

Scrutiny Report 1st April 2016 - 30th June 2016

East Lothian



*"The data provided in this report is for information purposes to allow Partnership Members to conduct their scrutiny responsibilities.
There may be minor amendments between the information in this report and the final statistics – for example: due to delayed reporting
or recording of crimes, road crashes or incidents. It would not therefore be accurate or appropriate to refer to, quote or use the data in this report as
official statistics. The extraction date from recording systems can differ so data should be seen as accurate on date of extraction by may still be dynamic
All data in the report is to indicate trend only as figures will change over time"*

Local Priorities
Indicator 1 - Detection Rate: Groups 1 to 5 Crimes
Target - Increase from 2015/16

Current situation

On target with a detection rate of 51.3%, which is an increase of 1.5% from this time last year.

Reasons

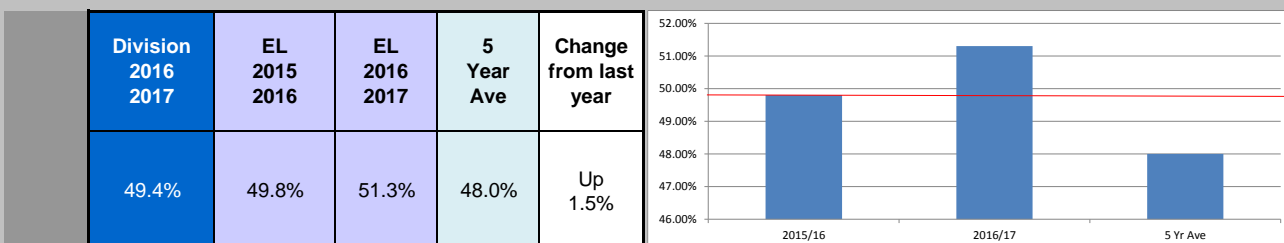
Police Scotland have extended their recording parameters to now include Group 5 crimes, which lists all other crimes that have been detected through pro-active activity, such as carrying offensive weapons, production and manufacture of drugs, possession of drugs. This in addition to Groups 1-4 crimes which includes violence, indecency, dishonesty and fire-raising/ malicious mischief offences.

Detection rate in East Lothian is above the Divisional and 5 year average.

What are we doing

- Enhanced offender management processes.
- Intelligence led targeting of known offenders, hot-spots and anti-social behaviour through proactive policing.
- High visibility patrols by local community & funded officers as directed by divisional tasking process & also through Multi-Agency Tasking and Coordinating Group process.
- Multi-agency collaboration e.g. Partnership interventions (CCTV, ASB teams, Trading Standards and Housing Associations etc.)

Indicator 1 - Detection Rate: Groups 1 to 5 Crimes



Local Priorities
Indicator 2 - Reduce the number of Domestic Housebreaking Offences
Target - Decrease from 2015/16

Current situation

On target, with a decrease of 7.7% from this time last year.

Reasons

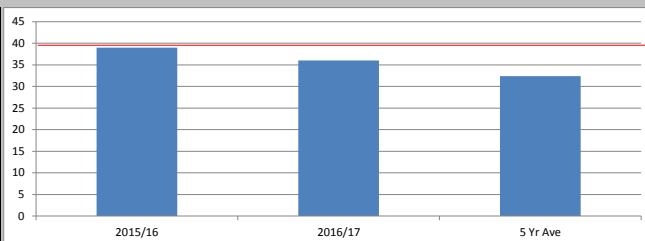
Whilst we remain on target in relation to this indicator, East Lothian as has been previously reported continues to be impacted by criminals travelling from outwith the area to commit this crime.

What are we doing

- Prevention, proactive and reassurance, target hardening of repeat victims, visits to vulnerable premises.
- Community Officers undertaking reassurance patrols and other prevention activity.
- ASBO craved routinely for all offenders convicted of housebreaking related offences in East Lothian through ASB Team.
- Operation Greenbay.
- Crime Prevention Surveys.
- Robust enforcement activity utilising local/regional and national support.
- Op Monarda activity focusing on vulnerable members of the community.
- Smartwater delivery, including the positioning of signage.
- Architectural Liaison consultations/reports.

Indicator 2 - Reduce the number of Domestic Housebreaking Offences

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
130	39	36	32.4	Down 7.7%



Local Priorities
Indicator 3 - Increase detection rate in respect of Domestic Housebreakings
Target - Increase from 2015/16

Current situation

Off target, with a decrease of 23% from this time last year.

Reasons

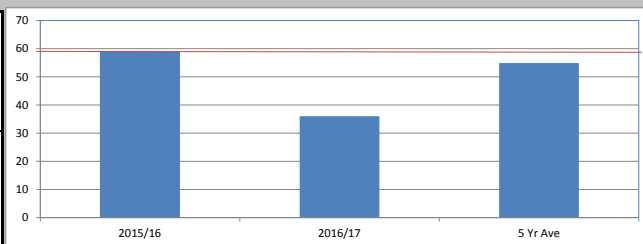
Whilst we have seen a reduction in the number of Domestic Housebreakings, there are currently a number of crimes with ongoing and productive enquiries.
 The Community Investigative Unit are currently progressing various lines of enquiry which should see the detection rate rise considerably once completed.
 A similar detection rate and percentage change from last year, is reflected across the whole Division.

What are we doing

- Operation Reduce and Capture (RAC).
- Joint work with police officers across East of Scotland.
- Operation Greenbay sharing intelligence and working in a co-ordinated manner to tackle offenders.
- ASBO proceedings in relation to housebreaking offenders.
- Community and Funded officers undertaking high visibility patrols to enforce ASBO's and deter criminality.
- Community Investigation Unit co-ordinated work across area.
- Crime Prevention Surveys.
- Fast-tracking positive Scenes of Crime evidence.
- Media releases, providing security and safety advice.
- Deployment of Smartwater increasing forensic opportunities.

Indicator 3 - Increase detection rate in respect of Domestic Housebreakings

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
36.2%	59%	36%	54.9%	Down 23%



Priority 1 - Protecting People
Indicator 4 - Reduce the number of Domestic Abuse Incidents reported
Target - Decrease from 2015/16

Current situation

On target, there has been a reduction of 6.14% compared to this time last year.

Reasons

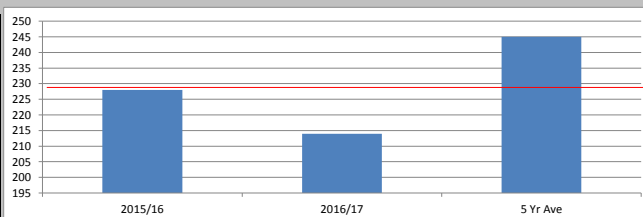
This year has seen 14 less Domestic Abuse Incidents reported compared with this time last year. Previously, Police Scotland were unable to produce 5 year average data for this indicator because it was not a substantive crime in it's own right. However, a method has been developed to research legacy and new systems to provide data.

What are we doing

- A thorough and robust investigation process is in place.
- Pro-active Domestic Abuse bail checks.
- MATAC (Multi Agency Tasking and Co-ordination): responsible for identifying and targeting High Risk Domestic Offenders.
- MARAC (Multi Agency Risk Assessment Conference): responsible for identifying and protecting High Risk victims of domestic abuse.
- Officers trained in risk assessment through domestic abuse questionnaire.
- Domestic Abuse investigation unit in place dealing with complex and high tariff cases.
- iVPD's - Risk & Concern management and assessment in conjunction with Partner Agencies.
- Strong National Police Scotland media campaigns.

Indicator 4 - Reduce the number of Domestic Abuse Incidents

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
1286	228	214	245	Down 6.14%



Priority 1 - Protecting People
Indicator 5 - Increase the detection rate for Domestic Abuse crimes
Target - Increase from 2015/16

Current situation

Off target, there has been a fall of 11.4% in the detection rate compared to this time last year, which amounts to a reduction of 37 less detected crimes.

Reasons

The focus on Domestic Abuse over the past three years has resulted in an increase in reporting which has been evident in the longer term incident trend with incident levels peaking in 2014/15. As such it would be expected that this increase would slow to a level with a good balance between proactively impacting on the issue and encouraged reporting.

Indicatively, Q1 in East Lothian saw a 6.14% reduction of reported Domestic Incidents, down by 14. There has also been a reduction Nationally with a commitment by Police Scotland to work with partner agencies where possible to understand if the reduction in reporting is in line with their experiences.

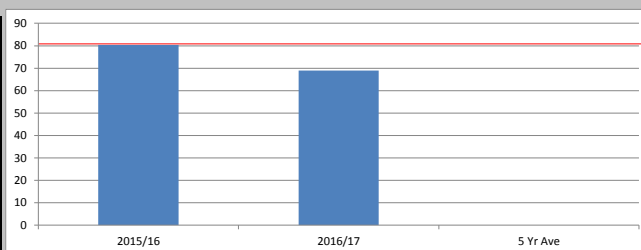
Please note, that the '5 year average' data is not available for detection rates of Domestic Abuse crimes.

What are we doing

- A thorough and robust investigation process is in place.
- Pro-active Domestic Abuse bail checks.
- MATAC (Multi Agency Tasking and Co-ordination): responsible for identifying and targeting High Risk Domestic Offenders.
- MARAC (Multi Agency Risk Assessment Conference): responsible for identifying and protecting High Risk victims of domestic abuse.
- Officers trained in risk assessment through domestic abuse questionnaire.
- Domestic Abuse investigation unit in place dealing with complex and high tariff cases.
- iVPD's - Risk & Concern management and assessment in conjunction with Partner Agencies.
- Strong National Police Scotland media campaigns.

Indicator 5 - Increase the detection rate for Domestic Abuse crimes

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
79.0%	80.4%	69.0%	N/A	Down 11.4%



Priority 1 - Protecting People

Indicator 6 - Ensure 95% of Domestic Abuse initial Bail checks under 24-hour prescribed time limit
Target - exceed 95%

Current situation

On target, 100% of all bail checks being completed under 24hrs.

Reasons

Supervisors and officers are fully aware of the importance of these checks and as such a disciplined tasking process is in place between the courts and the police.

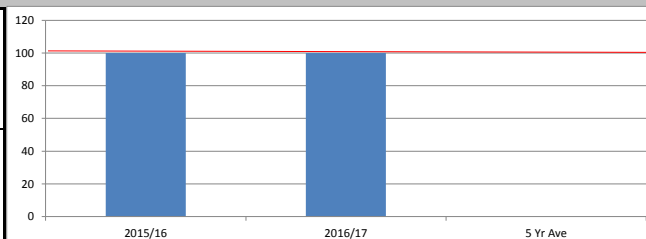
Please note that the '5 year average' data is not available.

What are we doing

- A thorough and robust investigation process in place.
- Pro-active Domestic Abuse bail checks.
- MATAC (Multi Agency Tasking and Co-ordination): responsible for identifying and targeting High Risk Domestic Offenders.
- MARAC (Multi Agency Risk Assessment Conference): responsible for identifying and protecting high risk victims of domestic abuse
- All officers now trained in risk assessment through domestic abuse questionnaire.
- Domestic Abuse Investigation unit in place dealing with complex and high tariff cases.
- Domestic Abuse Task Force covering East Of Scotland, to investigate serious & complex cases identified by Police/partner agencies.
- Addressing conversion rates from incidents to crimes.

Indicator 6 - Ensure 95% of Domestic Abuse initial Bail checks are conducted within the 24-hour prescribed time limit

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
99.0%	100.0%	100.0%	N/A	Static



Priority 1 - Protecting People
Indicator 7 - Increase the detection rate for Sexual Offences (Group 2 Crime)
Target - Increase from 2015/16

Current situation

On target, with a detection rate 5.3% up compared to this time last year.

Reasons

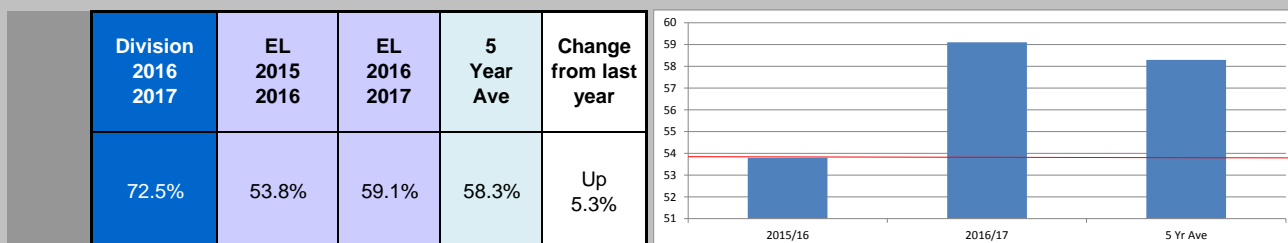
As part of Operation Fusion there was a full review undertaken of all Group 2 offences in East Lothian. This ensured a thorough and robust investigation had been undertaken in all crimes and to consider any patterns that developed. This improved the detection rate over the year.

