



This report presents information on complaints about Grampian 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 Grampian Police in 2010-11 is up slightly (+1.6%) 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 -8.5% on last year (2009-10), compared with an overall reduction for Scotland of -8.8%.
- The majority of allegations received concerned on-duty conduct (79.7%), followed by 19.3% about the quality of service and 1.1% for off-duty conduct.
- The majority of on- and off-duty allegations received were directed at police officers (92.8%), compared with 7.8% at police staff and 0.2% at special constables¹.
- The number of all allegations disposed of was down -18.3% on last year, compared with a reduction of -5.8% for Scotland as a whole.

TABLE 1: SUMMARY STATISTICS – GRAMPIAN POLICE, 2005-06 TO 2010-11²

Fiscal year	05/06	06/07	07/08	08/09	09/10	10/11
Complaint cases recorded	224	288	413	582	631	641
Complaint allegations received: on duty	348	567	479	890	857	827
Complaint allegations received: quality of service	n/a	n/a	131	235	259	200
Complaint allegations received: off duty	n/a	n/a	37	62	19	11
Complaint allegations: total received	348	567	647	1187	1135	1038
Complaint allegations disposed of: on duty	338	464	318	664	952	833
Complaint allegations disposed of: quality of service	n/a	n/a	103	166	285	184
Complaint allegations disposed of: off duty	n/a	n/a	32	49	30	18
Complaint allegations: total disposed of	338	464	453	879	1267	1035
Complaint cases recorded per 10k population: Grampian	4.3	5.4	7.7	10.8	11.6	11.6
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: Grampian ³	6.6	10.7	12.1	22.0	20.8	18.9
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:

- In contrast with previous years, the force experienced no year-on-year rise in complaints cases per 10k population in 2010-11. Nevertheless, it has the highest rate in Scotland.
- The force also continues to have the highest rate of allegations per 10k population, despite a second

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.

successive annual fall.

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

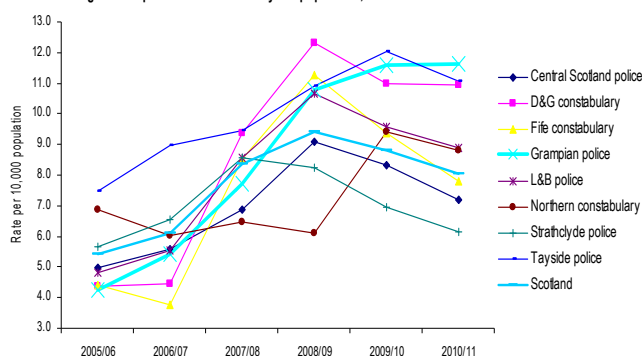
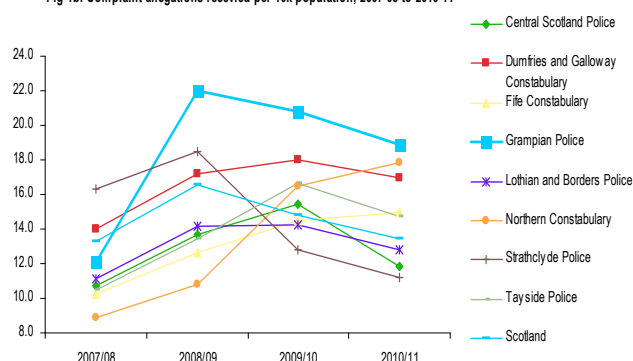


Fig 1b: Complaint allegations received per 10k population, 2007-08 to 2010-11



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

- A total of 79.7% of all allegations received by Grampian Police in 2010-11 were allegations concerning on-duty conduct – lower than the 81.6% for Scotland as a whole.
- The number of on-duty allegations received by the force in 2010-11 is down -3.5% on last year (2009-10), compared with an overall reduction for Scotland of -10.3%.
- The number of on-duty allegations disposed of is down -12.5% 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 7.9% at *police staff* (6.2% for Scotland) and 0.1% at *special constables* (0.7% for Scotland) and 0.1% at *cadets*⁵ (0.02% for Scotland).
- The most common types of allegation against on-duty members of the force disposed of were allegations of *irregular procedure* (35.8%), *incivility* (21.4%) and *oppressive conduct* (10.1%)
- The most common disposal outcomes of these allegations were *unsubstantiated by available evidence* (38.5%), *resolved by explanation to the complainer* (30.6%) and *resulting in advice* (16.1%).

