

Meeting	SPA Complaints and Conduct Committee
Date	03 March 2021
Location	Video Conference
Title of Paper	Police Scotland Professional Standards Department Quarterly Performance Report (Q3 20/21)
Presented By	ACC Alan Speirs, Professionalism and Assurance Chief Superintendent Andy McDowall, Professional Standards
Recommendation to Members	For Discussion
Appendix Attached	Yes Appendix A – Performance Report Q3

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 period (1 April 2020 – 31 December 2020).

Members are invited to discuss the content of this report.

1. BACKGROUND

- 1.1. The attached performance report provides data relating to the period ending Quarter 3 (1 April 2020 – 31 December 2020).

Note: Appendix 'A' contains "Complaints received by Division current quarter v previous 5 quarter average for East, North and West. These inform members on the complaint about the police allegation classifications per Division. Appendix 'B' provides details of allegations of Discriminatory Behaviour – sub categories.

2. FURTHER DETAIL ON THE REPORT TOPIC

- 2.1 There are no further details on this report.

3. FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications associated with this paper.

4. PERSONNEL IMPLICATIONS

- 4.1 There are no personnel implications associated with this paper.

5. LEGAL IMPLICATIONS

- 5.1 There are no legal implications associated with this paper.

6. REPUTATIONAL IMPLICATIONS

- 6.1 There are no reputational implications associated with this paper.

7. SOCIAL IMPLICATIONS

- 7.1 There are no social implications associated with this paper.

8. COMMUNITY IMPACT

- 8.1 There are no community implications associated with this paper.

9. EQUALITIES IMPLICATIONS

- 9.1 There are no environmental implications associated with this paper

10. ENVIRONMENT IMPLICATIONS

- 10.1 There are no environmental implications associated with this paper.

RECOMMENDATIONS

Members are invited to discuss the content of this report.



Professional Standards SPA Performance Report Quarter 3 of 2020/21

Meeting Date: 03/03/2021

Reporting Period: April – December 2020

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Executive Summary

This is the third Performance Report provided this reporting year by Police Scotland for the information of the Scottish Police Authority (SPA) and details Professional Standards activity from 1 April 2020 to 31 December 2020.

It is recognised that the overall policing ethos and personal engagement style of police officers is crucial in maintaining public trust and confidence as we collectively work through the global pandemic. By continuing to adopt a proportionate, supportive approach to matters, we will mitigate against negative encounters between members of our communities and Police.

- A total of 1,534 complaints about the police were received from members of the public, this represents a decrease of **9.9%** in comparison to the average of the previous five quarters. It is notable that the Quarter 3 complaint volumes within each area represent the lowest quarterly totals in the last 18 months. Overall allegations have also decreased in Quarter Three, down **15.1%** compared to the previous five quarter average.
- During this quarter, 113 COVID-19 related complaints were received. This represents a **74.7%** decrease from Quarter 1, accounting for **333** less complaints.
- As a proportion of the **11,921** resourced incidents related to Operation Talla during Quarter 3, only **0.9%** resulted in a COVID-19 related complaint.
- The most common complaint allegations received during Quarter 3 related to irregularity in procedure which equated to **1057** complaint allegations.
- PIRC - YTD there have been **217** referral's to PIRC, this represents a **5.3%** increase on the PYTD with STO Taser discharge referrals accounting for this increase with **14** additional referrals.
- Serious Injury in Police Custody (PIRC referrals) have reduced by over **100%** with only **24** referrals YTD compared to **53** in PYTD.
- PSD continue to work closely with PIRC. **3.1%** of complainers who complained to Police Scotland and were dissatisfied with the outcome thereafter took their complaint to PIRC. This reporting period has seen **71%** of reviewed allegations by PIRC handled to a reasonable standard by Police Scotland, an increase of **11.5%** from the PYTD and is reflective of continued improvements in complaint handling by Police Scotland.
- Year to date (YTD) **158** Complaint Handling Reviews have been received from PIRC a decrease of 1.9% on the PYTD.