A number of crimes in this category remain on-going live investigations due to protracted/complex nature some of which are historical reports and others where detailed forensic examination results are awaited.

What are we doing

- Dedicated Public Protection Unit with specialist officers providing support and investigation lead.
- Systematic Review of all Group 2 crimes and analysis to identify crime patterns.
- Multi-agency protection measures through Child and Adult Protection Services.
- Utilising Banning Orders and other relevant legislation
- Operation FUSION review and enforcement phase improved detection rates.

Indicator 7 - Increase the detection rate for Sexual Offences (Group 2 Crime)



Priority 2 - Reducing Anti-Social Behaviour
Indicator 8 - Reduce the number of Disorder incidents
Target - N/A

Current situation

Off target, there has been an increase of 18.7% of Disorder incidents from this time last year.

Reasons

Please note that Police Scotland do not produce '5yr average' as figures pre Police-Scotland cannot be validated.

An increase in ASB Disorder is also reported across the whole of Police Scotland and it is understood that a recording anomaly occurred, which has since been rectified.

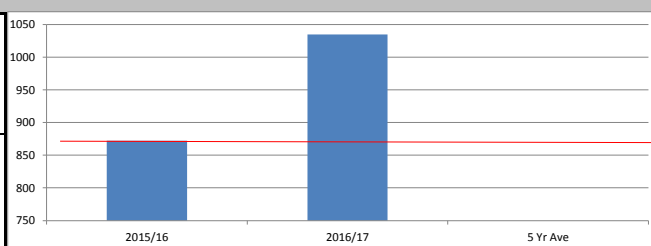
This is the first quarter data report since funding to the proactive teams was reduced and further analysis is ongoing to establish any impact.

What are we doing

- The efforts to address Antisocial Behaviour will continue and working with partners to ensure intelligence led patrols and preventative work is effective and efficient reassuring residents that they are safe to reside and visit East Lothian.
- Much of the work comes as a result of the multi agency ASB Team which works from Tranent and includes ASB officers, Housing, Police (including Funded Officers) and Community Wardens co-located using a process which reviews all relevant incidents daily and a weekly Tasking and Co-ordinating Meetings which incorporates other partners such as Council CCTV, Fire Service and Youth Workers to proactively deploy intelligence led resources.

Indicator 8 - Reduce the number of Disorder incidents

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
5281	872	1035	N/A	Up 18.7%



Priority 2 - Reducing Anti-Social Behaviour (ASB)
Indicator 9 - Reduce the number of ASB incidents
Target - Decrease from 2015/16

Current situation

Off target, there has been an increase of 28.5% of ASB incidents from this time last year.

Reasons

ASB incidents, are defined for counting purposes as, Complaint, Disturbance, Noise, Neighbour Dispute, Drinking in Public, Communications and Vandalism; the last 3 categories are in addition to those that are reported as Disorder incidents (Indicator 8).

An increase in ASB Incidents is also reported across the whole of Police Scotland and it is understood that a recording anomaly occurred, which has since been rectified.

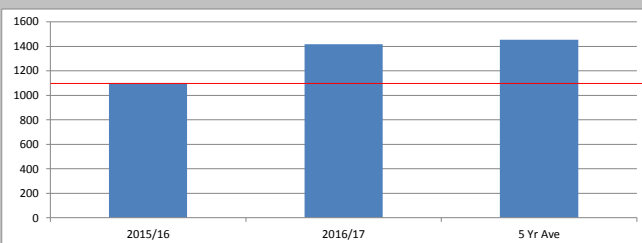
This is the first quarter data report since funding to the proactive teams was reduced and further analysis is ongoing to establish any impact.

What are we doing

- The efforts to address Antisocial Behaviour will continue and working with partners to ensure intelligence led patrols and preventative work is effective and efficient reassuring residents that they are safe to reside and visit East Lothian.
- Much of the work comes as a result of the multi agency ASB Team which works from Tranent and includes ASB officers, Housing, Police (including Funded Officers) and Community Wardens co-located using a process which reviews all relevant incidents daily and a weekly Tasking and Co-ordinating Meetings which incorporates other partners such as Council CCTV, Fire Service and Youth Workers to proactively deploy intelligence led resources.

Indicator 9 - Reduce the number of ASB incidents

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
7079	1102	1416	1454	Up 28.5%



Priority 2 - Reducing Anti-Social Behaviour
Indicator 10 - Reduce the number of Hate Incidents
Target - Decrease from 2015/16

Current situation

Off target, a 36% increase in comparison to this time last year last year.

Reasons

The 36% increase in the number of Hate Incidents is equivalent to 4 additional crimes, one of which will be under review and likely to be reclassified, bringing down the figure from 36% to 27% compared to this time last year and directly comparable with the '5 year average'.

Research shows no direct link between this increase and any National event, and a spike has been identified during one week in June (prior to the Referendum Election) when 4 Hate Incidents were reported in East Lothian, none of which were connected in any way.

There are over 300 Third Party Reporting Sites across the country, 9 of which are situated in East Lothian. A list of all sites, broken down into Local Authority areas can be found on the Police Scotland website under the banner, '3rd Party Reporting'.

Hate Crime is a priority in East Lothian and across the whole of Scotland and the recent campaign seeks to reinforce the message that prejudice based on sexual orientation, transgender identity, disability, racial or religious lines will not be tolerated.

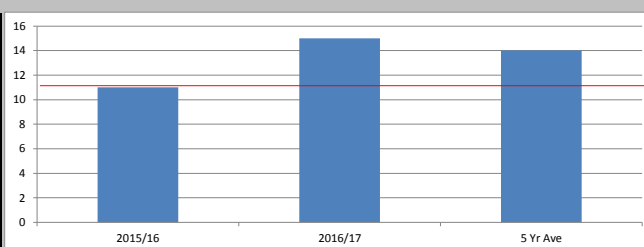
Continued multi agency risk assessment and robust enforcement help mitigate the harm and raise awareness throughout communities.

What are we doing

- A thorough and robust investigation process in place and monitored by Community Inspectors.
- ASB Team review at the weekly Tasking and Co-ordinating & Adult Monitoring Groups.
- Agenda item on daily Police Tactical Tasking and Co-ordinating process providing governance.
- Risk undertaken by Public Protection Unit and Local Authority Liaison Officer.

Indicator 10 - Reduce the number of Hate Incidents

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
92.0	11	15	14	Up 36%



**Priority 2 - Reducing Anti-Social Behaviour
Indicator 11 - Reduce the number of Hate Crimes
Target - Decrease from 2015/16**

Current situation

Off target, there has been an 18% increase from this time last year.

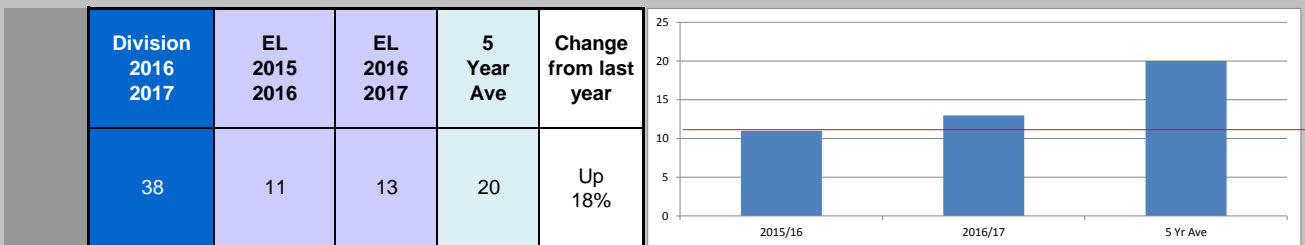
Reasons

An 18% increase is equivalent to a rise of 2 Hate crimes compared against this time last year, which is however, still 7 below the '5 year average'. Research shows no direct link between this increase and any National event, and one spike has been identified during one week in June (prior to the Referendum Election) when 4 Hate Incidents were reported in East Lothian, none of which were connected in any way.

What are we doing

- A thorough and robust investigation process in place and monitored by Community Inspectors.
- ASB Team review at the weekly Tasking and Co-ordinating & Adult Monitoring Groups.
- Agenda item on daily Police Tactical Tasking and Co-ordinating process providing governance.
- Risk Assessment undertaken by Public Protection Unit and Local Authority Liaison Officer.

Indicator 11 - Reduce the number of Hate Crimes



Priority 2 - Reducing Anti-Social Behaviour
Indicator 12 - Increase the detection rate for Hate Crime
Target - Increase from 2015/16

Current situation

Off target, a reduction of 46% from this time last year.

Reasons

There has been an increase of 2 Hate crimes reported compared to this time last year and of these crimes a number are and remain active and ongoing enquiries.

Research shows no direct link between this increase and any National event, and one spike has been identified during one week in June (prior to the Referendum Election) when 4 Hate Incidents were reported in East Lothian, none of which were connected in any way.

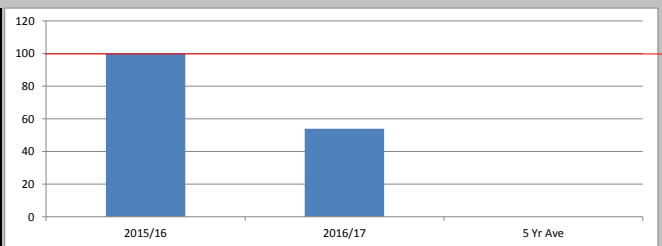
Please note that the '5 year average' data is not available. Hate Crime is not substantive but classed as an aggravator and the data is sourced from the Interim Vulnerable Persons Database (iVPD) system, which was only introduced 3 years ago.

What are we doing

- Robust investigation and review process.
- Sharing intelligence and using it to target patrols and be visible in the right place, at the right time.
- Daily review of iVPD Hate Crime referrals to capture any missed opportunities.

Indicator 12 - Increase the detection rate for Hate Crime

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
62.0%	100.0%	54.0%	N/A	Down 46%



Priority 3 - Reducing Violence
Indicator 13 - Reduce the level of Group 1 Violent Crime
Target - Decrease from 2015/16

Current situation

Off target, there has been an increase of 130% compared to this time last year, from 10 to 23 crimes recorded.

Reasons

A great deal of this increase can be put down to the strict adherence to a change in definition of what is classed as a 'serious assault' – consequently we are now recording incidents as serious assaults, which in the past would have been common assaults. This is similarly reflected across the whole of Police Scotland. There does not appear to be a real pattern to locations/repeat offenders and an analysis of those 23 crimes recorded in East Lothian shows that 9 relate to serious assaults, with a 90% detection rate. It is also worth noting that the detection rate for Violent Crime currently sits at 82.6%.

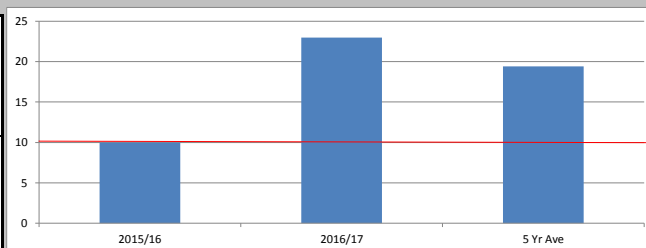
Also worth noting, as of 24/07/16 there was a 33% increase change from last year, from 18 to 24 crimes recorded; a substantial change from this quarter's figure of 130% increase.

What are we doing

- Enhanced offender management processes.
- Intelligence led targeting of known offenders, hot-spots and antisocial behaviour through proactive policing.
- High visibility patrols by local community and funded officers as directed by police divisional tasking process and also through multi-agency Tasking and Co-ordinating Group process.
- Multi-agency collaboration e.g. Partnership interventions (CCTV, ASB teams, Community Wardens, Police Funded Team, Scottish Prison Service and Housing Associations etc.).
- Newly appointed Youth Community Officers have been providing inputs throughout schools.

Indicator 13 - Reduce the level of Group 1 Violent Crime

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
139	10	23	19.4	Up 130%



Priority 3 - Reducing Violence
Indicator 14 - Increase the number of positive Stop and Searches for Offensive Weapons
Target - Increase from 2015/16

Current situation

An enhanced version of the National Stop & Search Database commenced on 1 June 2015. The enhanced database brought significant changes in the process of data capture and the methodology for recording data items. No previous year to date figures are provided as it has been previously acknowledged this data is not 100% accurate, therefore comparisons will provide misleading results or invalid conclusions. Management Information and data in respect of stop and search can be found on the Police Scotland website via <http://www.scotland.police.uk/about-us/police-scotland/stop-and-search-data-publication>.

