



**TAYSIDE POLICE**  
*Making a Difference*

This report presents information on complaints about Tayside 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 Tayside Police in 2010-11 is **down (-7.3%)** 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 -10.7%** on last year (2009-10), compared with an overall reduction for Scotland of -8.8%.
- The majority of **allegations received** concerned on-duty conduct (85.2%), followed by 10.6% about the quality of service and 4.2% for off-duty conduct.
- The majority of on- and off-duty **allegations received** were directed at police officers (93.2%), compared with 7.9% at police staff and 1.8% at special constables<sup>1</sup>.
- The number of all **allegations disposed of was up 7.3%** on last year, compared with a fall of -5.8% for Scotland as a whole.

**TABLE 1: SUMMARY STATISTICS – TAYSIDE 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	291	352	373	433	481	446
Complaint allegations received: on duty	340	390	326	445	566	505
Complaint allegations received: quality of service	n/a	n/a	64	73	54	63
Complaint allegations received: off duty	n/a	n/a	23	16	44	25
Complaint allegations: total received	340	390	413	534	664	593
Complaint allegations disposed of: on duty	339	368	239	413	541	588
Complaint allegations disposed of: quality of service	n/a	n/a	59	62	63	51
Complaint allegations disposed of: off duty	n/a	n/a	11	25	30	41
Complaint allegations: total disposed of	339	368	309	500	634	680
Complaint cases recorded per 10k population: Tayside	7.5	9.0	9.5	10.9	12.0	11.1
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: Tayside <sup>3</sup>	8.7	10.0	10.5	13.5	16.6	14.7
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 Tayside Police has fallen for the first time in five years. As a result, the force now has the second highest rate in Scotland.
- The rate per 10k population of complaint allegations received by the force has also fallen for the first time in five years. Nevertheless the rate here too remains above the national average.

<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 2010-11

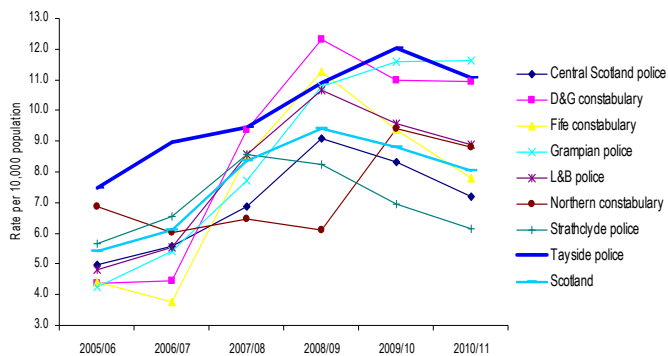
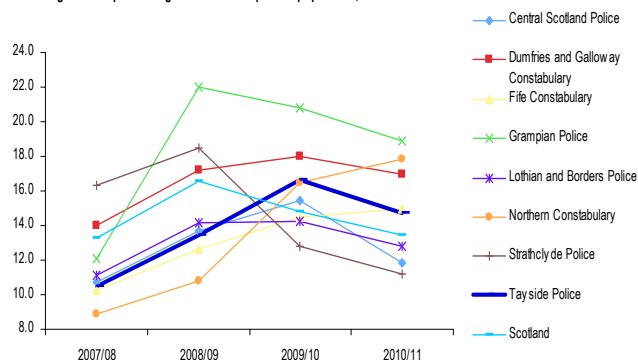


Fig 1b: Complaint allegations received per 10k population, 2007-08 to 2010-11



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

- A total of 85.2% of all allegations received by Tayside Police in 2010-11 were allegations concerning on-duty conduct – higher than that for Scotland as a whole (81.6%).
- The number of on-duty allegations received by the force in 2010-11 is down -10.8% 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 8.7% on last year, compared with a fall of -6.5% for Scotland as a whole.
- The majority of on-duty allegations received were directed at *police officers* (93.7% compared with 94.9% for Scotland as a whole), followed by 7.9% at *police staff* (6.2% for Scotland) and 1.2% 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* (25.2%), *neglect of duty* (18.2%) and *incivility* (13.9%)
- The most common outcomes of these allegations were *resolved by explanation to the complainer* (43.4%), *leading to “no proceedings” decision* by the procurator fiscal (22.8%) and *unsubstantiated by available evidence* (17.7%).

