

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.



Appendix 'A'

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.

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

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.

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.

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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.

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 choose 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

Appendix 'C'

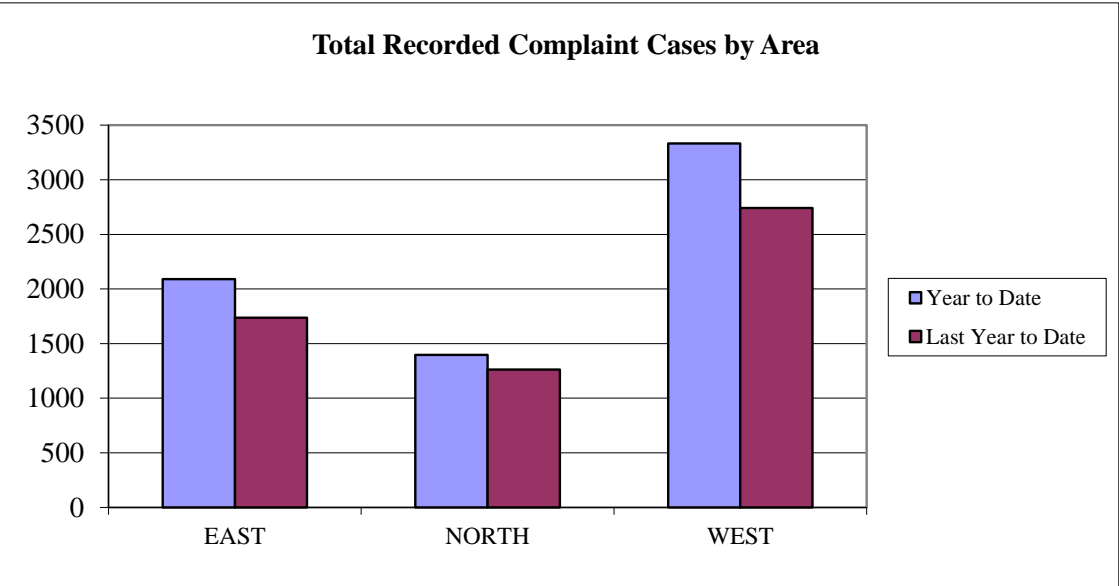
For the Period April 2015 - March 2016

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%

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%

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%

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%



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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>	1885	5	554	2444
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>	1372	18	552	1942

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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>	3532	22	905	4459
	<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>

Not Protectively Marked

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>2015/16 to-date</i>	31	27	3	20	102	344	1083	38	88	35	64	50	1885
NORTH	Aberdeen	Aberdeen City	12	2	0	4	25	64	132	9	14	3	2	14	281
		<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	0	0	1	0	1	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>2015/16 to-date</i>	45	22	5	12	91	272	667	65	66	26	50	51	1372

Not Protectively Marked

Not Protectively Marked

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
	Divisional Total		2	10	0	2	30	104	197	5	17	12	7	9	395
	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
	Divisional Total		31	98	2	20	108	324	566	24	54	40	12	37	1316
	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
	Divisional Total		20	41	3	5	66	231	457	16	39	17	9	25	929
	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
	Divisional Total		14	34	2	2	36	61	156	4	25	8	4	6	352
	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
	Divisional Total		3	17	0	1	30	75	151	1	18	1	6	3	306
	Dumfries & Galloway	Dumfries & Galloway	6	2	0	2	15	50	131	6	7	7	3	5	234
	Divisional Total		6	2	0	2	15	50	131	6	7	7	3	5	234
	Area Total 2015/16 to-date		76	202	7	32	285	845	1658	56	160	85	41	85	3532
	Special Services														
	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
	Total		14	45	0	23	58	276	611	16	39	40	39	53	1214