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- Misconduct - A total of **281** conduct assessments have been undertaken by the Professional Standards Department during the YTD under the Police Service of Scotland (Conduct) Regulations 2014, a **5.6%** increase on the PYTD.
- The volume increase YTD is influenced by **25** COVID-19 related assessments, where it was alleged officers had breached Covid guidance or regulations.
- YTD **12** Gross Misconduct Hearings have taken place with a further **12** suspended officers resigning prior to Misconduct Hearings taking place.
- The National Gateway Assessment Unit has assessed **2039** referrals in the YTD, an increase on the PYTD of **16.5%**.
- This increase is a consequence of information security incidents **310** YTD compared with **114** PYTD emanating from the use of the Force E-mail System and is aligned to a significant change in Home Working arrangements.
- The Anti-Corruption Unit (ACU) have instigated **112** enquiries YTD compared to **142** PYTD enquiries, this represents a **21.1%** decrease.

Table 1: Summary of Professional Standards Department Performance Statistics

Category	Number	% Change	Period	Trend
Complaints Received	1,534	-9.9%	Q3 2020/21	Decrease
Complaint Handling Reviews (CHR's)	158	-1.9%	YTD 2020/21	Decrease
% of Allegations Handled to a Reasonable Standard	71.0%	11.5%	YTD 2020/21	Increase
PIRC Referrals	217	5.3%	YTD 2020/21	Increase
Conduct Assessments	281	5.6%	YTD 2020/21	Increase
Gateway (GWU) Referrals	2,039	16.5%	YTD 2020/21	Increase
Anti-Corruption Unit (ACU) Referrals	112	-21.0%	YTD 2020/21	Decrease

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COVID-19

The volume of COVID-19 related complaints has stabilised in recent quarters, having peaked in Quarter 1 of 2020/21 at the outset of the pandemic. During Quarter 3 of 2020/21, 113 COVID-19 related complaints were received. This represents a **74.7%** decrease from Quarter 1, accounting for **333** less complaints.

As a proportion of the **11,921** resourced incidents related to Operation Talla during Quarter 3, only **0.9%** resulted in a COVID-19 related complaint.

Policing in Scotland draws its legitimacy from the consent of the public. From these figures, it is clear that the policing approach has been effective in this regard. Officers and staff will continue to apply common sense, empathy and discretion to work with our fellow citizens to help keep everyone safe.

During Quarter 3, the PSD National Complaint Assessment & Resolution Unit (NCARU) resolved 48.7% of these complaints by Frontline Resolution (FLR) through simple explanation, assurance or apology.

Table 2: COVID-19 related Complaints Received, by Quarter

Period	Number of COVID-19 Related Complaints
Quarter 1 2020/21 (Apr - Jun)	446
Quarter 2 2020/21 (Jul - Sep)	105
Quarter 3 2020/21 (Oct - Dec)	113
Year-to-date	664

PSD continue to identify the key themes emanating from these complaints. These are shared with Operation TALLA, to inform the continual reinforcement of positive guidance and messaging, assisting operational officers in the discharge of their duties. Key themes identified during Quarter 3 were:

- Officers not wearing appropriate PPE and/or failing to social distance, from other officers or from members of the public. These issues were cited in 61.1% of the COVID-19 related complaints received during this period.
- Failing to enforce reported breaches of Coronavirus regulations by members of the public. This was cited in 19.5% of the COVID-19 related complaints received. The vast majority of these reports related to gatherings in domestic dwellings.

- Police action to ensure public compliance with the Coronavirus regulations. This was cited in 16.8% of COVID-19 related complaints received. These refer to complainers subject to the four E's approach by police officers (engage, explain, encourage and enforce). These complaints broadly express dissatisfaction with the approach taken, with the majority of these also relating to reported gatherings within domestic dwellings.

With mainland Scotland placed under 'lockdown' restrictions on 05 January 2021, all COVID-19 related complaints will continue to be monitored, managed and recorded.

