



**Central Scotland Police**  
Together for safer communities



This report presents information on complaints about **Central Scotland Police** for the year 1 April 2012 to 31 March 2013.

## 1 All complaints

- Following a large rise in complaint cases received by Central Scotland Police last year, the force saw a year-on-year drop, of -21.1 per cent, to stand at 225 in 2012-13. Overall, Scotland experienced a fall of -1.7 per cent.
- The same is true of the number of complaint allegations received by the force in 2012-13 – down -20.8 per cent on the previous year to stand at 426, compared with an overall decline for Scotland of just -0.5 per cent.
- The majority of allegations received by the force concerned the on-duty conduct of its workforce (84.7 per cent), followed by 12.2 per cent for quality of service and 3.1 per cent for off-duty conduct<sup>1</sup>.
- Most of the on- and off-duty allegations received by the force were directed at police officers (94.1 per cent), while seven per cent concerned police staff and 1.1 per cent special constables<sup>1</sup>. The majority of its quality of service allegations (55.8 per cent) concerned service delivery.
- At 569 the total number of allegations disposed of by the force is up 5.2 per cent on last year, compared with a rise of just 0.9 per cent nationally.

**Table 1: Summary statistics: Central Scotland Police, 2007-08 to 2012-13<sup>2</sup>**

Fiscal year	07-08	08-09	09-10	10-11	11-12	12-13
Complaint cases recorded	198	264	243	211	285	225
Complaint allegations received: on duty	234	285	358	298	428	361
Complaint allegations received: quality of service	55	82	64	28	83	52
Complaint allegations received: off duty	20	31	28	21	27	13
Complaint allegations received: total	309	398	450	347	538	426
Complaint allegations disposed of: on duty	158	267	372	309	440	464
Complaint allegations disposed of: quality of service	51	75	62	26	81	70
Complaint allegations disposed of: off duty	9	38	21	19	20	35
Complaint allegations disposed of: total	218	380	455	354	541	569
Complaint cases recorded per 10k population: Central Scotland	6.9	9.1	8.3	7.2	9.7	7.6
Complaint cases recorded per 10k population: Scotland	8.3	9.4	8.8	8.1	8.4	8.2
Complaint allegations received per 10k population: Central Scotland <sup>3</sup>	10.7	13.7	15.4	11.8	18.3	14.4
Complaint allegations received per 10k population: Scotland <sup>4</sup>	13.3	16.6	14.8	13.4	15.2	15.0

Reasons for differences in these statistics vary and may include the nature and extent of training undertaken by staff, new procedures becoming established or fluctuating public confidence in reporting dissatisfaction:

- Central Scotland Police's rate per 10,000 population of complaint cases received has fluctuated over the last six years. This year's drop has seen it fall back to below the national average.
- Rates in allegations received also show fluctuation over this time. Here too, this year's decline has brought it back to below the Scottish average.

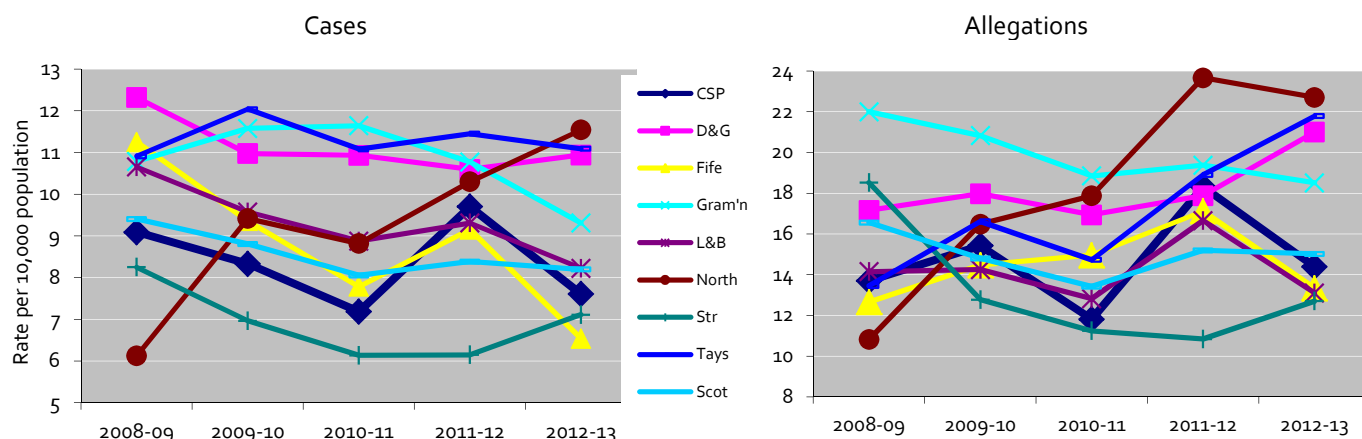
<sup>[1]</sup> A single allegation may be directed at more than one member of a police force – hence percentages may not add up to 100%.