Not Protectively Marked

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		2015/16 to-date	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	0	2	0	2
		Divisional Total	0	0	0	0	0	0	0	0	2	0	2
	Edinburgh	City of Edinburgh	0	0	0	0	0	0	0	0	1	0	1
		Divisional Total	0	0	0	0	0	0	0	0	1	0	1
	The Lothians & Scottish Borders	East Lothian	0	0	0	0	0	0	0	0	0	0	0
		Midlothian	0	0	0	0	0	0	0	0	0	0	0
		Scottish Borders	0	0	0	0	0	0	0	0	0	0	0
		West Lothian	0	0	0	0	0	0	0	0	2	0	2
		Divisional Total	0	0	0	0	0	0	0	0	2	0	2
	Fife	Fife	0	0	0	0	0	0	0	0	0	0	0
	Divisional Total	0	0	0	0	0	0	0	0	0	0	0	0
	Area Total	2015/16 to-date	0	0	0	0	0	0	0	0	5	0	5
NORTH	Aberdeen	Aberdeen City	1	0	1	0	0	0	0	0	0	2	
		Divisional Total	1	0	1	0	0	0	0	0	0	0	2
	Aberdeenshire & Moray	Aberdeenshire	0	0	0	0	0	1	0	0	0	1	
		Moray	0	0	0	0	0	0	0	0	0	0	0
		Divisional Total	0	0	0	0	0	1	0	0	0	0	1
	Tayside	Angus	0	0	0	0	0	0	0	0	0	0	0
		Dundee City	0	0	0	0	3	1	0	0	1	1	6
		Perth & Kinross	0	0	0	0	1	0	0	0	1	1	3
		Divisional Total	0	0	0	0	4	1	0	0	2	2	9
	Highlands & Islands	Comhairie nan Eilean Siar	0	0	0	0	0	0	0	0	0	0	0
		Highland	0	0	0	1	3	1	0	0	0	0	5
		Orkney Island	0	0	0	0	0	0	0	0	0	0	0
		Shetland Island	0	0	0	0	0	0	0	0	1	0	1
		Divisional Total	0	0	0	1	3	1	0	0	1	0	6
Area Total	2015/16 to-date	1	0	1	1	7	3	0	3	2	18		

Not Protectively Marked

Not Protectively Marked

WEST	Ayrshire	East Ayrshire	0	0	0	0	0	0	0	0	0	
		North Ayrshire	0	0	0	0	1	0	0	0	1	
		South Ayrshire	0	0	0	0	0	0	0	0	0	
	Divisional Total		0	0	0	0	1	0	0	0	1	
	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
		Divisional Total		0	0	0	0	0	1	0	2	0
	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
	Divisional Total		0	0	0	0	2	1	1	1	0	5
	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
	Divisional Total		0	0	0	0	1	2	0	3	1	7
	Renfrewshire & Inverclyde	Inverclyde	0	0	0	0	0	0	0	2	0	2
		Renfrewshire	0	0	0	0	0	0	0	0	0	0
	Divisional Total		0	0	0	0	0	0	0	2	0	2
	Dumfries & Galloway	Dumfries & Galloway	0	0	0	0	1	0	0	3	0	4
	Divisional Total		0	0	0	0	1	0	0	3	0	4
	Area Total	2015/16 to-date	0	0	0	0	5	4	1	11	1	22
	Special Services											
	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
	Total		1	0	0	0	0	1	0	3	1	6

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

Not Protectively Marked

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 2015/16 to-date</i>		291	332	282	905
<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>