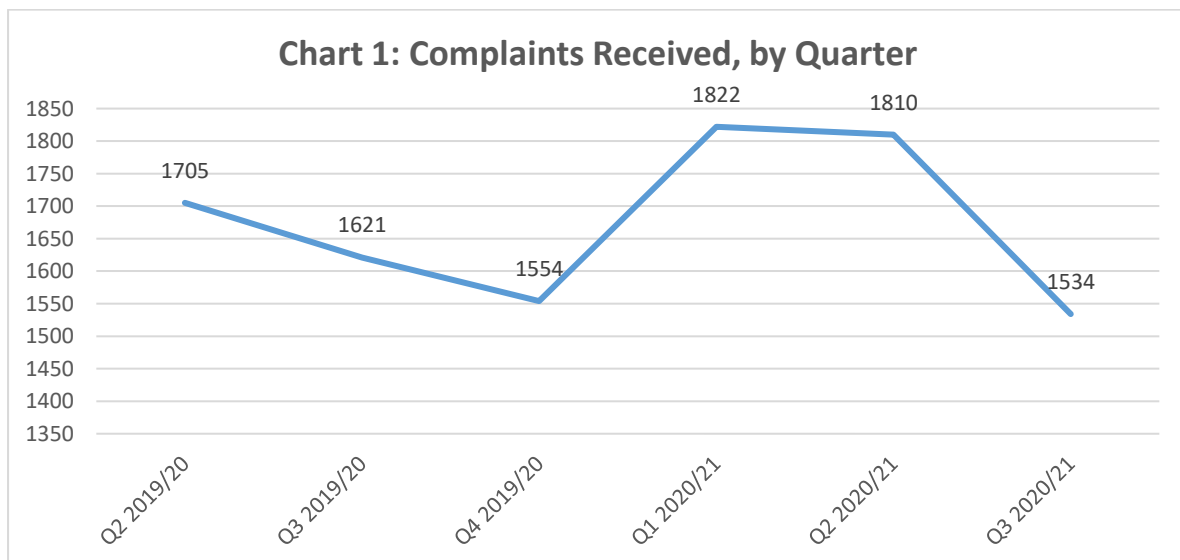
Complaints and Allegations

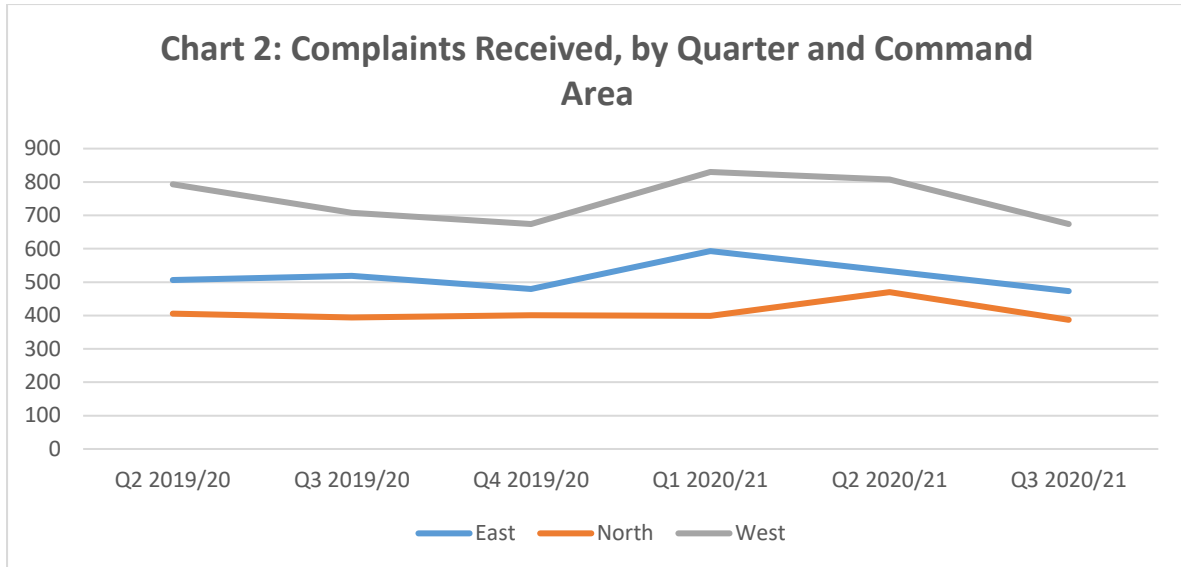
Complaint Cases Received

What is a 'Complaint'?

A 'Complaint' relates to the overall expression of dissatisfaction provided by the complainer about an act or omission by the Police or Quality of Service received.

A total of **1,534** complaints were received from members of the public during Quarter 3 of 2020/21 representing a **9.9%** decrease in comparison to the average of the previous five quarters.