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

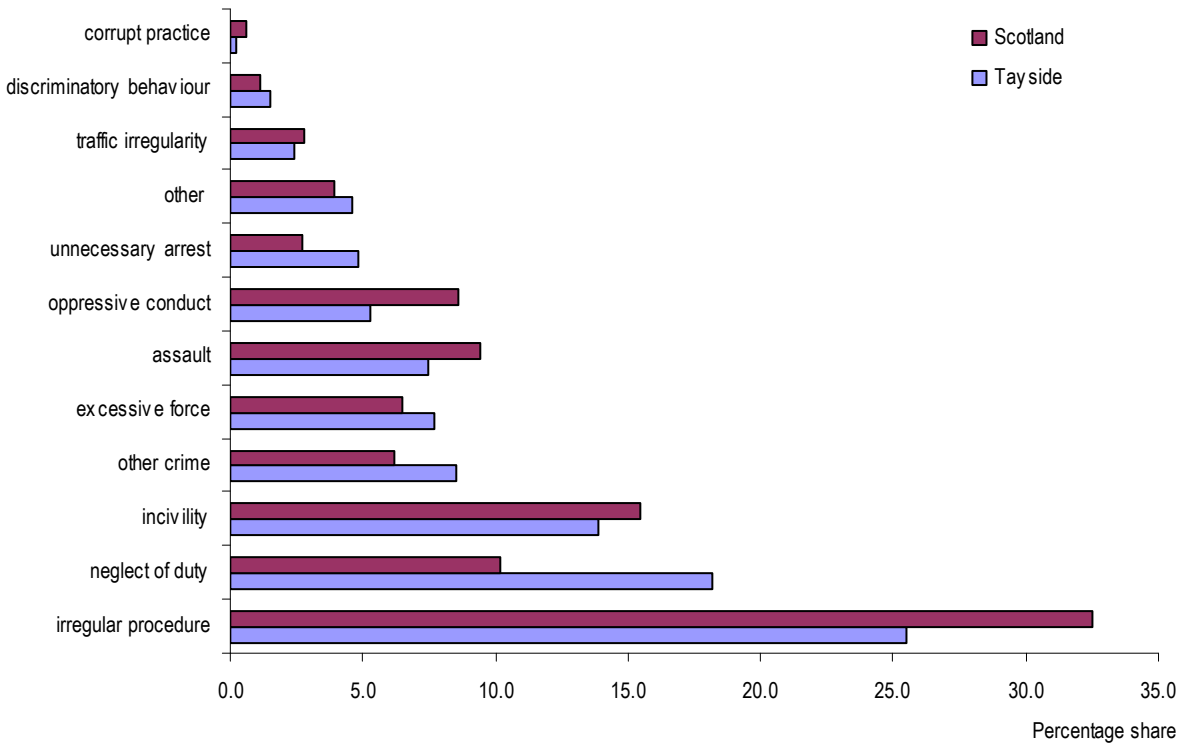
Fiscal year <sup>6</sup>	05/06	06/07	07/08	08/09	09/10	10/11
Irregular procedure – number disposed of	7	20	28	50	93	150
Percentage change on previous year (%)	40.0	185.7	40.0	78.6	86.0	61.3
Neglect of duty – number disposed of	79	114	49	79	94	107
Percentage change on previous year (%)	31.7	44.3	-57.0	61.2	19.0	13.8
Incivility – number disposed of	30	43	38	53	75	82
Percentage change on previous year (%)	11.1	43.3	-11.6	39.5	41.5	9.3

- Despite successive increases in numbers of allegations of irregular procedure disposed of, Tayside’s proportion of these allegations is one of the lowest in Scotland.
- Allegations of both neglect of duty and incivility disposed of have risen for the third consecutive year – Tayside Police’s proportion of the former is one of the highest in Scotland.
- The force has a lower than (Scottish) average share of a number of allegation types disposed of, including irregular procedure, incivility, assault and oppressive conduct.
- The force has a higher than (Scottish) average share of allegations of various types of allegation disposed of, including neglect of duty, other crime and unnecessary arrest.

<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%.