<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.

Figure 1: Complaints received per 10k population for all forces and Scotland overall, 2007-08 to 2012-13



## 2 On-duty complaints

- A total of 84.7 per cent of all allegations received by Central Scotland Police in 2012-13 were allegations concerning on-duty conduct. The proportion for Scotland as a whole is 84.5 per cent.
- At 361 the number of on-duty allegations received by the force in 2012-13 is down -15.7 per cent on the previous year, compared with an overall rise for Scotland over the same period of 2.8 per cent.
- The majority of on-duty allegations received were directed at *police officers* (95.0 per cent compared with 95.7 per cent for Scotland as a whole), followed by 6.4 per cent at *police staff* (5.1 per cent for Scotland) and 0.8 per cent at *special constables*<sup>5</sup> (0.7 per cent for Scotland). There were no allegations against cadets and none against any unspecified members of the force.
- At 464 the number of on-duty allegations disposed of is up 5.5 per cent on the previous year, compared with a 3.5 per cent increase nationally.
- The most common types of allegation against on-duty members of the force disposed of were those of *irregular procedure* (39.2 per cent), *incivility* (14.0 per cent) and *assault* (8.4 per cent).
- The most common outcomes following investigation of these allegations were *concluded by explanation*<sup>6</sup> (47.0 per cent), *not upheld due to insufficient evidence*<sup>7</sup> (21.3 per cent) and *leading to a decision of "no proceedings"* by the procurator fiscal (17.0 per cent).

Table 2<sup>7</sup>: Top three allegations types closed by Central Scotland Police, 2007-08 to 2012-13

Fiscal year	07-08	08-09	09-10	10-11	11-12	12-13
Irregular procedure - number disposed of	29	63	106	92	202	182
Percentage change on previous year (%)	-12.1	117.2	68.3	-13.2	119.6	-9.9
Incivility - number disposed of	38	53	65	48	74	65
Percentage change on previous year (%)	-20.8	39.5	22.6	-26.2	54.2	-12.2
Assault - number disposed of	9	21	29	24	18	39
Percentage change on previous year (%)	-57.1	133.3	38.1	-17.2	-25.0	116.7

- There are few consistent trends to be found in terms of increases and decreases in types of complaint allegation disposed of in Central Scotland Police.
- The large increase in allegations of assault this year has seen these allegations take third place from neglect of duty. Unnecessary arrest and corrupt behaviour have also seen fairly sharp year-on-year rises, but their numbers remain relatively small to draw any firm conclusions from them.

<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%.