The national rate of decrease in Quarter 3 is influenced most by similar decreases within the East and West, as these areas observed reductions of 10.1% and 11.6% respectively when compared to the five quarter average.

West Command

In the West, a total of **674** complaints were received during Quarter 3 of 2020/21. This represents a decrease (**-11.6%**) on the five quarter average. Moreover, this follows a spike in complaints during Quarter 1 and Quarter 2 (the highest quarterly totals in the past 18 months).

This decrease is primarily driven by decreases within Greater Glasgow (**-19.6%**) and Lanarkshire (**-14%**).

East Command

The East observed a decrease (**-10.1%**) during Quarter 2 compared to the five quarter average. In total, **473** complaints were received during this period. Similar to the pattern seen in the West, this total follows a spike during Quarter 1 and Quarter 2 (the East's highest quarterly totals in the past 18 months).

This decrease is primarily driven by decreases within Edinburgh (**-19.4%**) and Lothians and Scottish Borders (**-11.9%**).

North Command

Complaints in the North have also decreased (**-6.5%**) compared to the five quarter average, with **387** received during Quarter 3 of 2020/21. This follows a spike during Quarter 2, primarily related to an increase within Aberdeen City.

However, **North East (+4.4%)** and **Highlands and Islands (+8.2%)** experienced an increase within the latest quarter. Increases in both areas are a key factor in the lower rate of decrease in the North overall during Quarter 3, compared to the East and West. However, these Divisional increases are low in volume, accounting for an additional seven and six complaints in each division, compared to the five quarter average.

Further Comments

A key commonality across the three Command areas is that the latest quarter has seen a decrease in complaints following a spike in prior quarters. Given that, it is likely that the five quarter averages will be heightened as a result. This factor should be recognised when drawing comparisons with the latest quarter.

However, it is notable that during Quarter 3 of 2020/21 complaint volumes within each area represent the lowest quarterly totals within the last 18 months.

When population of each area is taken into account, there is some regional variance in terms of complaints. During Quarter 3 of 2020/21, the **North** received **30** complaints per 100,000 population. The comparable rate in the **East** and the **West** was **28**.

Combined with the lower rate of complaint decrease than seen East and West, this indicates that complaint volumes were comparably higher in the North during this latest quarter.

During Quarter 3 of 2020/21, **38.9%** of complaints received were Frontline Resolved (FLR) by PSD, representing a decrease of **7%** against the five quarter average.

However, this rate of decrease is influenced by a heightened FLR rate during Quarter 1 of 2020/21, linked to COVID-19 related complaints. With such complaints now in sustained decline, the FLR rate has returned to comparable levels experienced prior to COVID-19.

Allegations Received

What is an 'Allegation'?

Allegations are the component parts of a Complaint, which

- *Categorise specifically what has happened*
- *Are capable of being independently Upheld or Not Upheld*
- *Each complaint case may include multiple allegations.*

The following allegation types have recorded increases at a national level during Quarter 3:

On Duty - Neglect of Duty (24 allegations, a 21.2% increase)

This increase is largely attributable to the seven allegations received within North East Division, which is the highest divisional total during Quarter 3. Six of these allegations were attributed to Aberdeen City. No other Division, except Corporate Services Division (+4), registered an increase.

Further analysis was undertaken as regards North East Division. The commonality amongst these allegations was a perceived lack of Police action, including: crime reports not being raised, failure to note statements and failure to contact reporting parties. Analytical findings are being collated and will be shared with North East Division to ensure suitable measures are implemented to mitigate the increase.

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Regarding the increase within Corporate Services Division, three of the four allegations relate to one complaint. Given that and the low volume of allegations involved, the extent of this increase within the Division is potentially misleading.

Corrupt Practice (10 allegations, a 31.6% increase)

This increase is largely attributable to four allegations received within North East Division, which is the highest divisional total during Quarter 3. No other Division had more than one such allegation. Three of these allegations were attributed to Aberdeen City.

Further analysis was undertaken as regards North East Division, however no key themes were identified. This is influenced by the low number of allegations, which limits the opportunity for emergent themes to be identified.