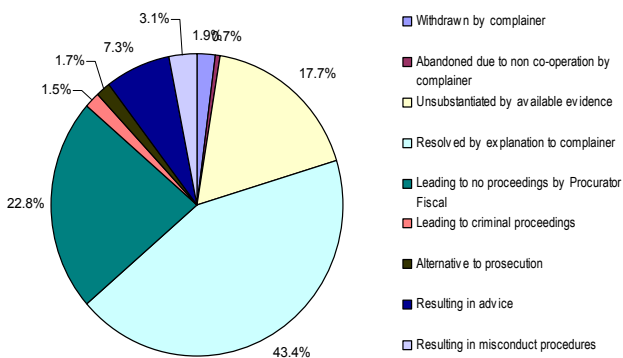
<sup>6</sup> NB: Large percentage changes can be a consequence of small raw numbers.

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

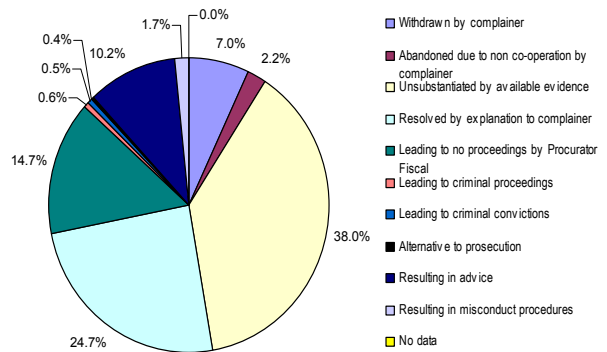


- Despite two successive annual increases in the proportion of unsubstantiated allegations, Tayside Police continues to have the lowest proportion in Scotland by some margin.
- Conversely, the force has one of the highest proportions of allegations resolved by explanation to the complainer.
- At 22.8% the force also has one of the highest proportion of allegations resulting in a “no proceedings” decision by the procurator fiscal.

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



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



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

- A total of 4.2% of all allegations received by Tayside 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 -43.2% on last year (2009-10), compared with an overall rise for Scotland of +3.3%. However, the number disposed of was up +36.7% on last year, compared with a rise of 21.2% for Scotland<sup>7</sup>.
- The majority of allegations received were directed at *police officers* (84.0%), followed by police staff (7.0%) and special constables (8.0%).
- Of those allegations disposed of a total of 80.5% were of a criminal nature, compared with 77.0% nationally, and the most common outcome was action taken (46.3%) compared with 51.3% nationally.

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

Fiscal year	Tayside				Scotland			
	07/08	08/09	09/10	10/11	07/08	08/09	09/10	10/11
% Action taken	63.6	56.0	33.3	46.3	54.9	48.0	52.9	51.3
% Unsubstantiated	9.1	20.0	36.7	34.1	25.3	29.1	30.1	37.6
% Resolved	27.3	24.0	23.3	17.1	17.9	19.7	11.1	7.4
% Withdrawn	0.0	0.0	6.7	2.4	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	11	25	30	41	257	488	342	417

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

- A total of 10.6% of all allegations received by Tayside 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 16.7% 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 -19.0% 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* (52.4%), *policy and procedure* (46.0% - the highest in Scotland) and 1.6% at *service outcomes* (the lowest in Scotland).

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

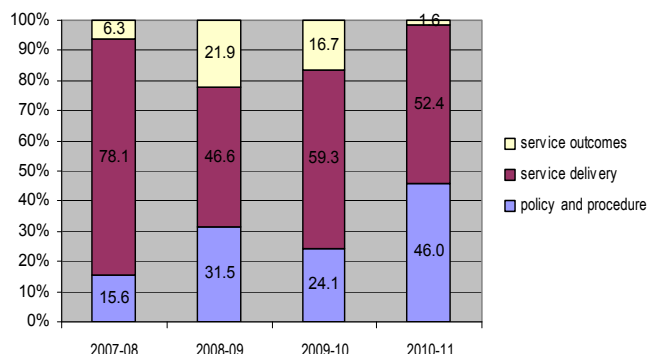
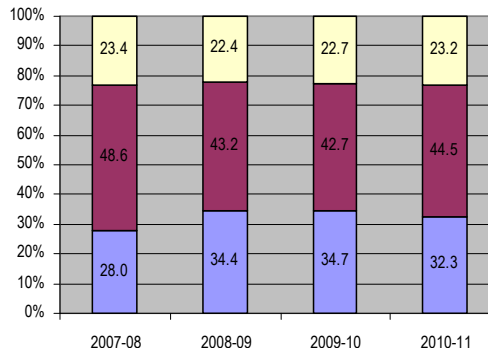


Fig 4b: % share of quality of service allegations - Scotland



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