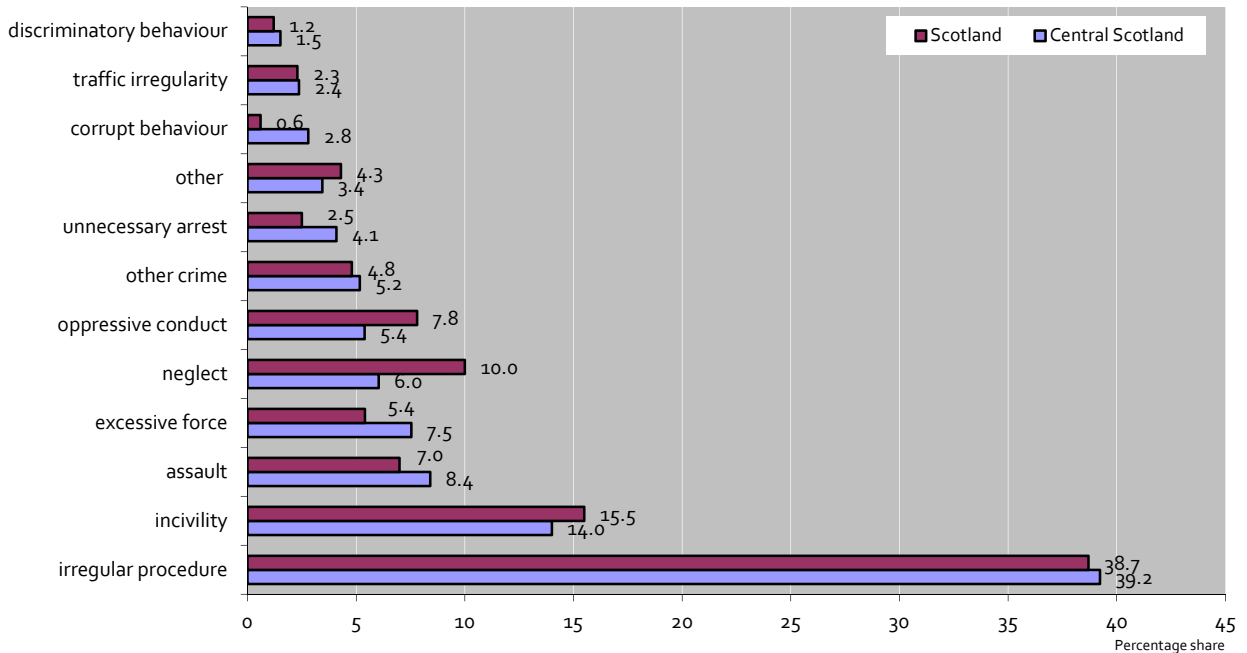
<sup>[6]</sup> Resolved by explanation may now include allegations concluded by explanation, regardless of whether or not they were upheld.

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

<sup>[7]</sup> "Unsubstantiated" is in the process of being replaced by new closure code 'not upheld due to insufficient evidence'.

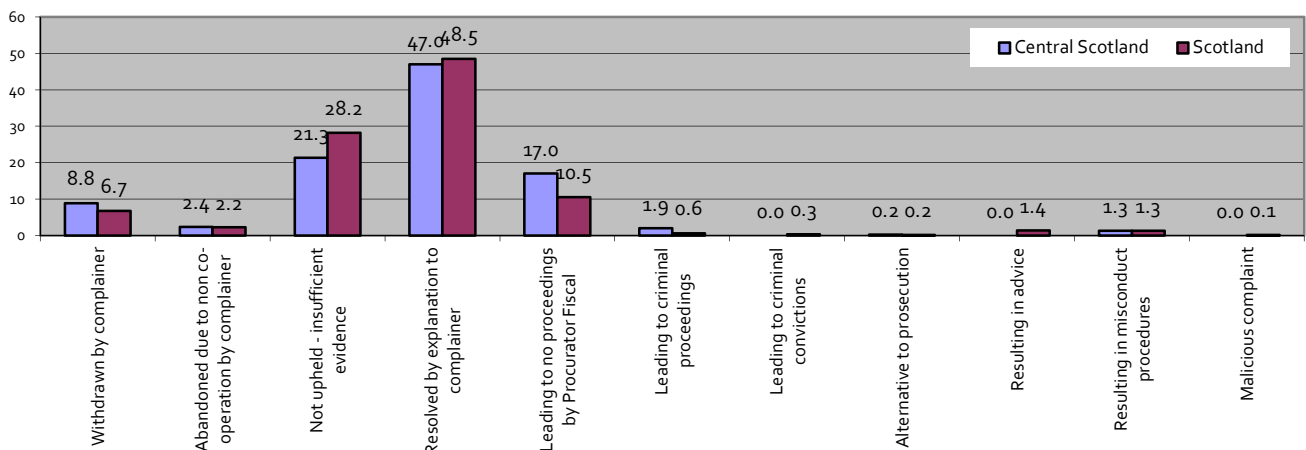
- The force has a noticeably higher than (Scottish) average share of disposed of allegations of corrupt practice, (the highest proportion in Scotland), excessive force, unnecessary arrest and assault .
- It has a noticeably lower than (Scottish) average share of disposed of allegations of neglect of duty, oppressive conduct and incivility.