Traffic Irregularity/Offence (32 allegations, a 10.3% increase)

This increase is largely attributable to four Divisions which registered an increase within Quarter 3:

- North East (7 allegations). An additional four compared to the quarterly average.
- Edinburgh (4 allegations). An additional two compared to the quarterly average.
- Forth Valley (3 allegations). An additional two compared to the quarterly average.
- Argyll and West Dunbartonshire (3 allegations). An additional two compared to the quarterly average.

Given the low volume of increase within these areas and low overall volume of these allegations, this is not assessed to be a key increase. However, these will remain under review and will be subjected to further scrutiny.

Common Allegation Types

The most common allegations received during Quarter 3 of 2020/21 related to Irregularity in procedure, with **1,057** such allegations in total. Other common allegations related to Quality of Service (**516**) and Incivility (**379**).

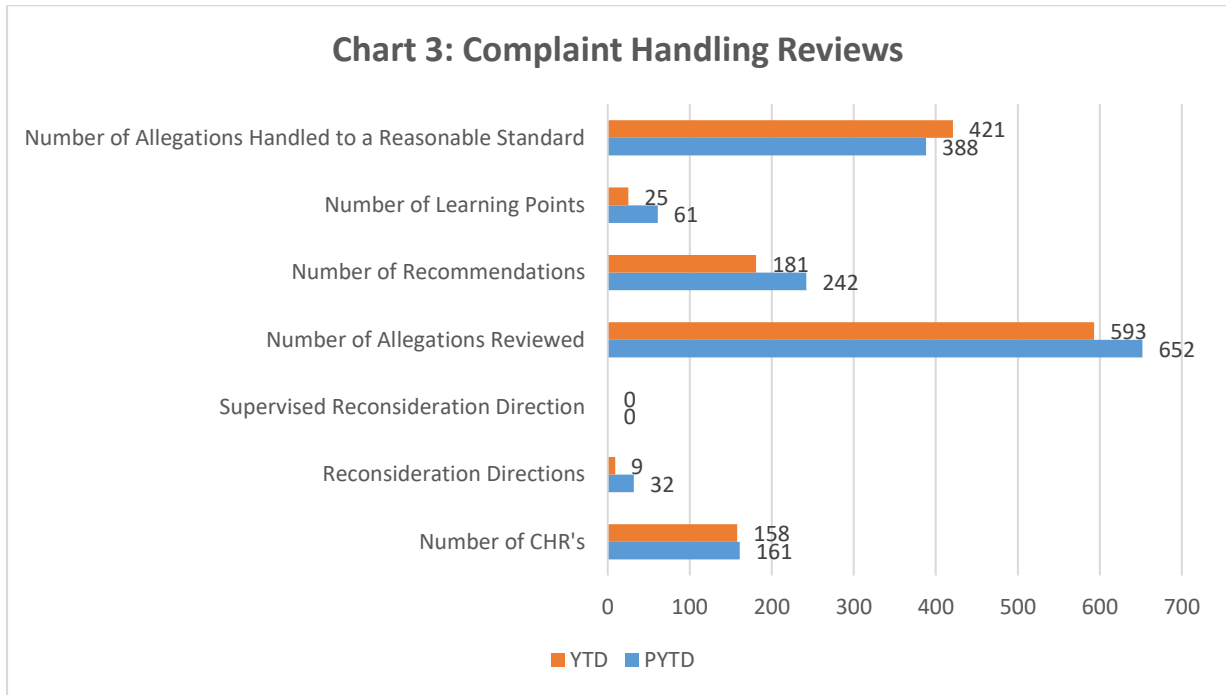
Combined, these three categories account for **82%** of all allegations received during Quarter 3.

Substantial decreases in these allegation categories are key drivers in the overall decrease in allegations received within Quarter 3 (**-15.1%**), compared to the five quarter average:

- Irregularity in Procedure (**-5.2%**, accounting for **58** less allegations).
- Quality of Service (**-28.3%**, accounting for **203** less allegations).
- Incivility (**-20.4%**, accounting for **97** less allegations).