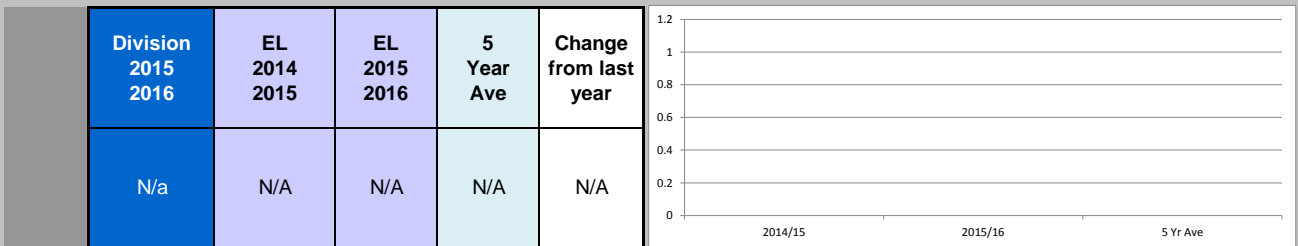
Reasons

No comparative data is available for stop search figures.

What are we doing

Intelligence led and proactive targeting using the concept of right person, right place, at the right time.

Indicator 14 - Increase the number of positive Stop and Searches for Offensive Weapons



Priority 4 - Tackling Substance Misuse
Indicator 15 - Increase the number of positive Stop and Searches for Controlled Drugs
Target - Increase from 2015/16

Current situation

An enhanced version of the National Stop & Search Database commenced on 1 June 2015. The enhanced database brought significant changes in the process of data capture and the methodology for recording data items. No previous year to date figures are provided as it has been previously acknowledged this data is not 100% accurate, therefore comparisons will provide misleading results or invalid conclusions. Management Information and data in respect of stop and search can be found on the Police Scotland website via <http://www.scotland.police.uk/about-us/police-scotland/stop-and-search-data-publication>.

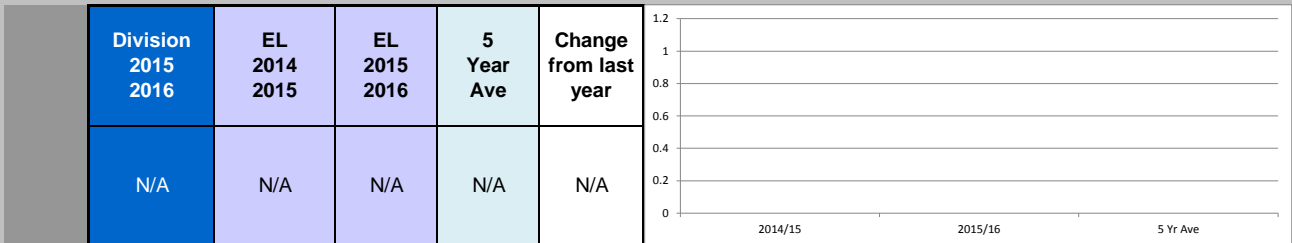
Reasons

No comparative data is available for stop search figures.

What are we doing

Intelligence led and proactive targeting using the concept of right person, right place, at the right time.

Indicator 15 - Increase the number of positive Stop and Searches for Controlled Drugs



Priority 4 - Tackling Substance Misuse
Indicator 16 - Increase the number of on/off sales licensed premises visits
Target - Increase from 2015/16

Current situation

Off target, down 12 from 241 to 229 visits to licensed premises (including incidents) this year.

Reasons

There are currently 2 Problematic premises in East Lothian.
 The figure combines the number of visits, which are either, 'proactive' (conducted during routine patrols) or 'reactive' (attending ongoing incidents which are linked to a licensed premises).
 On 24th August CI Paden will be presenting Best Bar None Awards to 9 successful licensed premises in East Lothian.
 The winners of the Gold awards were: The Pine Marten, Dunbar, Queen Margaret University Students Union, Musselburgh, The Golfers Rest, North Berwick and the Dunmuir Hotel, Dunbar.
 The winners of the Silver awards were: The Coalgate Inn, Ormiston, Prestonpans Labour Party Social Club, The Golf Tavern, Haddington and the Thorntree Inn, Port Seton.
 The winner of a Bronze award was The Bayswell Park Hotel & Spa, Dunbar.

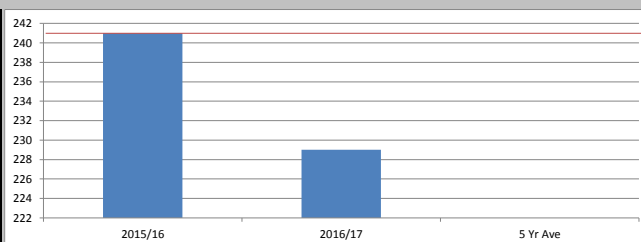
What are we doing

Officers will continue to make regular visits to Licensed Premises as part of focused patrols in support of various initiatives, such as Test Purchase Operations.

- Campaign Against Violence deployment and Town Dispersal plans.
- Reduction in night time economy Premises.
- Pub Watch.
- Test Purchase operations.
- Active participation in Best Bar None Award Campaign, promoting a safer local community by reducing alcohol related harm, disorder and crime.

Indicator 16 - Increase the number of on/off sales licensed premises visits

Division 2015 2016	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
N/A	241	229	N/A	Down 12



Priority 5 - Making Our Roads Safer
Indicator 17 - Reduce the number of people killed or seriously injured on our roads
Target - Decrease from 2015/16

Current situation

On target, there has been a 55.6% decrease in the number of people killed or seriously injured on our roads, from 9 to 4 compared with this time last year.

Reasons

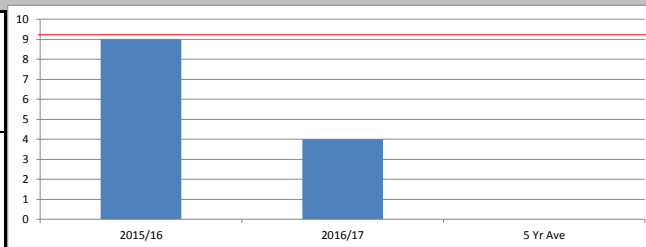
Continued preventative and proactive activity, in conjunction with focused enforcement, using local Divisional officers with support from Road Policing Unit, in accordance with National Road Safety Campaigns and direct tasking following collaboration with partners at ELC Road Safety Working Group and Community Safety Department.

What are we doing

- Local Officers and Roads Policing Officers continue to target priority routes, positively influencing driver behaviour. They have been paying particular attention to the A198/99 coastal routes (these have seen the most serious road collisions in recent years), engaging with car drivers and motorcyclists. Very often these road users are either warned or given advice in an effort to make them safer drivers and more aware of the potential hazards which exist.
- Preventative Activity including "2MRO's Driver".
- This year local officers and specialist Roads Policing Officers have been deployed to target speeding drivers in East Lothian hot spots. These have been identified through analysis/ community feedback of road collisions, in this way deploying resources at the right place at the right time.
- Increasing the number of officers trained in the use of handheld radar devices and undertaking enforcement activity aligned to hot-spot areas.
- Participation in National Campaign focusing on vulnerable road users.
- Local Community Ward Officer led initiatives targeting areas around schools in East Lothian.
- National drink/driving campaigns.

Indicator 17 - Reduce the number of people killed or seriously injured on our roads

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
62	9	4	N/A	Down 55.6%



Priority 5 - Making Our Roads Safer
Indicator 18 - Increase the number of people detected for Drink/Drug Driving offences
Target - Increase on 2015/16

Current situation

Off target, there has been an 8.7% decrease in people detected for drink/drug driving offences.

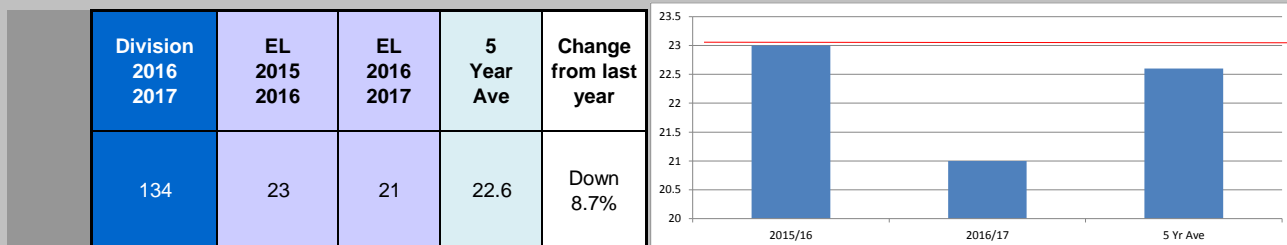
Reasons

Although this indicator is off target by 8.7%, this is representative of a change from 23 to 21 compared to this time last year, it is comparable with the '5 year average'.

What are we doing

- Focused Roads Police enforcement from both Divisional Roads Police Unit and Trunk Roads Police
- This activity is reflected in the drivers stopped for speeding and the net result of this was an increase in the number of drivers stopped and breathalysed.
- Seasonal Drink/Driving campaign.

Indicator 18 - Increase the number of people detected for Drink/Drug Driving offences



Priority 5 - Making Our Roads Safer
Indicator 19 - Increase the number of people detected for Dangerous Driving offences
Target - Increase from 2015/16

Current situation

On target, with an increase of 225% compared to this time last year, from 4 to 13 people detected for dangerous driving offences.

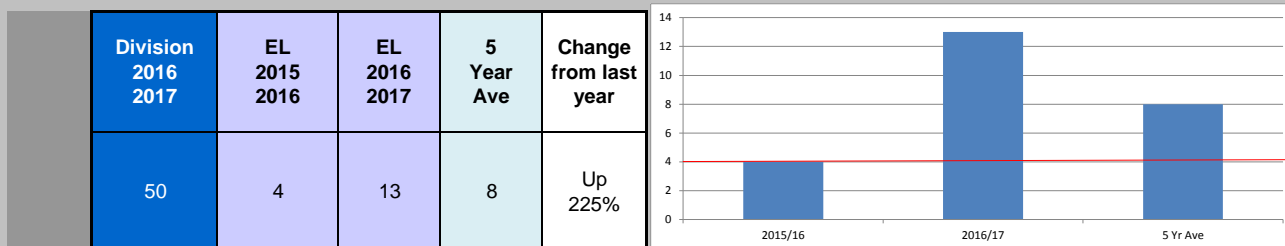
Reasons

Continued preventative and proactive activity, in conjunction with focused enforcement, using local Divisional officers with support from Road Policing Unit, in accordance with National Road Safety Campaigns and direct tasking following collaboration with partners at ELC Road Safety Working Group and Community Safety Department.

What are we doing

- ELCAT and the majority of Community Ward Officers are trained in the use of hand-held radar devices, with additional equipment being purchased.
- There is also a continued strong representation at the East Lothian Partnership Road Safety Working Group.
- Increased detection of those involved in housebreakings, where vehicles are stolen and driven dangerously.

Indicator 19 - Increase the number of people detected for Dangerous Driving offences



Priority 6 - Tackling Serious Organised Crime
Indicator 20 - Increase the number of cash seizures and restraints through the Proceeds of Crime Act
Target - Increase from 2015/16

Current situation

Off target, up by £95,974 from this time last year.

Reasons

Every opportunity is taken to enforce powers under terms of the Proceeds of Crime Act.

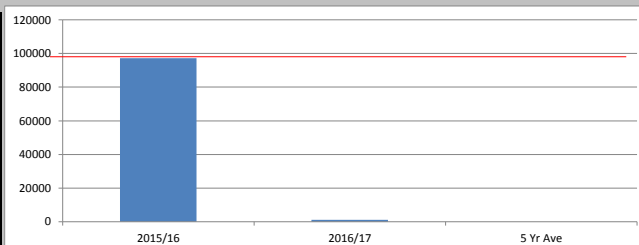
The reported figure represents money seized from those criminals living within East Lothian. It is not indicative of whether or not this money was from the proceeds of crimes committed within East Lothian.

What are we doing

- Priority targeting of drug supply network.
- Proceeds of Crime Act legislation utilised in every instance.
- Engagement with East Lothian Council to promote and support activity of the multi agency Serious & Organised Crime Group meeting, which Kenny Black, East Lothian Council Safer Communities Team Leader now acting as a Single Point Of Contact.
- Providing support and sharing information with East Lothian Council regarding Procurement.

Indicator 20 - Increase the number of cash seizures and restraints through the Proceeds of Crime Act

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
N/A	£97,149	£1,175	N/A	Down £95,974



Priority 6 - Tackling Serious Organised Crime
Indicator 21 - Increase the number of people detected for Supplying Drugs
Target - Increase from 2015/16

Current situation

On target, with an increase of 15.4% from this time last year of people detected for supplying drugs, from 13 to 15.

Reasons

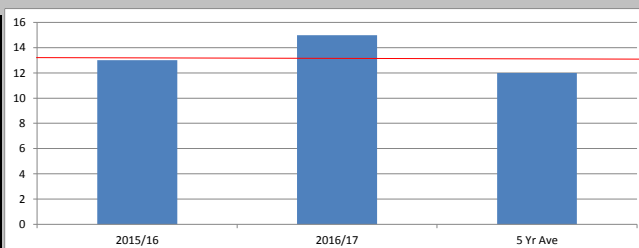
Intelligence led and proactive targeting using the concept of right person, right place, at the right time.