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

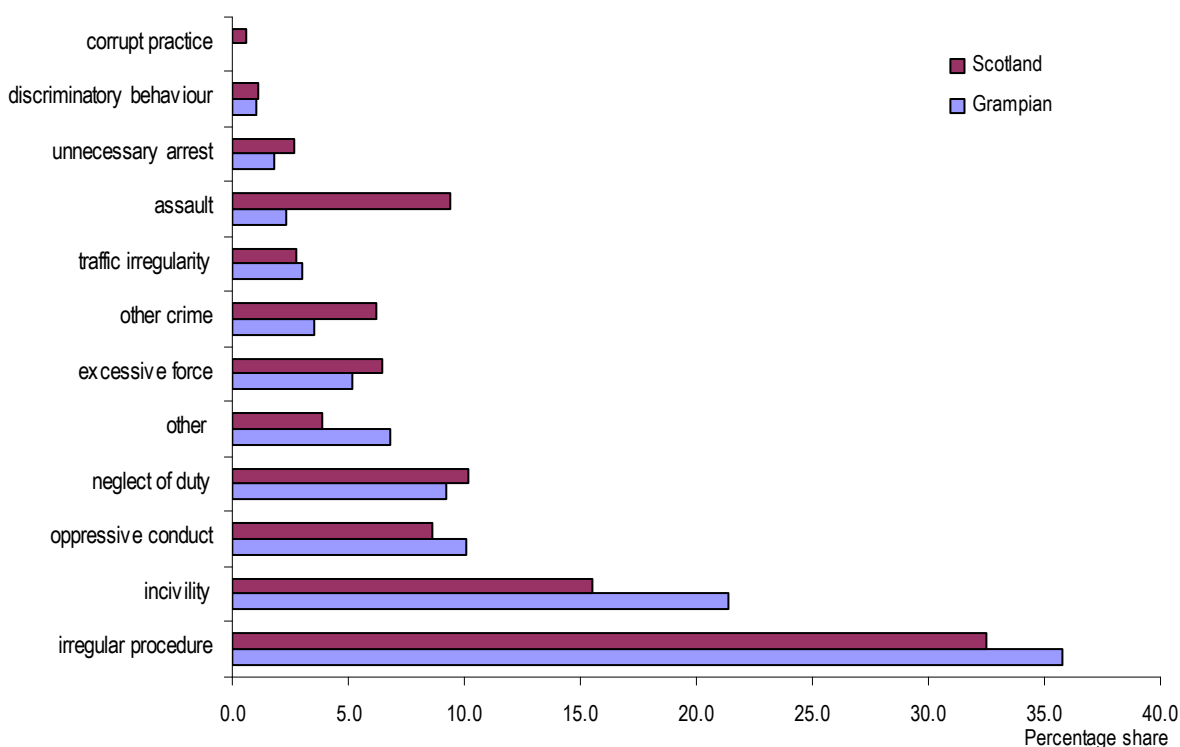
Fiscal year ⁵	05/06	06/07	07/08	08/09	09/10	10/11
Irregular procedure – number disposed of	56	64	59	154	220	298
Percentage change on previous year (%)	1.8	14.3	-7.8	161.0	42.9	35.5
Incivility – number disposed of	54	92	69	149	221	178
Percentage change on previous year (%)	-28.9	70.4	-25.0	115.9	48.3	-19.5
Oppressive conduct – number disposed of	101	114	54	73	107	84
Percentage change on previous year (%)	7.4	12.9	-52.6	35.2	46.6	-21.5

- This is the third consecutive year in which disposals of irregular procedure allegations have risen. Conversely, those for both incivility and oppressive conduct have fallen by around one fifth.
- The only other categories where Grampian Police experienced a rise in 2010-11 are other crime and other allegations.
- The force has a higher than (Scottish) average share of disposed of allegations of irregular procedure, incivility, oppressive conduct and other allegations.
- The force has a lower than (Scottish) average share of all other disposed of allegations, particularly those of assault 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 - Grampian v Scotland, 2010-11



- Over the last two years the proportion of all allegations disposed of by Grampian Police in 2010-11 that were unsubstantiated by available evidence has risen, and now standing at 38.5% is very similar to the proportion for Scotland as a whole.
- The proportion of allegations resolved by explanation to the complainer has also risen in the last two consecutive years.
- The proportion of allegations resulting in advice to members of the force has fallen over the same time period, as has that for allegations resulting in misconduct procedures.

