

This report presents information on complaints about Strathclyde 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 Strathclyde Police in 2010-11 is down (-11.8%) 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 similarly down -11.9% on last year (2009-10), compared with an overall reduction for Scotland of -8.8%.
- The majority of allegations received concerned on-duty conduct (81.2%), followed by 9.7% for quality of service and 9.1% for off-duty conduct.
- The majority of on- and off-duty allegations received were directed at police officers (96.0%), compared with 4.5% at police staff and 0.9% at special constables<sup>1</sup>.
- The number of all allegations disposed of was down -7.6% on last year, compared with -5.8% for Scotland as a whole.

**TABLE 1: SUMMARY STATISTICS – STRATHCLYDE POLICE, 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	1248	1445	1889	1826	1545	1363
Complaint allegations received: on duty	2320	2463	3143	3683	2432	2028
Complaint allegations received: quality of service	n/a	n/a	227	216	208	242
Complaint allegations received: off duty	n/a	n/a	246	200	193	227
Complaint allegations: total received	2320	2463	3616	4099	2833	2497
Complaint allegations disposed of: on duty	2140	2477	2704	3595	2740	2414
Complaint allegations disposed of: quality of service	n/a	n/a	197	254	228	244
Complaint allegations disposed of: off duty	n/a	n/a	148	209	170	242
Complaint allegations: total disposed of	2140	2477	3049	4058	3138	2900
Complaint cases recorded per 10k population: Strathclyde	5.7	6.6	8.6	8.3	7.0	6.1
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: Strathclyde <sup>3</sup>	10.5	11.2	16.4	18.5	12.8	11.2
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:

- The rate per 10k population of complaint cases received by Strathclyde Police has fallen for the third successive year. For the second consecutive year the force has the lowest rate in Scotland.
- For the second successive year the force has the lowest rate of complaint allegations per 10k population in Scotland.

<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 1: Complaint cases received by 10k population, 2005-06 to 1010-11

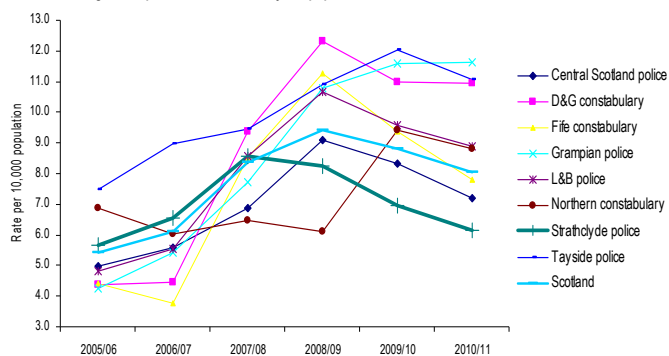
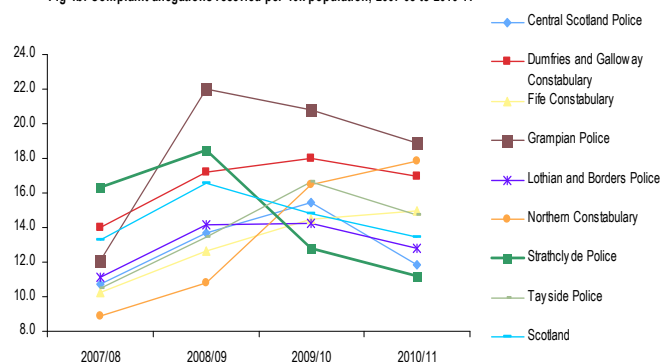


Fig 1b: Complaint allegations received per 10k population, 2007-08 to 2010-11



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

- A total of 81.2% of all allegations received by Strathclyde Police in 2010-11 were allegations concerning on-duty conduct – similar to that for Scotland as a whole (81.6%).
- The number of on-duty allegations received by the force in 2010-11 is down -16.6% 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 -11.9% 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* (97.1% compared with 94.9% for Scotland as a whole), followed by 4.1% at *police staff* (6.2% for Scotland) and 0.3% at *special constables* (0.7% for Scotland)<sup>5</sup>.
- The most common types of allegation against on-duty members of the force disposed of were allegations of *irregular procedure* (26.0%), *assault* (17.2%) and *incivility* (15.8%)
- The most common outcomes of these allegations were *unsubstantiated by available evidence* (46.8%), leading to “no proceedings” decision by *procurator fiscal* (23.1%) and *withdrawn by complainer* (11.7%).