PIRC Complaint Handling Reviews and Referrals

PIRC Complaint Handling Reviews and Referrals

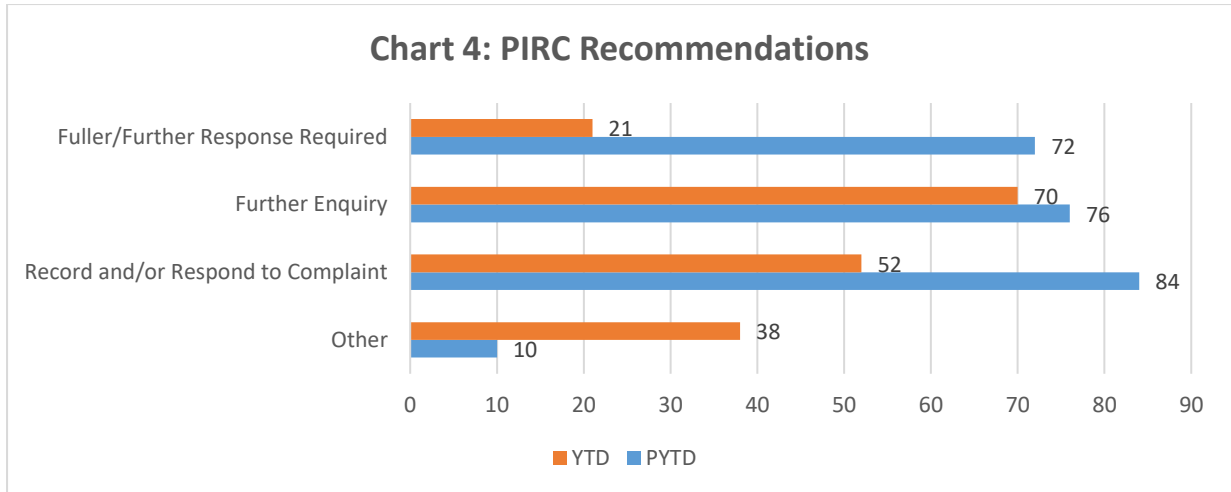


A total of **158** Complaint Handling Reviews (CHR's) were received during the YTD, a **1.9%** decrease on the PYTD, equating to a decrease of **3** CHR's.

The volume of CHR's had decreased during early quarters of the YTD, partly influenced by PIRC taking cognisance of the operational pressures on Police Scotland owing to the COVID-19 pandemic, and temporarily minimised the impact of new workload where possible. However, these have now returned to a level closely matched with the PYTD.

Of the 158 CHR's received, **593** allegations were reviewed and **71%** were handled to a reasonable standard during the YTD. Despite a decrease in the number of allegations reviewed YTD (**-59**), the number of allegations handled reasonably YTD has increased (**+33**). Moreover, the percentage handled to a reasonable standard has increased by **11.5%** against the PYTD and reflects continued improvements in complaint handling by Police Scotland.

Represented as a proportion of all complaints received within the 2020/21 YTD, only **3.1%** of complaints result in a CHR.