Fig 3a: Outcomes for Grampian, 2010-11

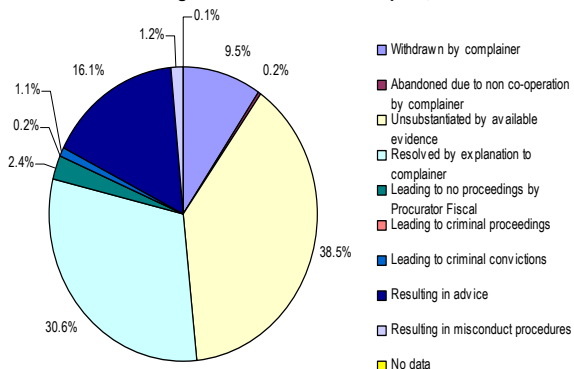
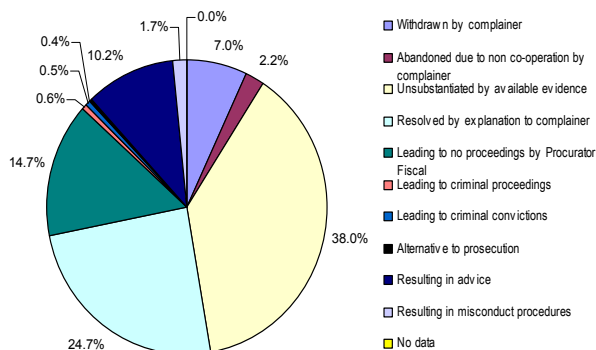


Fig 3b: Outcomes for Scotland, 2010-11



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

- Just 1.1% of all allegations received by Grampian Police 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 down -42.1% on last year (2009-10), compared with an overall rise for Scotland of +3.3%. The number disposed of fell too (-40.0%) on last year, compared with a rise of 21.2% for Scotland.
- The majority of allegations received were directed at *police officers* (90.9%), while 9.1% was directed at a special constable and 0.1% at a cadet.
- Of those allegations disposed of, a total of 66.7% were of a criminal nature, compared with 77.0% nationally, and the majority resulted in some action being taken (55.6%) compared with 51.3% nationally.

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

Fiscal year ⁷	Grampian				Scotland			
	07/08	08/09	09/10	10/11	07/08	08/09	09/10	10/11
% Action taken	43.8	69.4	46.7	55.6	54.9	48.0	52.9	51.3
% Unsubstantiated	15.6	6.1	40.0	38.9	25.3	29.1	30.1	37.6
% Resolved	37.5	10.2	13.3	0.0	17.9	19.7	11.1	7.4
% Withdrawn	3.1	4.1	0.0	5.6	1.9	1.4	5.3	3.6
% Abandoned	0.0	10.2	0.0	0.0	0.0	1.8	0.6	0.0
TOTAL - number	32	49	30	18	257	488	342	417

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

- A total of 19.3% of all allegations received by Grampian 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 -22.8% 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 fell by -35.4% 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 *policy and procedure* (40.5%), compared with 35.0% at *service outcomes* and 24.5% at *service delivery*.

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

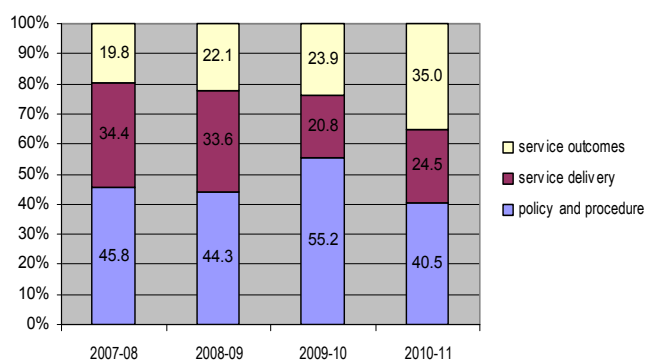
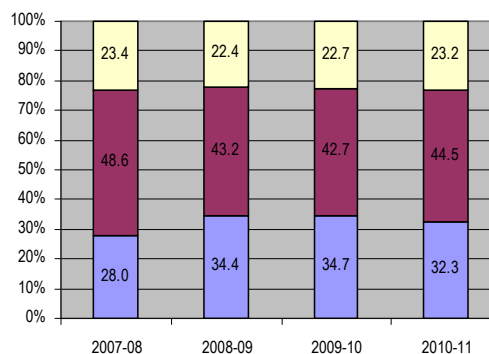


Fig 4b: % share of quality of service allegations - Scotland



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