What are we doing

- Engage in intelligence led targeting of this anti-social behaviour activity as it has a significant negative impact.
- Intelligence discussed and allocated through divisional tasking process and also through multi-agency Tasking and Co-ordination Group process to improve effectiveness.
- Proactive use of media to communicate successful operations to ensure communities realise benefits of reporting information/ intelligence.
- Prioritisation of cannabis cultivations to address safety implications to the public.

Indicator 21 - Increase the number of people detected for Supplying Drugs

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
91	13	15	12	Up 15.4%



Complaints against the Police

Number of complaints		16		Number of Complaints per 10,000 Police Incidents		24.1	
	On duty		Off duty	Quality of service allegations	Total Number of allegations		
Total allegations recorded	23		0	4	27		



Management Information: Call Handling

Report

Period: June 2016

All statistics are provisional and should be treated as management information. All data have been extracted from Police Scotland internal systems and are correct as at 4th July 2016

Produced by Police Scotland Analysis and Performance Unit
July 2016

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Commentary Notes on Management Information

Police Scotland currently has a network of service centres and area control rooms spread across the country which accept Emergency and Non-Emergency contacts.

Since the formation of Police Scotland in April 2013, work has been ongoing to integrate and remodel the structures that allow the public to contact the police, as well as the dispatch and support of officers on duty. As part of the re-structuring work, we will be investing in new technology and standardising the performance reporting information across the country.

At present there remain restrictions on the ability to report consistent data across all locations as a result of the different ICT systems which are still in use.

This will change in future but in the meantime, for the purposes of transparency, we are publishing our call handling data, along with a technical explanation and general commentary to assist with interpretation of the reports.

Data Source

Data for the North region is obtained from legacy call handling systems, which have limitations preventing the publication of complete data. Work is ongoing to replace these systems with national ones, which will allow us to determine service delivery in a consistent manner.

Data for the East and West regions has been extracted from our call handling systems which manages calls made to the service centre via 101 or 999 telephone numbers. It also handles other calls, such as direct lines from other emergency services.

The measurement of data commences from the point where a call is routed to Police Scotland by British Telecom (BT), Vodafone Cloud (101 system) or a direct dial line. It does not include the period of time taken by BT or Vodafone to answer and route the call to Police Scotland.

How calls are prioritised

All calls made to the Police Scotland Service Centre via 999, 101 or another dedicated line are prioritised dependent on their source.

- 999 Emergency – Calls received via 999 are treated as the highest priority and are always answered first.

- 101 Non-Emergency – Calls received from the public via 101 are treated as a normal priority and are answered when there is a suitable service adviser available but there are no other higher priority calls waiting.

NOT PROTECTIVELY MARKED
THIS DATA IS POLICE SCOTLAND MANAGEMENT INFORMATION,
NOT OFFICIAL STATISTICS

Explanation of the report data

Non-emergency Call Handling (101)

Calls Received	This section measures the volume of calls received from the public via the 101 telephony system. Other calls that are received via the service centres are NOT included in this measure, those calls would include 999 calls, alarm company lines and the Police Scotland staff absence line.
Calls Discontinued	This section measures the volume of calls received from the public via the 101 telephony system that are disconnected without the caller speaking to a service adviser.
Calls Discontinued after 120 seconds	This sections measures the volume of calls received from the public via the 101 telephony system that are disconnected without the caller speaking to a service adviser, after waiting for a period of 2 minutes or more. Data for this measure is only held for a period of 31 days.
Average time to answer (seconds)	This section measures the average (mean) time to answer calls from the public, received via the 101 telephony system, within the reported period.
Longest wait time (minutes:seconds)	This section measures the longest time a member of the public waited to be connected to a service adviser when calling via the 101 telephony system. Times are displayed in <i>hours:minutes:seconds</i> and are relevant for the reported period only.
Other Emergency Service Calls	The section measures calls made to the Police Scotland Service Centres from other emergency services requesting police. These are not made via the 101 telephone number but are received by the same service advisers via a dedicated number for each emergency service.
Grade of Service %	The grade of service is a Police Scotland management indicator to monitor how long it takes to answer calls. This section displays as a percentage , the number of calls that are connected to a service adviser within 40 seconds from the total volume of calls received from the public via the 101 telephone system.

Emergency Call Handling (999)

Calls Received	This section measures the volume of calls received from the public via the 999 telephony system. Other calls that are received via the service centre are NOT included in this measure. Those calls would include 101 calls, alarm company lines and the Police Scotland staff absence line.
Calls Discontinued	This section measures the volume of calls received from the public via the 999 telephony system that are disconnected without the caller speaking to a service adviser. It is important to note that any 999 call that is disconnected is reviewed by the call handling supervisor and the BT Operator. A number of factors are considered, including previous calls from the same number and potential vulnerability identified from each call, and then action is taken which may involve re-contacting the caller by telephone or dispatching officers to attend and ensure the caller is safe and well. Often a 999 call is disconnected due to the caller realising someone else has reported the matter to the police or the police attending as the caller is making the call.
Calls Discontinued after 120 seconds	This section measures the volume of calls received from the public via the 999 telephony system that are disconnected without the caller speaking to a service adviser, after waiting for a period of 2 minutes or more. There are very few calls disconnected after 120 seconds as they are routinely answered within 10 seconds. A 999 call not being answered within this timescale occurs due to a spike in calls, normally resultant of a number of people calling about the one incident, eg a road crash. Data for this measure is only held for a period of 31 days due to limitations on the system store process.
Average time to answer (seconds)	This section measures the average (mean) time to answer calls from the public, received via the 999 telephony system, within the reported period.
Longest wait time (minutes:seconds)	This section measures the longest time a member of the public waited to be connected to a service adviser when calling via the 999 telephony system. Times are displayed in <i>minutes:seconds</i> and are relevant for the reported period only.
Grade of Service %	The grade of service is a Police Scotland management indicator to monitor how long it takes to answer calls. This section displays as a percentage , the number of calls that are connected to a service adviser within 10 seconds from the total volume of calls received from the public via the 999 telephone system.

Table 1.1
Non Emergency Call Handling (101) : Police Scotland.
FORCE by Division

Contact Centre	June 2016						
	Calls Received	Calls Discontinued	Calls Discontinued after 120 seconds	Average time to Answer (seconds)	Longest Wait Time (hours:mins:secs)	Other Emergency Service Calls (non 101)	Grade of Service %
FORCE	191 060	-	-	-	-	-	-
North							
Dundee	13 314	-	-	-	-	-	64.0%
Aberdeen	28 251	-	-	-	-	-	79.0%
Inverness	12 817	-	-	-	-	-	91.0%
East							
Bilston Glen	56 457	1 266	21	14	00:06:01	5173	91.7%
West							
Greater Glasgow	80 221	1 192	10	10	00:04:13	8300	94.0%

Table 1.2
Emergency Call Handling (999) : Police Scotland.
FORCE by Division

Contact Centres	June 2016					
	Calls Received	Calls Discontinued	Calls Discontinued after 120 seconds	Average time to Answer (seconds)	Longest Wait Time (mins:secs)	Grade of Service %
FORCE	42 047	-	-	-	-	-
North						
Dundee	3 131	-	-	-	-	91.0%
Aberdeen	3 374	-	-	-	-	92.3%
Inverness	1 445	-	-	-	-	94.0%
East						
Bilston Glen	13 579	93	-	5	00:02:38	93.5%
West						
Greater Glasgow	20 518	108	-	3	00:02:02	97.3%

**SCOTTISH POLICE
AUTHORITY**

Meeting	SPA Complaints and Conduct Committee Public Session
Date	Wednesday 18 May 2016, 1000-1300 hours
Location	Pacific Quay, Glasgow
Title of Paper	Professional Standards Department Performance Report
Item Number	5.1
Presented By	Chief Superintendent Carole Auld
Recommendation to Members	For Information
Appendix Attached:	YES – FOR PUBLICATION

PURPOSE

To report to Members of the Complaints and Conduct Committee, for the purposes of noting, the statistical information relating to the investigation of complaints about members of Police Scotland for Quarter 4 (1 January – 31 March 2016) and FYTD (1 April 2015 to 31 March 2016).

1. BACKGROUND

- 1.1 The attached statistical summary provides data relating to Quarter 4 (1 January – 31 March 2016) and FYTD (1 April 2015 – 31 March 2016) (Appendices 'B' and 'C').
- 1.2 Note: Appendix 'A' entitled "Complaint Outcome Categories" informs members on the classification and disposal codes in relation to complaints about the police and the breakdown of irregularity in procedure sub-categories.

2. FURTHER DETAIL ON THE REPORT TOPIC

- 2.1 There are no further detail on this report.

3. FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications as a consequence of this report.

4. PERSONNEL IMPLICATIONS

- 4.1 There are no personnel implications as a consequence of this report.

5. LEGAL IMPLICATIONS

5.1 There are no legal implications as a consequence of this report.

6. REPUTATIONAL IMPLICATIONS

6.1 There are no reputational implications as a consequence of this report.

7. SOCIAL IMPLICATIONS

7.1 There are no social implications as a consequence of this report.

8. COMMUNITY IMPACT

8.1 There are no community impact implications as a consequence of this report.

9. EQUALITIES IMPLICATIONS

9.1 There are no equality implications as a consequence of this report.

10. ENVIRONMENT IMPLICATIONS

10.1 There are no environment implications as a consequence of this report.

RECOMMENDATIONS

Members of the Scottish Police Authority are invited to note the content of this paper.



COMPLAINT OUTCOMES CATEGORIES

CLASSIFICATION AND DISPOSAL CODES - COMPLAINTS ABOUT THE POLICE

Complaints About the Police can be classified into 3 distinct categories:

- On Duty – Criminal/Non Criminal
- Off Duty – Criminal/Non Criminal
- Quality of Service

On Duty Complaints About the Police (CAPs)

Any complaint alleging an act or omission, either criminal or non-criminal, about an on duty member of the Police Service of Scotland (PSoS) would be categorised as one of the following complaint allegations:

- Assault
- Excessive Force
- Incivility
- Neglect of Duty
- Irregularity in Procedure
 - ASBO/Fixed Penalty Procedures
 - Custody Procedures/Care of Prisoners
 - Disclosure of Information (non criminal)
 - Forced entry to premises
 - Inaccurate information placed on police systems
 - Insufficient Enquiry carried out
 - Interview Procedures
 - Length of time taken to investigate/carry out enquiries
 - Method of Arrest/Detention
 - Officer did not provide name or shoulder number
 - Other
 - Productions/Lost & Found Property
 - Provide insufficient explanation regarding police procedures
 - Provide insufficient updates to the complainer

NOT PROTECTIVELY MARKED

- Road Traffic Procedures
- Search procedures – persons or property
- Statement taking
- Vehicle Recovery Scheme
- ASBO/Conditional Offer etc Issues
- Custody – Care of Prisoners
- Custody – Procedures
- Dealing with juveniles
- Failure to Explain Policy/Procedure
- Failure to give identify/collar no./show warrant card etc.
- Search of Person(s) – incl. stop and search
- Search to property – with or without warrant
- Vehicle Recovery Scheme Issues
- Search procedures - stop and search
- Traffic Irregularity/Offence
- Oppressive Conduct/Harassment
- Unlawful/Unnecessary Arrest or Detention
- Discriminatory Behaviour
- Corrupt Practice
- Other Criminal
- Other – Non Criminal

A Police Officer is considered to be “on-duty” when operating within a tour of duty or when off duty and has cause to identify themselves as a police officer and utilise their police powers to manage a situation.

Off Duty Complaints About the Police

An off duty complaint about the police can be defined as any complaint alleging an act or omission, either criminal or non-criminal, about an off duty member of the PSoS. The complaint allegation would be categorised as one of the following complaint headings:

- Crimes of Violence
- Crimes of Indecency
- Crimes of Dishonesty
- Fireraising, Malicious Mischief etc
- Other Crimes
- Miscellaneous Offences
- Offences involving motor vehicles
- Incivility (non-criminal)
- Other – non criminal

If a criminal complaint is made in respect of an off duty member of PSoS, the allegation will be recorded and investigated in accordance with the nature of the criminality involved. The police officer/member of staff subject to the allegation should be treated in the same manner as any other member of the public and if sufficient evidence exists reported to the Procurator Fiscal.

If the allegation relates to a non-criminal matter, the allegation will be assessed objectively to ensure it fulfils the criteria for an off-duty CAP. Only if the conduct complained about would have a bearing on an individual's role as a police officer or member of police staff would the matter be categorised as a "Complaint About the Police".

Following enquiry regarding an **on duty or off duty** CAP the following outcomes can be attributed to each allegation in respect of how the CAP has been concluded and what action, if any, has been taken in respect of the officer subject to allegation:

- Withdrawn
- Abandoned
- Not Upheld – Insufficient Evidence
- Upheld – Concluded by explanation
- Not Upheld – Concluded by explanation
- Not Upheld – Leading to No Proceedings by APF
- Upheld – Alternative to Prosecution by APF
- Upheld – Leading to criminal proceedings
- Upheld – Leading to misconduct disposal
- Not Upheld – Malicious Complaint

Quality of Service Complaints About the Police

Quality of Service allegations are categorised as complaints about the organisation. An officer or member of police staff can not be associated with a Quality of Service allegation. If a complaint refers to the conduct of an individual the complaint should be categorised as an on-duty allegation under the appropriate allegation heading.

