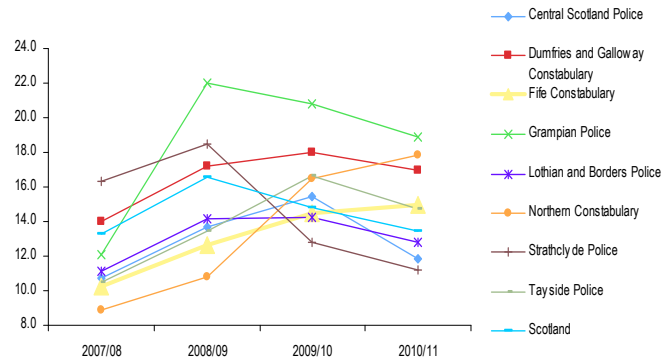


Fig 1b: Complaint allegations received per 10k population, 2007-08 to 2010-11



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

- A total of 74.2% of all allegations received by Fife Constabulary in 2010-11 were allegations concerning on-duty conduct. The proportion for Scotland was 81.6%.
- The number of on-duty allegations received by the force in 2010-11 is down -7.5% 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 30.2% 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* (93.6% compared with 94.9% for Scotland as a whole), followed by 9.1% at *police staff* (6.2% for Scotland) and 0.2% at *special constables*<sup>5</sup> (0.7% for Scotland).
- The most common types of allegation against on-duty members of the force disposed of were allegations of *irregular procedure* (39.1%), *incivility* (13.2%) and *neglect of duty* (11.6%).
- The most common outcomes of allegations that were disposed of were *unsubstantiated by available evidence* (50.3%), *resolved by explanation to the complainer* (19.3%) and *leading to a decision of “no proceedings”* by the procurator fiscal (12.6%).

TABLE 2: TOP THREE ALLEGATION TYPES CLOSED BY FIFE CONSTABULARY, 2005-06 TO 2010-11

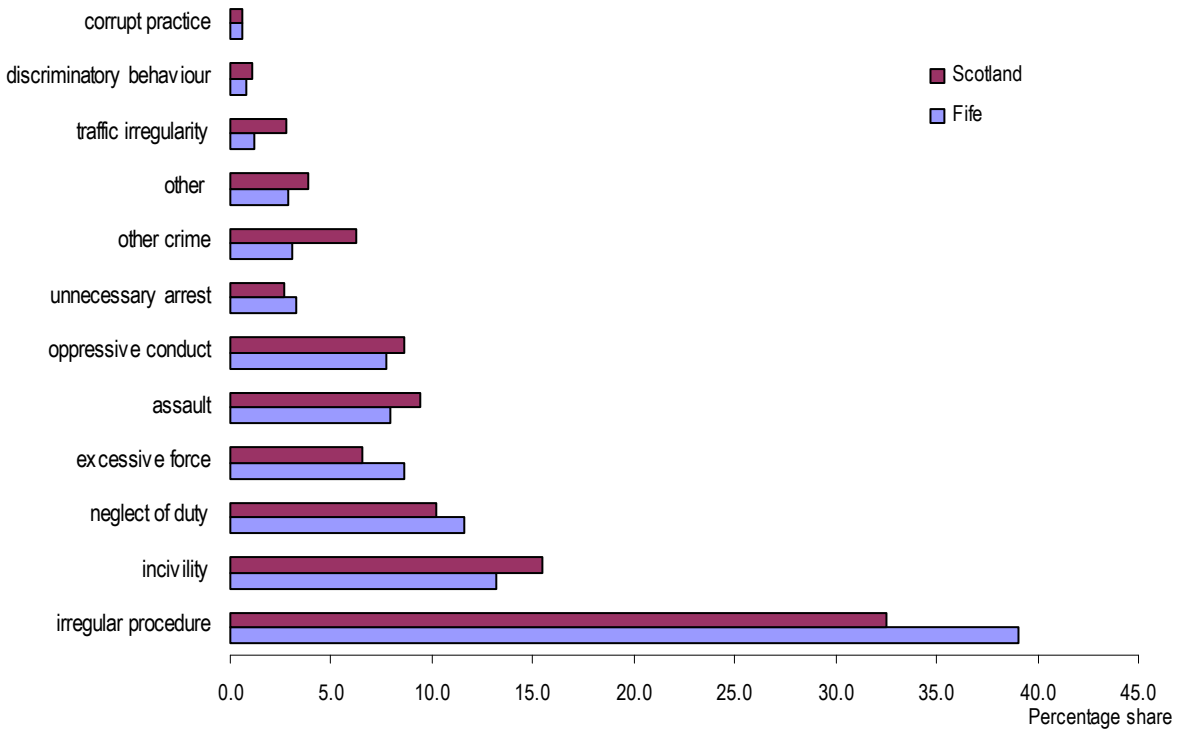
Fiscal year <sup>6</sup>	05/06	06/07	07/08	08/09	09/10	10/11
Irregular procedure – number disposed of	38	26	79	108	137	199
Percentage change on previous year (%)	-44.9	-31.6	203.8	36.7	26.9	45.3
Incivility – number disposed of	17	13	31	63	81	67
Percentage change on previous year (%)	-29.2	-23.5	138.5	103.2	28.6	-17.3
Neglect of duty – number disposed of	40	22	37	77	60	59
Percentage change on previous year (%)	135.3	-45.0	68.2	108.1	-22.1	-1.7

- Fife Constabulary experienced a fourth annual consecutive rise in allegations of irregular procedure disposed of, and declines for incivility and neglect of duty.
- The force has also seen a decline this year in the number of allegations of traffic irregularities and discriminatory behaviour disposed of, and increases in all other categories.
- The force has a higher than (Scottish) average share of disposed of allegations of irregular procedure, neglect of duty use of excessive force and unnecessary arrest, although some of these numbers are very small.
- It has a lower than (Scottish) average share of disposed of allegations of incivility, assault, and all other categories of complaint.