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

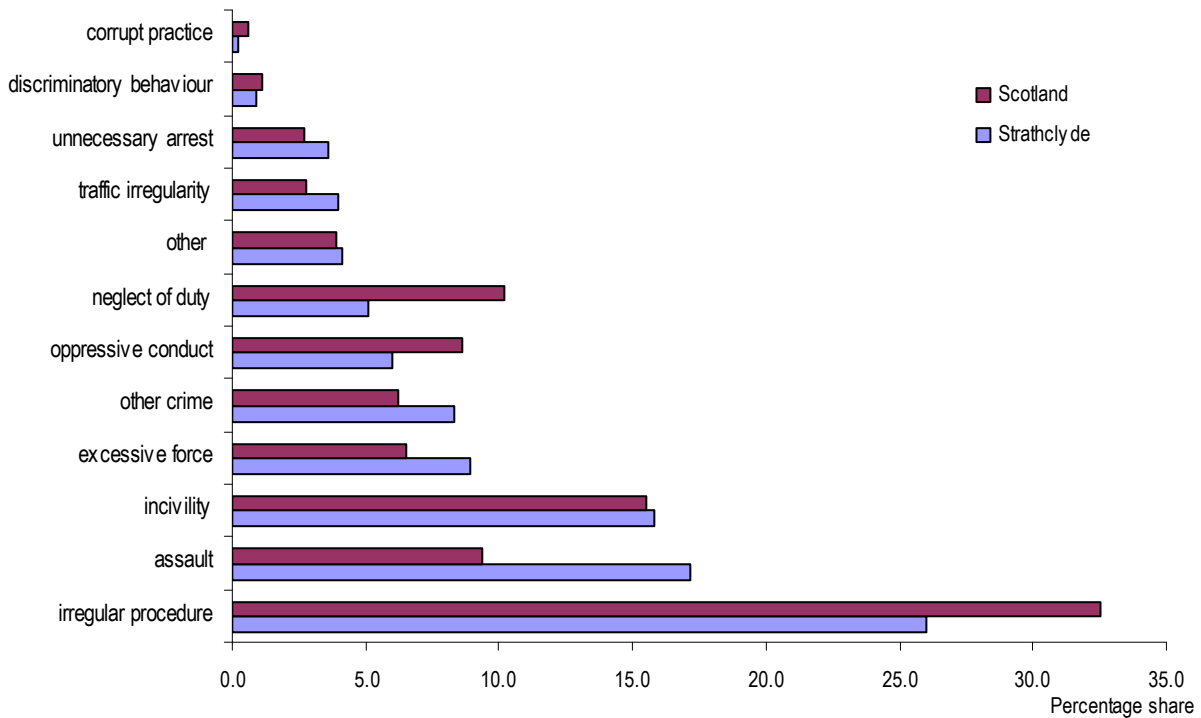
Fiscal year <sup>6</sup>	05/06	06/07	07/08	08/09	09/10	10/11
Irregular procedure – number disposed of	261	322	312	574	584	628
Percentage change on previous year (%)	-29.6	23.4	-3.1	84.0	1.7	7.5
Assault – number disposed of	656	735	801	1009	592	415
Percentage change on previous year (%)	-27.3	12.0	9.0	26.0	-41.3	-29.9
Incivility – number disposed of	383	428	495	531	450	382
Percentage change on previous year (%)	-26.3	11.7	15.7	7.3	-15.3	-15.1

- Despite two successive years of decline in numbers disposed of, the proportion of assault allegations in Strathclyde is the highest in Scotland, as is that for use of excessive force and traffic irregularities
- Disposals of allegations of incivility have also fallen for two consecutive years, while those of irregular procedure continue to rise.
- The force has a lower than (Scottish) average share of a number of allegation types disposed of, including irregular procedure, oppressive conduct and neglect of duty (the lowest in Scotland).
- The force has a higher than (Scottish) average share of allegations of various types of allegation disposed of, including assault, excessive force and other crime.

<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%.

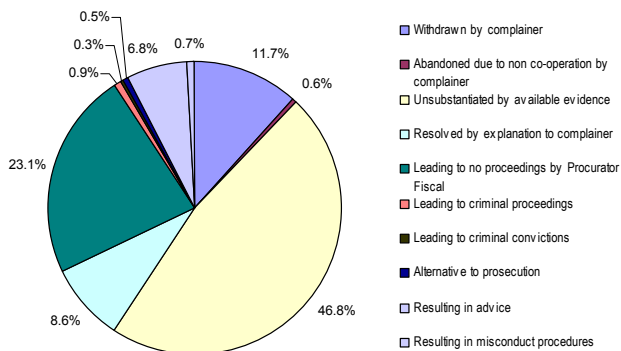
<sup>6</sup> NB: Large percentage changes can be a consequence of small raw numbers.