Qualities of Service allegations fall under the 3 following headings:

- **Policy/Procedure**
Complaints that relate to policing policy, practice or procedure rather than the action of any particular member of staff
- **Service Delivery**
Complaints that relate specifically to a policing response including policing presence, time and type of response
- **Service Outcomes**
Complaints that relate to the outcome of policing action including the failure to take action or a lack of satisfaction with the action taken

The outcomes of a Quality of Service complaint vary slightly from the outcomes of on/ off duty complaints and are classified as follows:

- Withdrawn
- Abandoned
- Upheld – Concluded by explanation
- Not Upheld – Concluded by explanation
- Upheld – Changes to policy/procedures

- Upheld – Training needs identified

Recording Processes

Following the creation of the PSoS, processes undertaken by legacy Forces have been reviewed to ensure a corporate approach in terms of recording methods. It is the intention of the business area to implement recording off-duty criminal incidents as Prosecution reports instead of Criminal complaints.

It should also be noted that the policy of recording off duty instances of officers/members of staff being issued Fixed Penalty Notices or Conditional Offers in relation to minor offences as Miscellaneous instead of a complaint has been adopted Force-wide to ensure continuity around Scotland in respect of recording methods.

NOT PROTECTIVELY MARKED

Appendix B



Quarter 4 - Covering the period:

1 January to 31 March 2016

**Complaints and Conduct Committee Meeting
18 May 2016**

Compiled by Professional Standards Department on 15 April 2016

NOT PROTECTIVELY MARKED

INTRODUCTION

This report has been produced using data taken from the complaints recording system known as 'Centurion' used by Police Scotland. Where appropriate, context has been provided to allow a greater understanding of the data.

The data herein relates to the period 1 January 2016 - 31 March 2016 (Quarter 4).

HEADLINES

- The Front Line Resolution (FLR) process has reached its highest quarterly performance resolving 55.7% (857) of all complaint cases received during Quarter 4. Of these it continues to be the case that less than 3% of complainers (22) have requested further enquiry be conducted
- Complaint cases received during Quarter 4 have again decreased for the second consecutive quarter compared to the same period last year (1674 -v- 1702). This equates to 28 fewer complainers.
- The average number of complaints received each month for the entire year is 568, at the lower end of the established tolerance level of 550 - 600 per month
- Allegations received during Quarter 4 have again decreased for the second consecutive quarter and are now reporting a -14.9% decrease compared to the same period last year
- Overall, more than 95% of complaint cases appear to have been concluded to the complainers satisfaction

COMPLAINT CASES AND ALLEGATIONS

Table 1

Complaint Cases Received											
Area	Q4 2015/16	Q4 2014/15	% Change	Criminal	Non- Criminal	FLR Division	FLR PSD	**FLR Rate	Total Complaints FYTD	Total Complaints PYTD	% Change
North	294	314	-6.4%	14	134	6	140	51.1%	1190	1113	6.9%
East	440	425	3.5%	4	197	7	232	54.1%	1761	1407	25.2%
West	693	725	-4.4%	37	226	27	403	64.1%	2873	2418	18.8%
Specialist Services	247	238	3.8%	27	125	13	82	39.6%	994	801	24.1%
TOTAL	1674	1702	-1.6%	82	682	53	857	55.7%	6818	5739	18.8%

***The FLR percentage rate only pertains to those which have been resolved by PSD staff.*

The total number of complaint cases received by Police Scotland during Quarter 4 was 1674. This is a decrease of 28 (-1.6%) compared to the same period last year. This reduction has continued to positively impact on the overall year to date performance, which although showing an increase compared to the same period last year, continues on a downward trend, from 44.6% in Quarter 2, 25.4% in Quarter 3 to 18.8% at the end of the year.

Quarter 4 is the second consecutive quarter this year to show an overall decrease in complaint cases received compared to the same period last year. The new processes implemented by PSD in September 2014, has enabled a more accurate comparison to be made against previous reporting periods.

As anticipated this positive downward trend did continue through Quarter 4 and in this regard, it can now be reported the average number of complaint cases received per month for the entire year was 568, which is at the lower end of the established tolerance level of 550 - 600 complaints per month.

NOT PROTECTIVELY MARKED

The Front Line Resolution (FLR) process continues to be effective, with dedicated staff within PSD successfully resolving complaints and therefore reducing demand on local policing teams, by reducing the number of complaints allocated for further enquiry. During Quarter 4, there have been 857 complaints resolved by FLR which represents the highest quarterly performance this year at 55.7% of the total complaints received.

Of these, less than 3% (22) of complainers have subsequently requested further enquiry, which provides reassurance regarding the efficient and ethical nature of the process which is designed to meet the needs of complainers and deal with complaints in a proportionate and timely manner

Police Scotland (North) has experienced a decrease in complaint cases (-6.4%) in Quarter 4 compared to the same period last year. The total number of complaints recorded during 2015/16 has increased by 77 complaints (6.9%), compared to last year.

Police Scotland (East) has reported a slight increase in complaint cases (3.5%) in Quarter 4 compared to the same period last year. The total number of complaints recorded during 2015/16 has increased by 354 complaints (25.2%), compared to last year.

Police Scotland (West) has reported a decrease in the number of complaints cases (-4.4%) in Quarter 4 compared to the same period last year and this is the second consecutive quarter complaints have reduced. The total number of complaints recorded during 2015/16 has increased by 455 complaints (18.8%), compared to last year.

Specialist Services has reported a slight increase in complaint cases (3.8%) in Quarter 4 compared to the same period last year. The total number of complaints recorded during 2015/16 has increased by 193 complaints (24.1%), compared to last year.

NOT PROTECTIVELY MARKED

The following table relates to allegations received during Quarter 4. A complaint may contain more than one allegation.

Table 2

Allegations Received									
Area	Q4 2015/16	Q4 2014/15	% Change	On Duty	Off Duty	Quality of Service	Total Allegations FYTD	Total Allegations PYTD	% Change
North	446	661	-32.5%	308	6	132	1942	2150	-9.7%
East	538	689	-21.9%	387	0	151	2444	2371	3.1%
West	1073	1223	-12.3%	2	813	258	4459	4104	8.7%
Specialist Services	407	321	26.8%	312	1	94	1640	1098	49.4%
TOTAL	2464	2894	-14.9%	1009	820	635	10485	9723	7.8%

Quarter 4 has seen a decrease in the number of allegations compared to the same period last year, down -14.9%, or 430 fewer allegations. The number of allegations received per unique complaint case remains reasonably consistent at 1.47 per complaint in Quarter 4 and 1.54 per complaint over the entire year.

The year to date recorded figure shows an increase of 7.8%, however this has reduced from the 19.3% increase reported at the end of Quarter 2 and from 9.7% in Quarter 3.

All areas apart from Specialist Services report a significant decrease in allegations recorded in Quarter 4 compared to the same period last year. As previously highlighted, the streamlined PSD process introduced in September 2014 has now allowed for a more consistent comparison to be made.

In this regard, it must be noted that during Quarter 4, Specialist Services recorded an increase of 3.8% in complaints, which equates to 9 more complainers, however a 26.8% increase in allegations. It has been determined that the consistent recording process referred to and specifically involving Specialist Services, who often have more complex complaint cases to consider, has led to more allegations being recorded than that would have been recorded previously.

COMPLAINT MANAGEMENT AND EARLY INTERVENTION

The Police Investigations & Review Commissioner (PIRC) Statutory Guidance, ‘From Sanctions to Solutions’ recommends a Complaint About the Police (CAP) should be concluded in 40 working days (or 56 calendar days). The following table relates to the timescales of complaint cases closed during the reporting period Quarter 4 regardless of when they were received.

It should be noted the following data does not include those cases which contain a criminal allegation as these are reported to the Crown Office and Procurator Fiscal Service (COPFS).

This compliance measure was a previous statutory indicator within the 'Scottish Policing Performance Framework' which set an 80% compliance target for all complaints to be concluded within 56 days.

Table 3

Timescales						
Area	Q4 Total	< 57 days	Compliance %	Total FYTD	< 57 days FYTD	Compliance %
North	252	175	69.4%	1160	720	62.1%
East	418	280	67.0%	1729	1055	61.0%
West	650	494	76.0%	2553	2059	80.7%
Specialist Services	192	119	62.0%	901	574	63.7%
Total	1512	1068	70.6%	6343	4408	69.5%

NB. This information is taken from closed cases and includes those completed by Front Line Resolution. This data does not include criminal allegations.

Presently, Police Scotland are below the ‘old’ compliance objective (-9.4%), and are reporting the exact same performance figure as that reported in Quarter 3. Professional Standards Department continue to liaise with Divisions to conclude historical workloads, however, as these cases are concluded, their timescales are captured and as a consequence compliance rates are being adversely affected. This trend will likely continue until all historical cases are closed and the full impact of the more streamlined process is realised.

NOT PROTECTIVELY MARKED

The following table relates to the Early Intervention Process implemented by PSD on 1 May 2015 with the purpose of reducing complaints about the police and to improve the service which we provide to members of the public.

The overall objective of the Early Intervention Process was to identify and address repeated complaints and allegations against police officers and provide the ability to intervene timeously and take appropriate action to address issues, improve performance and reduce future complaints.

Table 4

Area	Early Intervention FYTD	Change Q4
North	29	9
East	47	9
West	73	21
Specialist Services	23	7
TOTAL	172	46

Officers are identified who have received 4 complaints during the preceding 12 month period, whereupon the complaints are formally assessed and a defined process followed with notification to the relevant Division to arrange an appropriate intervention with the officer.

The process is based on predetermined trigger analysis and profiling based on an officers complaint history. This determines the risk that the officer may pose and provides proactive measures to improve individual behaviour thereby minimising the impact on the reputation and operational efficiency of Police Scotland.

The intervention process can vary in action, from considering welfare, through to affirmative performance and conduct action. The intervention process includes those complaints which have been resolved by FLR teams.

POLICE INVESTIGATIONS & REVIEW COMMISSIONER (PIRC)

The following table relates specifically to the Complaint Handling Review (CHR) process employed by the PIRC and their interaction with PSD.

On completion of a review, PIRC can chose to report their findings by way of a Complaint Handling Review (CHR) or Decision Letter (DL), depending on the circumstances and nature of the complaint.

In the case of a CHR, they may choose not to publish their findings. Of the 29 CHRs reported below, 9 have not been published.

In Quarter 4 the PIRC returned 29 CHR's and 13 Decision Letters to Police Scotland in which they reviewed 148 allegations (or complaint headers). They concluded 77 were dealt with to a reasonable standard whilst 71 were not dealt with to a reasonable standard.

A total of 73 recommendations were made and 1 learning point identified.

Table 5

Area	Q4 CHR Returned	Q4 DL Returned
North	5	5
East	12	5
West	12	3
TOTAL	29	13

NB. Specialist Services contained within relevant area as PIRC do not differentiate.

During Quarter 4, there have been 77 cases where complainers have contacted PIRC to seek a review of their complaint. This equates to 4.6% of complaints received during the same time period.

During the entire financial year, there have been 232 cases where complainers have contacted PIRC. This equates to 3.4% of all complaints received.