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

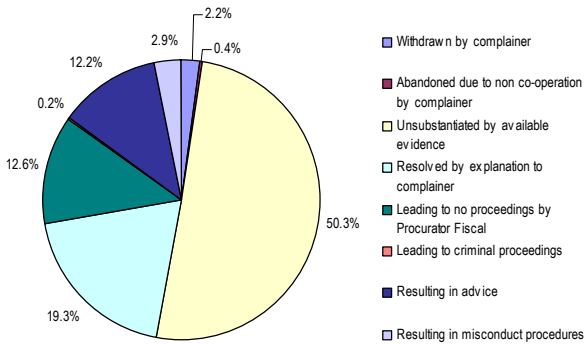
<sup>6</sup> NB: Large percentage changes can be a consequence of small raw numbers.

**Fig 2: % share of allegations - Fife v Scotland, 2010-11**

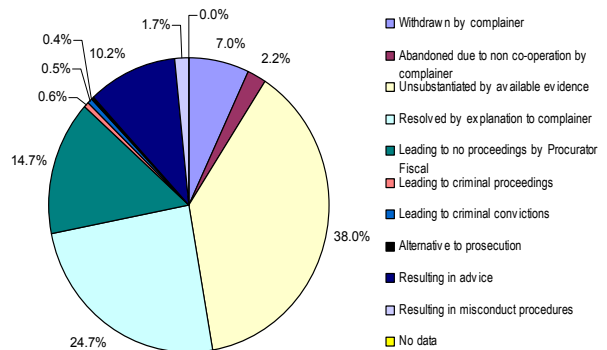


- The proportion of all allegations disposed of by Fife Constabulary in 2010-11 that were unsubstantiated by available evidence has almost doubled since 2008-09, to stand at just over half (50.3%) – the highest proportion in Scotland for this method of disposal.
- A little under one fifth (19.3%) were resolved by explanation to the complainer, slightly lower than the average for Scotland.
- Complaints resulting in advice to a member of the force or leading to a “no proceedings” decision by the procurator fiscal accounted for 12.6% and 12.2% respectively.

**Fig 3a: Outcomes for Fife, 2010-11**



**Fig 3b: Outcomes for Scotland, 2010-11**



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

- A total of 4.6% of all allegations received by Fife 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 +127.3% on last year (2009-10), compared with an overall rise for Scotland of +3.3%. The number disposed of rose too (+53.8%) on last year, compared with a rise of 21.2% for Scotland.
- The majority of off-duty allegations received were directed at *police officers* (88.0%), while one (4.0%) was directed at a member of police staff and two (8.0%) at special constables.
- Of the allegations disposed of, six (30.0%) were of a criminal nature, compared with 77.0% nationally and the majority were unsubstantiated (70.0%) compared with 37.6% nationally.

**TABLE 3: OUTCOMES OF OFF-DUTY ALLEGATIONS – FIFE CONSTABULARY AND SCOTLAND, 2007-08 TO 2010-11**

Fiscal year <sup>7</sup>	Fife constabulary				Scotland			
	07/08	08/09	09/10	10/11	07/08	08/09	09/10	10/11
% Action taken	40.0	47.8	61.5	15.0	54.9	48.0	52.9	51.3
% Unsubstantiated	40.0	47.8	30.8	70.0	25.3	29.1	30.1	37.6
% Resolved	20.0	4.3	7.7	0.0	17.9	19.7	11.1	7.4
% Withdrawn	0.0	0.0	0.0	15.0	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	10	23	13	20	257	488	342	417

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

- A total of 21.2% of all allegations received by Fife 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 up +50.6% 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 rose (+54.3%) 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* (41.1%), compared with 37.1% at *service outcomes* and 21.6% at *policy and procedure*.

Fig 4a: % share of quality of service allegations - Fife

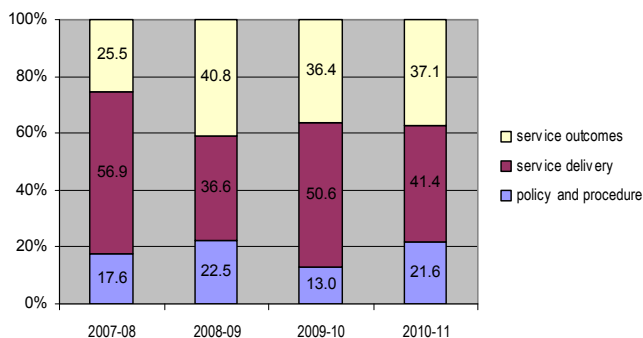
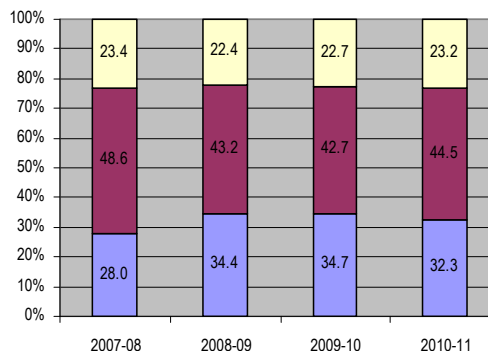


Fig 4b: % share of quality of service allegations - Scotland



<sup>7</sup> NB: Large percentage changes can be a consequence of small raw numbers.