**Figure 2: Percentage share of on-duty allegations disposed of - Central Scotland and Scotland 2012-13**



- The largest proportion of allegations disposed of by Central Scotland Police in 2012-13 is no longer those that are *not upheld due to insufficient evidence*<sup>7</sup> but those *concluded by explanation* to complainers (47.0 per cent). Most Scottish forces have experienced similar changes - a reduction in *unsubstantiated/not upheld* and a rise in *resolved / concluded* . As a result the national average for *resolved/concluded* disposals has risen from 20.6 last year to 48.5 per cent and that for *unsubstantiated/not upheld* disposals has fallen from 43.8 to 28.2 per cent.
- Also falling is the force's proportion of disposals *resulting in advice* being given to a member of the force, which had been rising annually but is now down to 0.0 per cent. The same picture - of past annual increases followed by a sharp drop in 2012-13 - can be seen for Scotland as a whole.
- The only other category of disposal that appears to be on the rise for the force is *withdrawn by complainer* . At 8.8 per cent of all on-duty disposals this is one of the highest shares in Scotland, the national average being 6.7 per cent. The force also has one of the highest proportions of disposals leading to a "no proceedings" decision.

**Figure 3: Outcomes of on-duty allegations - Central Scotland and Scotland, 2012-13**



### 3 Off-duty complaints

- The proportion of allegations received by Central Scotland Police in 2012-13 concerning off-duty conduct fell for a fourth consecutive year to 3.1 per cent. The proportion for Scotland as a whole fell to 3.1 per cent.
- At 13 the number of these allegations received by the force in 2012-13 is down by -51.9 per cent on last year, compared with an overall decline for Scotland of -31.9 per cent. Over the same period, however, the number disposed of rose to 35 (up 75.0 per cent), in contrast with a fall of -19.2 per cent for Scotland overall.
- The majority of allegations received were directed at *police officers* (69.2 per cent), followed by 23.1 per cent at *police staff* and 7.7 per cent at *special constables* - the latter two being among the highest in Scotland this year. The equivalent proportions for Scotland as a whole were 80.5, 14.2 and 5.7 per cent respectively.
- Most allegations disposed of by the force (74.3 per cent) were of a criminal nature, compared with 73.4 per cent nationally, the most common outcomes for all being *action taken* and *not upheld due to insufficient evidence*.<sup>7</sup>

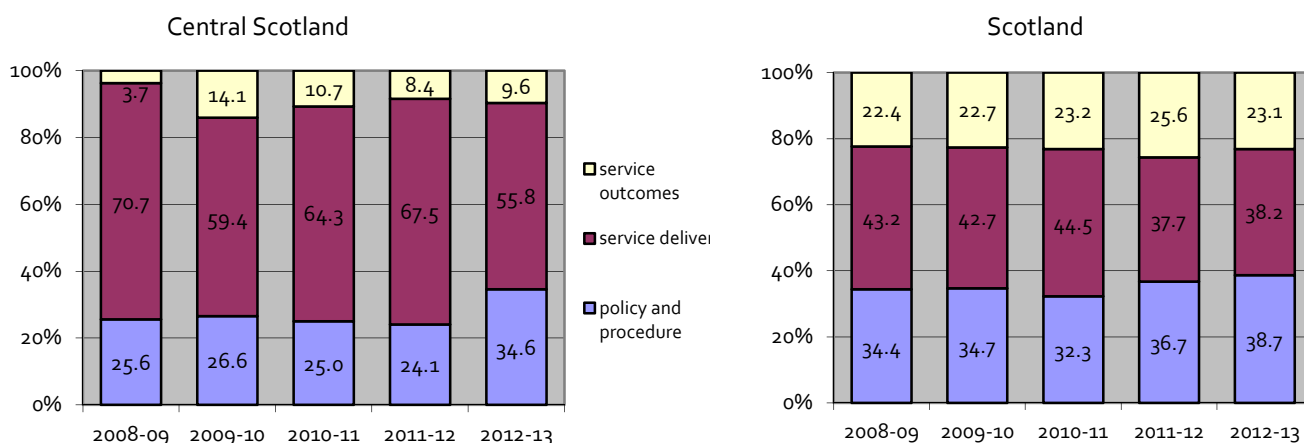
**Table 3: Outcomes of all off-duty allegations - Central Scotland and Scotland, 2009-10 to 2012-13**