Total Received Complaints Cases and Complaints Per 10K Incidents - Area Totals

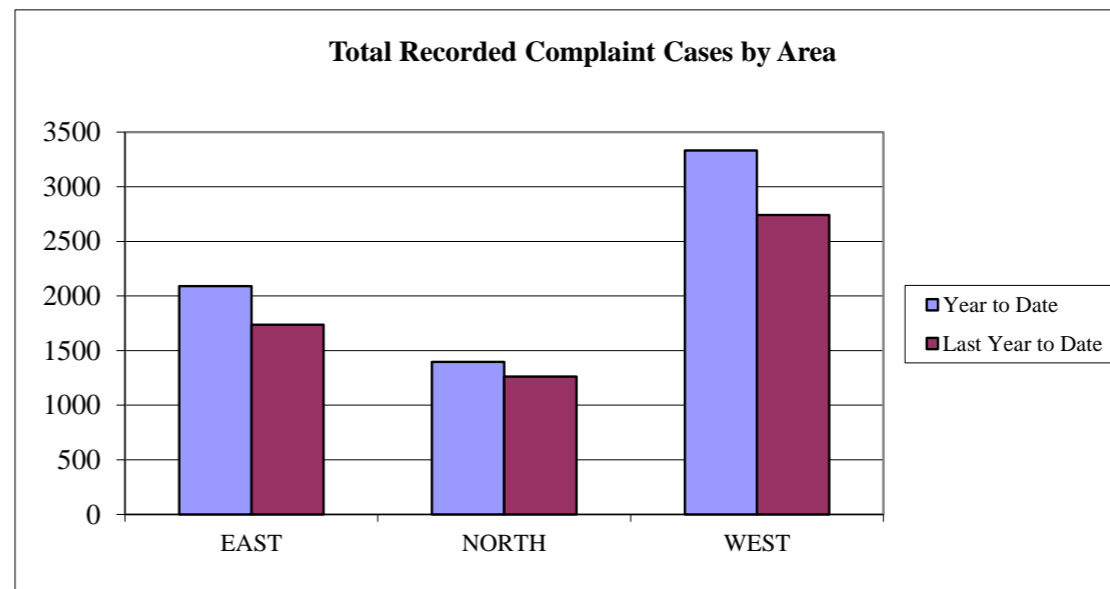
For the Period April 2015 - March 2016

EAST	Year to Date	Last Year to Date	Change	3-Year Average	Change
Complaint Cases Received	2091	1737	20.4%	1458.0	43.4%
Incidents Received	505606	497152	1.7%	505522	0.0%
Complaints Per 10K of Incidents	41.36	34.94	18.4%	28.84	43.4%

NORTH	Year to Date	Last Year to Date	Change	3-Year Average	Change
Complaint Cases Received	1396	1261	10.7%	1310.3	6.5%
Incidents Received	384699	403447	-4.6%	417717	-7.9%
Complaints Per 10K of Incidents	36.29	31.26	16.1%	31.37	15.7%

WEST	Year to Date	Last Year to Date	Change	3-Year Average	Change
Complaint Cases Received	3331	2741	21.5%	2142.0	55.5%
Incidents Received	734367	758070	-3.1%	796733	-7.8%
Complaints Per 10K of Incidents	45.36	36.16	25.4%	26.88	68.7%

SERVICE	Year to Date	Last Year to Date	Change	3-Year Average	Change
Complaint Cases Received	6818	5739	18.8%	4910.3	38.9%
Incidents Received	1624672	1658669	-2.0%	1719973.0	-5.5%
Complaints Per 10K of Incidents	41.97	34.60	21.3%	28.55	47.0%



Not Protectively Marked

Total Allegations Received--For the Period April 2015 - March 2016

AREA	Division	Local Authority	On Duty	Off Duty	Quality Of Service	Total
SERVICE		<i>2015/16 to-date</i>	8003	51	2431	10485
EAST	Forth Valley	Clackmannanshire	47	0	11	58
		Falkirk	162	0	56	218
		Stirling	80	2	25	107
	<i>Divisional Total</i>		<i>289</i>	<i>2</i>	<i>92</i>	<i>383</i>
	Edinburgh	City of Edinburgh	636	1	172	809
	<i>Divisional Total</i>		<i>636</i>	<i>1</i>	<i>172</i>	<i>809</i>
	The Lothians & Scottish Borders	East Lothian	105	0	32	137
		Midlothian	84	0	28	112
		Scottish Borders	104	0	35	139
		West Lothian	190	2	59	251
	<i>Divisional Total</i>		<i>483</i>	<i>2</i>	<i>154</i>	<i>639</i>
	Fife	Fife	477	0	136	613
	<i>Divisional Total</i>		<i>477</i>	<i>0</i>	<i>136</i>	<i>613</i>
	<i>Area Total</i>	<i>2015/16 to-date</i>	<i>1885</i>	<i>5</i>	<i>554</i>	<i>2444</i>
NORTH	Aberdeen	Aberdeen City	281	2	124	407
	<i>Divisional Total</i>		<i>281</i>	<i>2</i>	<i>124</i>	<i>407</i>
	Aberdeenshire & Moray	Aberdeenshire	201	1	90	292
		Moray	93	0	31	124
	<i>Divisional Total</i>		<i>294</i>	<i>1</i>	<i>121</i>	<i>416</i>
	Tayside	Angus	125	0	43	168
		Dundee City	244	6	109	359
		Perth & Kinross	134	3	58	195
	<i>Divisional Total</i>		<i>503</i>	<i>9</i>	<i>210</i>	<i>722</i>
	Highlands & Islands	Comhairie nan Eilean Siar	15	0	4	19
		Highland	264	5	90	359
		Orkney Island	7	0	0	7
		Shetland Island	8	1	3	12
	<i>Divisional Total</i>		<i>294</i>	<i>6</i>	<i>97</i>	<i>397</i>
	<i>Area Total</i>	<i>2015/16 to-date</i>	<i>1372</i>	<i>18</i>	<i>552</i>	<i>1942</i>

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WEST	Ayrshire	East Ayrshire	146	0	38	184
		North Ayrshire	151	1	57	209
		South Ayrshire	98	0	34	132
	<i>Divisional Total</i>		<i>395</i>	<i>1</i>	<i>129</i>	<i>525</i>
	Greater Glasgow	Glasgow City	1192	2	278	1472
		East Dunbartonshire	74	0	27	101
		East Renfrewshire	50	1	14	65
	<i>Divisional Total</i>		<i>1316</i>	<i>3</i>	<i>319</i>	<i>1638</i>
	Lanarkshire	North Lanarkshire	469	3	110	582
		South Lanarkshire	460	2	98	560
	<i>Divisional Total</i>		<i>929</i>	<i>5</i>	<i>208</i>	<i>1142</i>
	Argyll & West Dunbartonshire	Argyll & Bute	99	3	38	140
		West Dunbartonshire	253	4	64	321
	<i>Divisional Total</i>		<i>352</i>	<i>7</i>	<i>102</i>	<i>461</i>
	Renfrewshire & Inverclyde	Inverclyde	85	2	25	112
		Renfrewshire	221	0	53	274
	<i>Divisional Total</i>		<i>306</i>	<i>2</i>	<i>78</i>	<i>386</i>
	Dumfries & Galloway	Dumfries & Galloway	234	4	69	307
	<i>Divisional Total</i>		<i>234</i>	<i>4</i>	<i>69</i>	<i>307</i>
	<i>Area Total</i>	<i>2015/16 to-date</i>	<i>3532</i>	<i>22</i>	<i>905</i>	<i>4459</i>
<i>Special Services</i>						
	Contact Command Control	194	0	168	362	
	Custody	326	0	66	392	
	Operational Support Division	421	4	63	488	
	Corporate Functions	145	0	72	217	
	Specialist Crime	128	2	51	181	
<i>Total</i>		<i>1214</i>	<i>6</i>	<i>420</i>	<i>1640</i>	

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Total 'On Duty' Allegations Received --For the Period April 2015 - March 2016

AREA	Division	Local Authority	Unlawful Arrest	Assault	Corrupt Practice	Discrimination	Excessive Force	Incivility	Irregularity in Procedure	Neglect of Duty	Oppressive Conduct	Other - Criminal	Other - Non-Criminal	Traffic Irregularity/Offences	Total
SERVICE		<i>2015/16 to-date</i>	166	296	15	87	536	1737	4019	175	353	186	194	239	8003
EAST	Forth Valley	Clackmannanshire	3	1	0	0	3	6	23	2	5	0	2	2	47
		Falkirk	2	0	0	1	11	20	104	5	10	0	6	3	162
		Stirling	1	0	1	0	4	20	43	1	3	4	3	0	80
		<i>Divisional Total</i>	<i>6</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>18</i>	<i>46</i>	<i>170</i>	<i>8</i>	<i>18</i>	<i>4</i>	<i>11</i>	<i>5</i>	<i>289</i>
	Edinburgh	City of Edinburgh	6	6	0	7	39	100	387	10	27	8	20	26	636
		<i>Divisional Total</i>	<i>6</i>	<i>6</i>	<i>0</i>	<i>7</i>	<i>39</i>	<i>100</i>	<i>387</i>	<i>10</i>	<i>27</i>	<i>8</i>	<i>20</i>	<i>26</i>	<i>636</i>
	The Lothians & Scottish Borders	East Lothian	0	2	0	1	6	23	60	3	5	0	3	2	105
		Midlothian	0	1	0	1	1	20	43	2	8	3	4	1	84
		Scottish Borders	4	1	1	1	7	28	46	1	10	0	1	4	104
		West Lothian	4	5	1	3	7	31	118	3	3	5	8	2	190
		<i>Divisional Total</i>	<i>8</i>	<i>9</i>	<i>2</i>	<i>6</i>	<i>21</i>	<i>102</i>	<i>267</i>	<i>9</i>	<i>26</i>	<i>8</i>	<i>16</i>	<i>9</i>	<i>483</i>
	Fife	Fife	11	11	0	6	24	96	259	11	17	15	17	10	477
		<i>Divisional Total</i>	<i>11</i>	<i>11</i>	<i>0</i>	<i>6</i>	<i>24</i>	<i>96</i>	<i>259</i>	<i>11</i>	<i>17</i>	<i>15</i>	<i>17</i>	<i>10</i>	<i>477</i>
		<i>Area Total</i>	<i>31</i>	<i>27</i>	<i>3</i>	<i>20</i>	<i>102</i>	<i>344</i>	<i>1083</i>	<i>38</i>	<i>88</i>	<i>35</i>	<i>64</i>	<i>50</i>	<i>1885</i>
	NORTH	Aberdeen	Aberdeen City	12	2	0	4	25	64	132	9	14	3	2	14
<i>Divisional Total</i>			<i>12</i>	<i>2</i>	<i>0</i>	<i>4</i>	<i>25</i>	<i>64</i>	<i>132</i>	<i>9</i>	<i>14</i>	<i>3</i>	<i>2</i>	<i>14</i>	<i>281</i>
Aberdeenshire & Moray		Aberdeenshire	8	2	0	3	14	33	102	12	9	4	3	11	201
		Moray	5	1	1	0	7	23	42	3	0	4	4	3	93
		<i>Divisional Total</i>	<i>13</i>	<i>3</i>	<i>1</i>	<i>3</i>	<i>21</i>	<i>56</i>	<i>144</i>	<i>15</i>	<i>9</i>	<i>8</i>	<i>7</i>	<i>14</i>	<i>294</i>
Tayside		Angus	2	3	0	0	8	32	57	4	8	0	8	3	125
		Dundee City	5	9	0	1	9	52	120	13	14	5	13	3	244
		Perth & Kinross	1	3	2	0	5	24	60	10	8	1	14	6	134
		<i>Divisional Total</i>	<i>8</i>	<i>15</i>	<i>2</i>	<i>1</i>	<i>22</i>	<i>108</i>	<i>237</i>	<i>27</i>	<i>30</i>	<i>6</i>	<i>35</i>	<i>12</i>	<i>503</i>
Highlands & Islands		Comhairie nan Eilean Siar	0	0	0	0	4	1	9	0	0	0	1	0	15
		Highland	11	1	2	3	19	40	139	13	13	8	5	10	264
		Orkney Island	0	0	0	1	0	1	4	1	0	0	0	0	7
		Shetland Island	1	1	0	0	0	2	2	2	0	0	1	0	8
		<i>Divisional Total</i>	<i>12</i>	<i>2</i>	<i>2</i>	<i>4</i>	<i>23</i>	<i>44</i>	<i>154</i>	<i>14</i>	<i>13</i>	<i>9</i>	<i>6</i>	<i>11</i>	<i>294</i>
		<i>Area Total</i>	<i>45</i>	<i>22</i>	<i>5</i>	<i>12</i>	<i>91</i>	<i>272</i>	<i>667</i>	<i>65</i>	<i>66</i>	<i>26</i>	<i>50</i>	<i>51</i>	<i>1372</i>