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

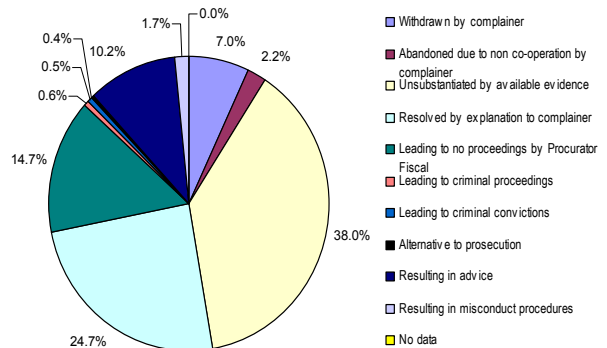


- Despite two successive annual declines, the proportion of allegations in Strathclyde Police resulting in a “no proceedings” decision by the procurator fiscal (23.1%) is the highest in Scotland.
- Despite two successive annual rises, at 6.8% the force has one of the lowest proportions in Scotland of allegations resolved by explanation to the complainer.
- At 11.7% the force has the highest proportion of allegations withdrawn by the complainer.
- Though still below the national average, Strathclyde’s proportion of allegations leading to advice has risen in the last two consecutive years.

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



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



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

- A total of 9.1% of all allegations received by Strathclyde 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 up 17.6% on last year (2009-10), compared with an overall rise for Scotland of +3.3%. The number disposed of was also up +42.4% on last year, compared with a rise of 21.2% for Scotland.
- The majority of allegations received were directed at *police officers* (85.9%), followed by police staff (7.9%) and then special constables (6.2%).
- Of those allegations disposed of, a total of 87.6% were of a criminal nature, compared with 77.0% nationally, and the majority resulted in action being taken (63.2%) compared with 51.3% nationally.

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

Fiscal year <sup>7</sup>	Strathclyde				Scotland			
	07/08	08/09	09/10	10/11	07/08	08/09	09/10	10/11
% Action taken	68.2	58.4	57.6	63.2	54.9	48.0	52.9	51.3
% Unsubstantiated	23.6	34.4	26.5	30.2	25.3	29.1	30.1	37.6
% Resolved	5.4	5.7	10.6	5.4	17.9	19.7	11.1	7.4
% Withdrawn	2.7	1.0	4.1	1.2	1.9	1.4	5.3	3.6
% Abandoned	0.0	0.5	0.0	0.0	0.0	1.8	0.6	0.0
TOTAL - number	148	209	170	242	257	488	342	417

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

- A total of 9.7% of all allegations received by Strathclyde 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 up 16.3% 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 rose +7.0% 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* (60.3%), followed by *policy and procedure* (27.7%) and at *service outcomes* (12.0%).

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

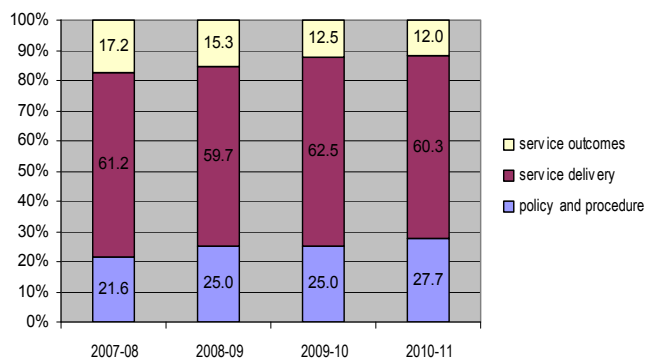
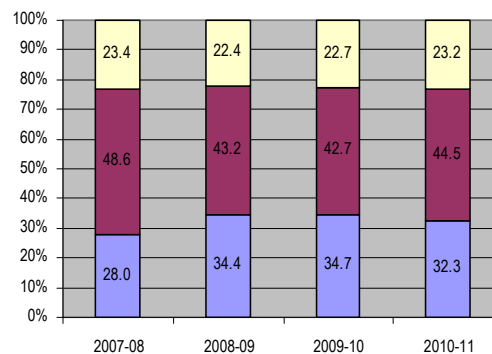


Fig 4b: % share of quality of service allegations - Scotland



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