Fiscal year <sup>7</sup>	Central Scotland				Scotland			
	09-10	10-11	11-12	12-13	09-10	10-11	11-12	12-13
% Action taken	42.9	36.8	50	45.7	52.9	51.3	50.7	39.3
% Unsubstantiated/ Not upheld	47.6	57.9	50	45.7	30.1	37.6	38.2	47.6
% Resolved	0.0	0.0	0.0	5.7	11.1	7.4	3.1	12.1
% Withdrawn	9.5	5.3	0.0	2.9	5.3	3.6	7.2	0.3
% Abandoned	0.0	0.0	0.0	0.0	0.6	0	0.8	0.7
TOTAL - number	21	19	20	35	342	417	359	290

### 4 Quality of service complaints

- Just 12.2 per cent of all allegations received by Central Scotland Police in 2012-13 concerned quality of service. This is very similar to the equivalent proportion for Scotland of 12.4 per cent.
- The number of quality of service allegations received by the force in 2012-13 is down -37.3 per cent on the previous year to stand at 52 - the second highest drop - compared with a -9.9 per cent fall nationally.
- The majority of allegations received were directed at aspects of *service delivery* (at 55.8 per cent, the highest in Scotland for the third consecutive year), compared with 34.6 per cent at *policy and procedure* and 9.6 per cent at service outcomes (one of the lowest shares in Scotland).
- At 70 the number of quality of service allegations disposed of by the force also fell (-13.6 per cent) on last year, compared with a -8.2 per cent decrease for Scotland as a whole.

**Figure 4: Percentage share of type of quality of service allegations received, 2012-13**



## 5 Complainer characteristics

- Nearly all complainers (97.0 per cent) made their complaint to Central Scotland Police as opposed to having someone else do so on their behalf. This is similar to the 97.7 per cent recorded nationally. Where someone else did so on their behalf, it was most likely to be a parent or guardian (1.7 per cent).
- The majority of complainers were male (57.6 per cent), nearly five points lower than the Scottish average of 62.4 per cent. The gender of the complainer was unknown in a further 6.1 per cent of cases.
- In 43.3 per cent of cases the age of the complainer was unknown; in a similar proportion (44.2 per cent) the occupational status of the complainer was unknown; and in the majority of cases (57.6 per cent) the ethnicity of the complainer was unknown or not stated. In all three cases the proportions unknown have increased from last year. For these reasons we remain unable to make further comment about complainer characteristics.