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AREA	Division	Local Authority	Unlawful Arrest	Assault	Corrupt Practice	Discrimination	Excessive Force	Incivility	Irregularity in Procedure	Neglect of Duty	Oppressive Conduct	Other - Criminal	Other - Non-Criminal	Traffic Irregularity/Offences	Total	
WEST	Ayrshire	East Ayrshire	2	3	0	1	10	33	73	2	11	6	3	2	146	
		North Ayrshire	0	5	0	1	13	40	75	3	6	1	3	4	151	
		South Ayrshire	0	2	0	0	7	31	49	0	0	5	1	3	98	
		<i>Divisional Total</i>		<i>10</i>	<i>0</i>	<i>2</i>	<i>30</i>	<i>104</i>	<i>197</i>	<i>5</i>	<i>17</i>	<i>12</i>	<i>7</i>	<i>9</i>	<i>395</i>	
	Greater Glasgow	Glasgow City	28	94	2	20	102	287	508	24	47	37	11	32	1192	
		East Dunbartonshire	3	2	0	0	3	20	36	0	5	1	0	4	74	
		East Renfrewshire	0	2	0	0	3	17	22	0	2	2	1	1	50	
		<i>Divisional Total</i>		<i>98</i>	<i>2</i>	<i>20</i>	<i>108</i>	<i>324</i>	<i>566</i>	<i>24</i>	<i>54</i>	<i>40</i>	<i>12</i>	<i>37</i>	<i>1316</i>	
	Lanarkshire	North Lanarkshire	9	25	2	3	28	110	242	4	16	11	7	12	469	
		South Lanarkshire	11	16	1	2	38	121	215	12	23	6	2	13	460	
		<i>Divisional Total</i>		<i>41</i>	<i>3</i>	<i>5</i>	<i>66</i>	<i>231</i>	<i>457</i>	<i>16</i>	<i>39</i>	<i>17</i>	<i>9</i>	<i>25</i>	<i>929</i>	
	Argyll & West Dunbartonshire	Argyll & Bute	4	8	0	1	9	17	42	0	10	5	2	1	99	
		West Dunbartonshire	10	26	2	1	27	44	114	4	15	3	2	5	253	
		<i>Divisional Total</i>		<i>34</i>	<i>2</i>	<i>2</i>	<i>36</i>	<i>61</i>	<i>156</i>	<i>4</i>	<i>25</i>	<i>8</i>	<i>4</i>	<i>6</i>	<i>352</i>	
	Renfrewshire & Inverclyde	Inverclyde	0	0	0	0	9	24	38	1	9	0	2	2	85	
		Renfrewshire	3	17	0	1	21	51	113	0	9	1	4	1	221	
		<i>Divisional Total</i>		<i>17</i>	<i>0</i>	<i>1</i>	<i>30</i>	<i>75</i>	<i>151</i>	<i>1</i>	<i>18</i>	<i>1</i>	<i>6</i>	<i>3</i>	<i>306</i>	
	Dumfries & Galloway	Dumfries & Galloway	6	2	0	2	15	50	131	6	7	7	3	5	234	
		<i>Divisional Total</i>		<i>2</i>	<i>0</i>	<i>2</i>	<i>15</i>	<i>50</i>	<i>131</i>	<i>6</i>	<i>7</i>	<i>7</i>	<i>3</i>	<i>5</i>	<i>234</i>	
	<i>Area Total</i>	<i>2015/16 to-date</i>		<i>202</i>	<i>7</i>	<i>32</i>	<i>285</i>	<i>845</i>	<i>1658</i>	<i>56</i>	<i>160</i>	<i>85</i>	<i>41</i>	<i>85</i>	<i>3532</i>	
	<i>Special Services</i>															
		Contact Command Control		0	0	0	2	0	93	89	1	1	1	7	0	194
		Custody		2	21	0	7	26	44	217	1	0	3	5	0	326
	Operational Support Division		4	7	0	8	22	108	183	1	22	9	15	42	421	
	Corporate Functions		4	16	0	1	6	22	56	12	4	14	2	8	145	
	Specialist Crime		4	1	0	5	4	9	66	1	12	13	10	3	128	
	<i>Total</i>		<i>14</i>	<i>45</i>	<i>0</i>	<i>23</i>	<i>58</i>	<i>276</i>	<i>611</i>	<i>16</i>	<i>39</i>	<i>40</i>	<i>39</i>	<i>53</i>	<i>1214</i>	

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Total 'Off Duty' Allegations Received --For the Period April 2015 - March 2016

AREA	Division	Local Authority	Crimes of Dishonesty	Crimes of Indecency	Crimes of Violence	Fireraising Malicious Mischief etc	Incivility	Miscellaneous Offences	Offences involving Motor Vehicles	Other	Other Crimes	Total
SERVICE		<i>2015/16 to-date</i>	2	0	1	1	12	8	1	22	4	51
EAST	Forth Valley	Clackmannanshire	0	0	0	0	0	0	0	0	0	0
		Falkirk	0	0	0	0	0	0	0	0	0	0
		Stirling	0	0	0	0	0	0	0	2	0	2
	<i>Divisional Total</i>		<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>2</i>	<i>0</i>	<i>2</i>
	Edinburgh	City of Edinburgh	0	0	0	0	0	0	0	1	0	1
	<i>Divisional Total</i>		<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>1</i>
	The Lothians & Scottish Borders	East Lothian	0	0	0	0	0	0	0	0	0	0
		Midlothian	0	0	0	0	0	0	0	0	0	0
		Scottish Borders	0	0	0	0	0	0	0	0	0	0
		West Lothian	0	0	0	0	0	0	0	2	0	2
	<i>Divisional Total</i>		<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>2</i>	<i>0</i>	<i>2</i>
	Fife	Fife	0	0	0	0	0	0	0	0	0	0
	<i>Divisional Total</i>		<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>
	<i>Area Total</i>	<i>2015/16 to-date</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>5</i>	<i>0</i>	<i>5</i>
NORTH	Aberdeen	Aberdeen City	1	0	1	0	0	0	0	0	0	2
	<i>Divisional Total</i>		<i>1</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>2</i>
	Aberdeenshire & Moray	Aberdeenshire	0	0	0	0	0	1	0	0	0	1
		Moray	0	0	0	0	0	0	0	0	0	0
	<i>Divisional Total</i>		<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>
	Tayside	Angus	0	0	0	0	0	0	0	0	0	0
		Dundee City	0	0	0	0	3	1	0	1	1	6
		Perth & Kinross	0	0	0	0	1	0	0	1	1	3
	<i>Divisional Total</i>		<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>4</i>	<i>1</i>	<i>0</i>	<i>2</i>	<i>2</i>	<i>9</i>
	Highlands & Islands	Comhairie nan Eilean Siar	0	0	0	0	0	0	0	0	0	0
		Highland	0	0	0	1	3	1	0	0	0	5
		Orkney Island	0	0	0	0	0	0	0	0	0	0
		Shetland Island	0	0	0	0	0	0	0	1	0	1
	<i>Divisional Total</i>		<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>3</i>	<i>1</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>6</i>
	<i>Area Total</i>	<i>2015/16 to-date</i>	<i>1</i>	<i>0</i>	<i>1</i>	<i>1</i>	<i>7</i>	<i>3</i>	<i>0</i>	<i>3</i>	<i>2</i>	<i>18</i>

Not Protectively Marked

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WEST	Ayrshire	East Ayrshire	0	0	0	0	0	0	0	0	0	0
		North Ayrshire	0	0	0	0	1	0	0	0	0	1
		South Ayrshire	0	0	0	0	0	0	0	0	0	0
		<i>Divisional Total</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>
	Greater Glasgow	Glasgow City	0	0	0	0	0	1	0	1	0	2
		East Dunbartonshire	0	0	0	0	0	0	0	0	0	0
		East Renfrewshire	0	0	0	0	0	0	0	1	0	1
		<i>Divisional Total</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>2</i>	<i>0</i>	<i>3</i>
	Lanarkshire	North Lanarkshire	0	0	0	0	2	1	0	0	0	3
		South Lanarkshire	0	0	0	0	0	0	1	1	0	2
		<i>Divisional Total</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>2</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>0</i>	<i>5</i>
	Argyll & West Dunbartonshire	Argyll & Bute	0	0	0	0	0	2	0	0	1	3
	West Dunbartonshire	0	0	0	0	1	0	0	3	0	4	
	<i>Divisional Total</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>0</i>	<i>3</i>	<i>1</i>	<i>7</i>	
Renfrewshire & Inverclyde	Inverclyde	0	0	0	0	0	0	0	2	0	2	
	Renfrewshire	0	0	0	0	0	0	0	0	0	0	
	<i>Divisional Total</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>2</i>	<i>0</i>	<i>2</i>	
Dumfries & Galloway	Dumfries & Galloway	0	0	0	0	1	0	0	3	0	4	
	<i>Divisional Total</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>3</i>	<i>0</i>	<i>4</i>	
<i>Area Total</i>	<i>2015/16 to-date</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>5</i>	<i>4</i>	<i>1</i>	<i>11</i>	<i>1</i>	<i>22</i>	
<i>Special Services</i>												
	Contact Command Control	0	0	0	0	0	0	0	0	0	0	
	Custody	0	0	0	0	0	0	0	0	0	0	
	Operational Support Division	1	0	0	0	0	1	0	2	0	4	
	Corporate Functions	0	0	0	0	0	0	0	0	0	0	
	Specialist Crime	0	0	0	0	0	0	0	1	1	2	
	<i>Total</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>3</i>	<i>1</i>	<i>6</i>	

Not Protectively Marked

Total Quality of Service Allegations Received --For the Period April 2015 - March 2016

AREA	Division	Local Authority	Policy/ Procedure	Service Delivery	Service Outcome	Total
SERVICE		<i>2015/16 to-date</i>	711	895	825	2431
EAST	Forth Valley	Clackmannanshire Falkirk Stirling	3 9 3	4 27 12	4 20 10	11 56 25
	<i>Divisional Total</i>		<i>15</i>	<i>43</i>	<i>34</i>	<i>92</i>
	Edinburgh	City of Edinburgh	16	78	78	172
	<i>Divisional Total</i>		<i>16</i>	<i>78</i>	<i>78</i>	<i>172</i>
	The Lothians & Scottish Borders	East Lothian Midlothian Scottish Borders West Lothian	2 6 7 4	17 13 13 23	13 9 15 32	32 28 35 59
	<i>Divisional Total</i>		<i>19</i>	<i>66</i>	<i>69</i>	<i>154</i>
	Fife	Fife	14	53	69	136
	<i>Divisional Total</i>		<i>14</i>	<i>53</i>	<i>69</i>	<i>136</i>
	<i>Area Total</i>	<i>2015/16 to-date</i>	64	240	250	554
NORTH	Aberdeen	Aberdeen City	42	35	47	124
	<i>Divisional Total</i>		<i>42</i>	<i>35</i>	<i>47</i>	<i>124</i>
	Aberdeenshire & Moray	Aberdeenshire Moray	40 8	20 14	30 9	90 31
	<i>Divisional Total</i>		<i>48</i>	<i>34</i>	<i>39</i>	<i>121</i>
	Tayside	Angus Dundee City Perth & Kinross	14 40 20	12 41 15	17 28 23	43 109 58
	<i>Divisional Total</i>		<i>74</i>	<i>68</i>	<i>68</i>	<i>210</i>
	Highlands & Islands	Comhairie nan Eilean Siar Highland Orkney Island Shetland Island	2 29 0 2	0 21 0 1	2 40 0 0	4 90 0 3
	<i>Divisional Total</i>		<i>33</i>	<i>22</i>	<i>42</i>	<i>97</i>
	<i>Area Total</i>	<i>2015/16 to-date</i>	197	159	196	552

Not Protectively Marked

WEST	Ayrshire	East Ayrshire	11	6	21	38
		North Ayrshire	20	19	18	57
		South Ayrshire	6	14	14	34
	<i>Divisional Total</i>		<i>37</i>	<i>39</i>	<i>53</i>	<i>129</i>
	Greater Glasgow	Glasgow City	83	120	75	278
		East Dunbartonshire	6	11	10	27
		East Renfrewshire	4	4	6	14
	<i>Divisional Total</i>		<i>93</i>	<i>135</i>	<i>91</i>	<i>319</i>
	Lanarkshire	North Lanarkshire	30	46	34	110
		South Lanarkshire	31	31	36	98
	<i>Divisional Total</i>		<i>61</i>	<i>77</i>	<i>70</i>	<i>208</i>
	Argyll & West Dunbartonshire	Argyll & Bute	17	9	12	38
		West Dunbartonshire	35	22	7	64
	<i>Divisional Total</i>		<i>52</i>	<i>31</i>	<i>19</i>	<i>102</i>
	Renfrewshire & Inverclyde	Inverclyde	10	9	6	25
	Renfrewshire	14	20	19	53	
<i>Divisional Total</i>		<i>24</i>	<i>29</i>	<i>25</i>	<i>78</i>	
Dumfries & Galloway	Dumfries & Galloway	24	21	24	69	
<i>Divisional Total</i>		<i>24</i>	<i>21</i>	<i>24</i>	<i>69</i>	
<i>Area Total</i>	<i>2015/16 to-date</i>	<i>291</i>	<i>332</i>	<i>282</i>	<i>905</i>	
<i>Special Services</i>						
	Contact Command Control	19	108	41	168	
	Custody	40	10	16	66	
	Operational Support Division	32	17	14	63	
	Corporate Functions	32	21	19	72	
	Specialist Crime	36	8	7	51	
<i>Total</i>		<i>159</i>	<i>164</i>	<i>97</i>	<i>420</i>	

Not Protectively Marked

Total On-Duty Allegations Received by Location --For the Period April 2015 - March 2016