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		2015/16 to-date	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	35	1	1	39	0	56	0	27	0	162
		Stirling	2	0	0	0	0	0	0	0	18	1	0	10	0	33	0	16	0	80
		Divisional Total	7	0	0	0	0	0	0	0	62	2	1	52	0	114	0	51	0	289
	Edinburgh	City of Edinburgh	16	1	1	0	0	1	0	2	87	1	12	113	2	239	0	161	0	636
		Divisional Total	16	1	1	0	0	1	0	2	87	1	12	113	2	239	0	161	0	636
	The Lothians & Scottish Borders	East Lothian	2	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	1	10	0	0	12	0	42	0	18	0	84
		Scottish Borders	5	0	0	1	0	0	0	0	14	0	0	21	0	36	0	27	0	104
		West Lothian	0	0	0	0	0	0	1	0	40	5	0	34	2	70	0	38	0	190
		Divisional Total	8	0	0	1	0	0	1	1	79	5	0	85	3	192	0	108	0	483
	Fife	Fife	8	1	0	1	0	0	0	1	75	6	4	87	1	190	0	102	1	477
		Divisional Total	8	1	0	1	0	0	0	1	75	6	4	87	1	190	0	102	1	477
	Area Total	2015/16 to-date	39	2	1	2	0	1	1	4	303	14	17	337	6	735	0	422	1	1885
NORTH	Aberdeen	Aberdeen City	0	8	0	1	0	0	4	0	48	8	5	25	3	79	0	100	0	281
		Divisional Total	0	8	0	1	0	0	4	0	48	8	5	25	3	79	0	100	0	281
	Aberdeenshire & Moray	Aberdeenshire	1	2	0	1	0	0	0	1	39	5	1	21	1	69	0	60	0	201
		Moray	0	1	0	1	0	0	1	0	15	6	5	10	1	30	0	23	0	93
		Divisional Total	1	3	0	2	0	0	1	1	54	11	6	31	2	99	0	83	0	294
	Tayside	Angus	0	0	0	0	0	1	1	0	23	0	3	9	2	46	0	40	0	125
		Dundee City	1	2	0	1	0	2	0	1	80	7	1	18	1	75	0	55	0	244
		Perth & Kinross	0	1	0	0	0	0	1	0	25	7	1	18	1	39	0	41	0	134
		Divisional Total	1	3	0	1	0	3	2	1	128	14	5	45	4	160	0	136	0	503
	Highlands & Islands	Comhairie nan Eilean Siar	0	0	1	0	0	0	0	0	2	1	0	3	0	6	0	2	0	15
		Highland	0	2	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	1	0	0	1	0	5	0	0	0	7
		Shetland Island	0	0	0	0	0	0	0	0	1	1	0	0	0	2	0	4	0	8
		Divisional Total	0	2	1	0	0	0	1	0	66	13	1	53	0	85	0	72	0	294
	Area Total	2015/16 to-date	2	16	1	4	0	3	8	2	296	46	17	154	9	423	0	391	0	1372

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	0	21	3	2	16	0	56	0	43	0	151
		South Ayrshire	7	1	0	0	0	0	0	0	0	19	2	6	5	0	31	0	27	0	98
	Divisional Total		24	5	0	1	0	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	
	Divisional Total		56	11	0	1	1	3	5	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	
	Divisional Total		38	23	1	0	0	4	0	2	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	
	Divisional Total		14	7	0	8	1	0	1	0	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	0	2	37	3	2	29	1	73	0	66	0	221
	Divisional Total		10	1	0	0	0	0	0	0	2	51	6	3	37	1	105	0	90	0	306
	Dumfries & Galloway	Dumfries & Galloway	5	0	0	0	0	0	2	0	0	64	3	5	36	0	61	0	57	1	234
	Divisional Total		5	0	0	0	0	0	2	0	0	64	3	5	36	0	61	0	57	1	234
	Area Total		2015/16 to-date	147	47	1	10	2	9	6	7	510	61	42	451	33	1149	2	1053	2	3532
	Special Services																				
	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	0	1	64	10	3	15	4	28	0	290	0	421
	Corporate Functions			3	14	0	0	0	0	0	0	35	3	6	27	6	10	0	41	0	145
Specialist Crime			9	0	0	0	0	0	1	0	32	6	2	29	0	25	0	24	0	128	
Total			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

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

Not Protectively Marked