Figure 5a: Age of complainer - Central Scotland and Scotland, 2012-13

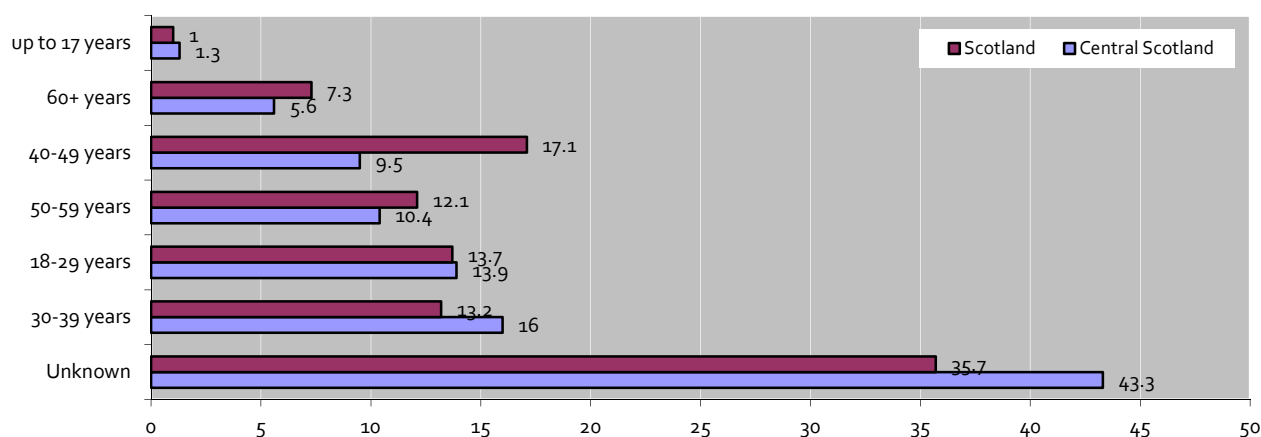
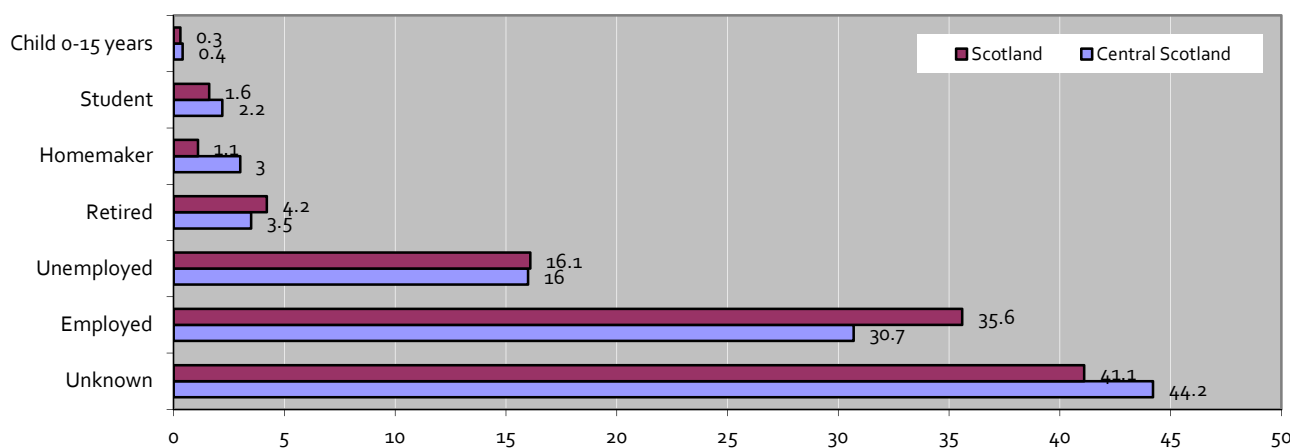


Figure 5b: Occupation of complainer - Central Scotland and Scotland, 2012-13



## 6 Subject of complaint characteristics

- We have said elsewhere that the majority of subjects of allegations were police officers. Under two-thirds of all those complained about in the force were male (64.1 per cent), 24.0 per cent were female and 12.0 per cent were unknown. The equivalent figures for Scotland are 72.5 per cent, 20.7 per cent and 6.8 per cent respectively.
- The peak ages for being complained about in the force are 30-39 (33.8 per cent, compared with 27.2 per cent nationally) and 40-49 (27.2 per cent, compared with 28.2 per cent nationally). This is only indicative, however, given that in 13.2 per cent of cases the age of the subject was unknown.
- Similarly, in 16.5 per cent of cases the ethnicity of the subject of the complaint was unknown.