AREA	Division	Local Authority	Business Premises	Cell	Cell/Passage	Charge Bar	Detention Room	Football Stadium	Interview Room	Licensed Premises	No Locus/Un	Other (specify)	Other Location	Police Office	Police Vehicle	Private House	Sports Stadium - Other	Street/Road/ Public Place	Uniform Bar/Public Counter	Total	
SERVICE		<i>2015/16 to-date</i>	209	162	6	23	2	13	16	14	1281	161	95	1339	59	2385	2	2233	3	8003	
EAST	Forth Valley	Clackmannanshire	2	0	0	0	0	0	0	0	9	0	0	3	0	25	0	8	0	47	
		Falkirk	3	0	0	0	0	0	0	0	0	35	1	1	39	0	56	0	27	0	162
		Stirling	2	0	0	0	0	0	0	0	0	18	1	0	10	0	33	0	16	0	80
		<i>Divisional Total</i>	<i>7</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>62</i>	<i>2</i>	<i>1</i>	<i>52</i>	<i>0</i>	<i>114</i>	<i>0</i>	<i>51</i>	<i>0</i>	<i>289</i>
	Edinburgh	City of Edinburgh	16	1	1	0	0	1	0	2	87	1	12	113	2	239	0	161	0	636	
		<i>Divisional Total</i>	<i>16</i>	<i>1</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>2</i>	<i>87</i>	<i>1</i>	<i>12</i>	<i>113</i>	<i>2</i>	<i>239</i>	<i>0</i>	<i>161</i>	<i>0</i>	<i>636</i>	
	The Lothians & Scottish Borders	East Lothian	2	0	0	0	0	0	0	0	0	15	0	0	18	1	44	0	25	0	105
		Midlothian	1	0	0	0	0	0	0	0	1	10	0	0	12	0	42	0	18	0	84
		Scottish Borders	5	0	0	1	0	0	0	0	0	14	0	0	21	0	36	0	27	0	104
		West Lothian	0	0	0	0	0	0	0	1	0	40	5	0	34	2	70	0	38	0	190
	<i>Divisional Total</i>	<i>8</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>1</i>	<i>79</i>	<i>5</i>	<i>0</i>	<i>85</i>	<i>3</i>	<i>192</i>	<i>0</i>	<i>108</i>	<i>0</i>	<i>483</i>		
Fife	Fife	8	1	0	1	0	0	0	1	75	6	4	87	1	190	0	102	1	477		
	<i>Divisional Total</i>	<i>8</i>	<i>1</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>75</i>	<i>6</i>	<i>4</i>	<i>87</i>	<i>1</i>	<i>190</i>	<i>0</i>	<i>102</i>	<i>1</i>	<i>477</i>		
	<i>Area Total</i>	<i>2015/16 to-date</i>	<i>39</i>	<i>2</i>	<i>1</i>	<i>2</i>	<i>0</i>	<i>1</i>	<i>1</i>	<i>4</i>	<i>303</i>	<i>14</i>	<i>17</i>	<i>337</i>	<i>6</i>	<i>735</i>	<i>0</i>	<i>422</i>	<i>1</i>	<i>1885</i>	
NORTH	Aberdeen	Aberdeen City	0	8	0	1	0	0	4	0	48	8	5	25	3	79	0	100	0	281	
		<i>Divisional Total</i>	<i>0</i>	<i>8</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>4</i>	<i>0</i>	<i>48</i>	<i>8</i>	<i>5</i>	<i>25</i>	<i>3</i>	<i>79</i>	<i>0</i>	<i>100</i>	<i>0</i>	<i>281</i>	
	Aberdeenshire & Moray	Aberdeenshire	1	2	0	1	0	0	0	0	1	39	5	1	21	1	69	0	60	0	201
		Moray	0	1	0	1	0	0	0	1	0	15	6	5	10	1	30	0	23	0	93
		<i>Divisional Total</i>	<i>1</i>	<i>3</i>	<i>0</i>	<i>2</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>1</i>	<i>54</i>	<i>11</i>	<i>6</i>	<i>31</i>	<i>2</i>	<i>99</i>	<i>0</i>	<i>83</i>	<i>0</i>	<i>294</i>	
	Tayside	Angus	0	0	0	0	0	1	1	0	0	23	0	3	9	2	46	0	40	0	125
		Dundee City	1	2	0	1	0	2	0	1	0	80	7	1	18	1	75	0	55	0	244
		Perth & Kinross	0	1	0	0	0	0	0	1	0	25	7	1	18	1	39	0	41	0	134
		<i>Divisional Total</i>	<i>1</i>	<i>3</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>3</i>	<i>2</i>	<i>1</i>	<i>128</i>	<i>14</i>	<i>5</i>	<i>45</i>	<i>4</i>	<i>160</i>	<i>0</i>	<i>136</i>	<i>0</i>	<i>503</i>	
	Highlands & Islands	Comhairie nan Eilean Siar	0	0	1	0	0	0	0	0	0	2	1	0	3	0	6	0	2	0	15
Highland		0	2	0	0	0	0	0	1	0	62	11	1	49	0	72	0	66	0	264	
Orkney Island		0	0	0	0	0	0	0	0	0	1	0	0	1	0	5	0	0	0	7	
Shetland Island		0	0	0	0	0	0	0	0	0	1	1	0	0	0	2	0	4	0	8	
	<i>Divisional Total</i>	<i>0</i>	<i>2</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>66</i>	<i>13</i>	<i>1</i>	<i>53</i>	<i>0</i>	<i>85</i>	<i>0</i>	<i>72</i>	<i>0</i>	<i>294</i>	
	<i>Area Total</i>	<i>2015/16 to-date</i>	<i>2</i>	<i>16</i>	<i>1</i>	<i>4</i>	<i>0</i>	<i>3</i>	<i>8</i>	<i>2</i>	<i>296</i>	<i>46</i>	<i>17</i>	<i>154</i>	<i>9</i>	<i>423</i>	<i>0</i>	<i>391</i>	<i>0</i>	<i>1372</i>	

Not Protectively Marked

AREA	Division	Local Authority	Business Premises	Cell	Cell/Passage	Charge Bar	Detention Room	Football Stadium	Interview Room	Licensed Premises	No Locus/Un	Other (specify)	Other Location	Police Office	Police Vehicle	Private House	Sports Stadium - Other	Street/Road/ Public Place	Uniform Bar/Public Counter	Total	
WEST	Ayrshire	East Ayrshire	9	3	0	0	0	0	0	0	21	5	1	24	0	45	0	38	0	146	
		North Ayrshire	8	1	0	1	0	0	0	0	21	3	2	16	0	56	0	43	0	151	
		South Ayrshire	7	1	0	0	0	0	0	0	19	2	6	5	0	31	0	27	0	98	
		<i>Divisional Total</i>		24	5	0	1	0	0	0	61	10	9	45	0	132	0	108	0	395	
	Greater Glasgow	Glasgow City	54	9	0	1	1	3	5	2	139	18	4	150	10	371	1	423	1	1192	
		East Dunbartonshire	2	2	0	0	0	0	0	1	9	1	0	8	2	29	0	20	0	74	
		East Renfrewshire	0	0	0	0	0	0	0	0	9	0	0	3	0	29	0	9	0	50	
		<i>Divisional Total</i>		56	11	0	1	1	3	3	157	19	4	161	12	429	1	452	1	1316	
	Lanarkshire	North Lanarkshire	11	12	0	0	0	4	0	0	75	9	11	47	7	162	0	131	0	469	
		South Lanarkshire	27	11	1	0	0	0	0	2	62	8	5	71	7	156	1	109	0	460	
		<i>Divisional Total</i>		38	23	1	0	0	4	0	137	17	16	118	14	318	1	240	0	929	
	Argyll & West Dunbartonshire	Argyll & Bute	6	3	0	0	0	0	0	0	10	1	2	17	2	27	0	31	0	99	
		West Dunbartonshire	8	4	0	8	1	0	1	0	30	5	3	37	4	77	0	75	0	253	
		<i>Divisional Total</i>		14	7	0	8	1	0	1	40	6	5	54	6	104	0	106	0	352	
	Renfrewshire & Inverclyde	Inverclyde	3	0	0	0	0	0	0	0	14	3	1	8	0	32	0	24	0	85	
		Renfrewshire	7	1	0	0	0	0	0	2	37	3	2	29	1	73	0	66	0	221	
		<i>Divisional Total</i>		10	1	0	0	0	0	2	51	6	3	37	1	105	0	90	0	306	
	Dumfries & Galloway	Dumfries & Galloway	5	0	0	0	0	2	0	0	64	3	5	36	0	61	0	57	1	234	
		<i>Divisional Total</i>		5	0	0	0	0	2	0	64	3	5	36	0	61	0	57	1	234	
		<i>Area Total</i>	<i>2015/16 to-date</i>	147	47	1	10	2	9	6	7	510	61	42	451	33	1149	2	1053	2	3532
		<i>Special Services</i>																			
	Contact Command Control		0	0	0	0	0	0	0	0	34	19	5	120	0	10	0	6	0	194	
	Custody		3	83	3	7	0	0	0	0	7	2	3	206	1	5	0	6	0	326	
	Operational Support Division		6	0	0	0	0	0	1	64	10	3	15	4	28	0	290	0	421		
	Corporate Functions		3	14	0	0	0	0	0	35	3	6	27	6	10	0	41	0	145		
	Specialist Crime		9	0	0	0	0	0	1	32	6	2	29	0	25	0	24	0	128		
	<i>Total</i>		21	97	3	7	0	0	1	1	172	40	19	397	11	78	0	367	0	1214	

Not Protectively Marked

The allegation disposal of closed allegations derived from complaints in the current year and previous years (where relevant) and presented as overall totals relevant to each allegation disposal category - provided to PIRC annually

**The allegation disposal of closed allegations - On Duty
For the Period April 2015 - March 2016**

	Unlawful/Unnecessary Arrest or Detention	Assault	Corrupt Practice	Discriminatory Behaviour	Excessive Force	Incivility	Irregularity in Procedure	Neglect of Duty	Oppressive Conduct/ Harassment	Other - Criminal	Other - Non-Criminal	Traffic Irregularity/ Offences	TOTAL	% of Total
Abandoned	15	46	1	12	64	180	309	9	59	12	20	34	761	8.5%
Not Upheld - Concluded by explanation	117	0	9	54	278	1241	2759	139	230	1	141	164	5133	57.6%
Not Upheld - Insufficient evidence	20	1	0	16	124	206	457	56	88	1	43	17	1029	11.5%
Not upheld - Leading to No Proceedings by APF	0	250	1	1	0	0	2	1	1	231	0	15	502	5.6%
Not Upheld - Malicious complaint	0	0	1	0	6	6	11	1	3	2	4	1	35	0.4%
Upheld - Alternative to Prosecution by APF	0	0	0	0	0	1	0	0	0	10	0	0	11	0.1%
Upheld - Change to policy/procedures	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Upheld - Concluded by explanation	21	0	0	3	10	113	671	74	17	0	36	21	966	10.8%
Upheld - Leading to criminal proceedings	0	5	0	0	0	0	0	0	0	16	0	1	22	0.2%
Upheld - Leading to misconduct disposal	0	0	0	0	0	8	21	2	2	5	4	1	43	0.5%
Upheld - Training needs identified	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Withdrawn	4	28	1	5	40	65	206	16	20	7	13	7	412	4.6%
Total	177	330	13	91	522	1820	4436	298	420	285	261	261	8914	

Not Protectively Marked

**The allegation disposal of closed allegations - Off Duty
For the Period April 2015 - March 2016**

	Crimes of Dishonesty	Crimes of Indecency	Crimes of Violence	Fireraising, Malicious Mischief etc	Incivility	Miscellaneous Offences	Offences involving Motor Vehicles	Other	Other Crimes	Total
Abandoned	0	0	0	0	0	3	0	0	0	3
Not Upheld - Concluded by explanation	0	0	0	0	5	0	0	23	0	28
Not Upheld - Insufficient evidence	1	0	1	0	2	3	2	7	1	17
Not upheld - Leading to No Proceedings by APF	0	0	1	0	0	12	0	1	1	15
Not Upheld - Malicious complaint	0	0	0	0	0	0	0	0	0	0
Upheld - Alternative to Prosecution by APF	0	0	0	0	0	2	0	0	0	2
Upheld - Change to policy/procedures	0	0	0	0	0	0	0	0	0	0
Upheld - Concluded by explanation	0	0	0	0	5	0	1	0	0	6
Upheld - Leading to criminal proceedings	0	0	0	0	0	9	1	0	0	10
Upheld - Leading to misconduct disposal	0	0	0	0	2	2	0	7	0	11
Upheld - Training needs identified	0	0	0	0	0	0	0	0	0	0
Withdrawn	0	0	0	0	0	0	0	1	1	2
Total	1	0	2	0	14	31	4	39	3	94

**The allegation disposal of closed allegations - Quality of Service
For the Period April 2015 - March 2016**

	Policy/ Procedure	Service Delivery	Service Outcome	Total
Abandoned	48	82	70	200
Not Upheld - Concluded by explanation	594	658	555	1807
Not Upheld - Insufficient evidence	0	0	0	0
Not upheld - Leading to No Proceedings by APF	0	0	0	0
Not Upheld - Malicious complaint	0	0	0	0
Upheld - Alternative to Prosecution by APF	0	0	0	0
Upheld - Change to policy/procedures	6	5	0	11
Upheld - Concluded by explanation	48	152	102	302
Upheld - Leading to criminal proceedings	0	0	0	0
Upheld - Leading to misconduct disposal	0	0	0	0
Upheld - Training needs identified	1	4	4	9
Withdrawn	24	47	48	119
Total	721	948	779	2448