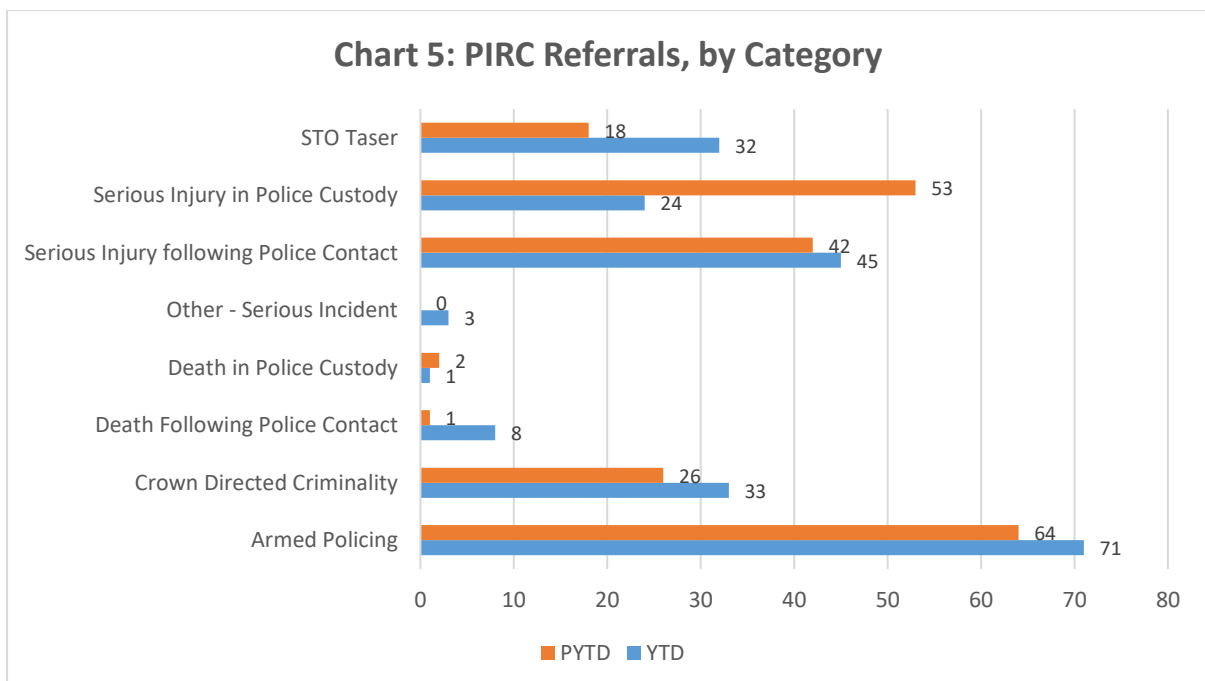
The vast majority of the **181** PIRC recommendations received during the YTD were in the ‘further enquiry’ or the ‘record and/or respond to complaint’ category (**67.4%**) when combined.

One notable increase was within the ‘Other’ category, which increased by **280%** compared to the PYTD. The key theme within this category in Quarter 3 YTD was to re-assess individual allegations. This issue will continue to be monitored and subjected to further detailed review.

PIRC Referrals

What is a PIRC referral?

A referral is made to PIRC when an incident has occurred which falls within the categories detailed in Chart 5 and it could be assessed that the action/ inaction of Police may have caused or contributed. This allows for an independent and transparent investigation to be undertaken.

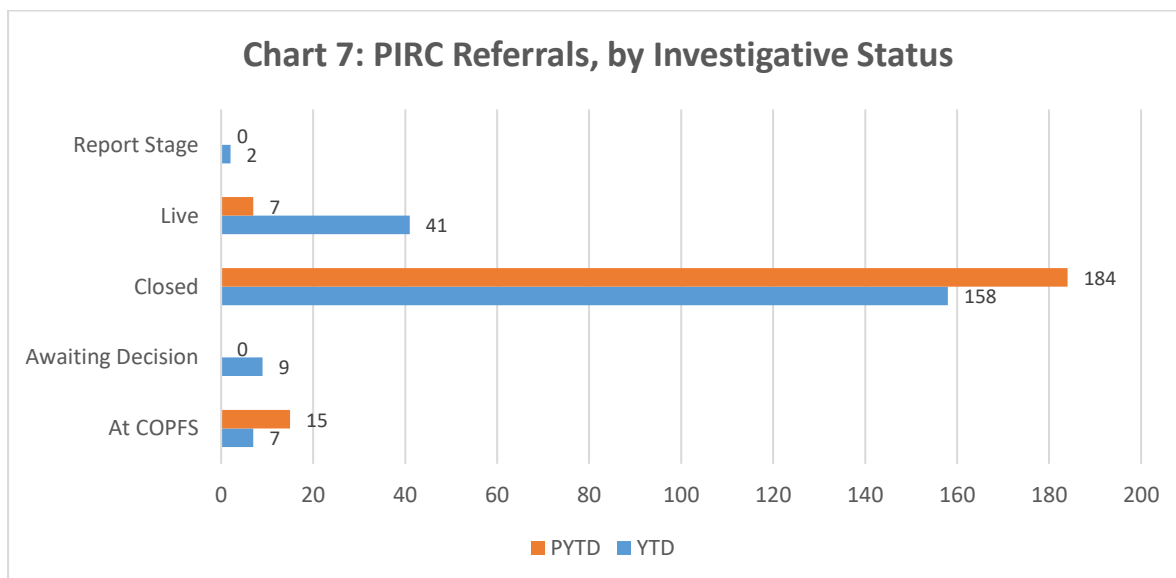
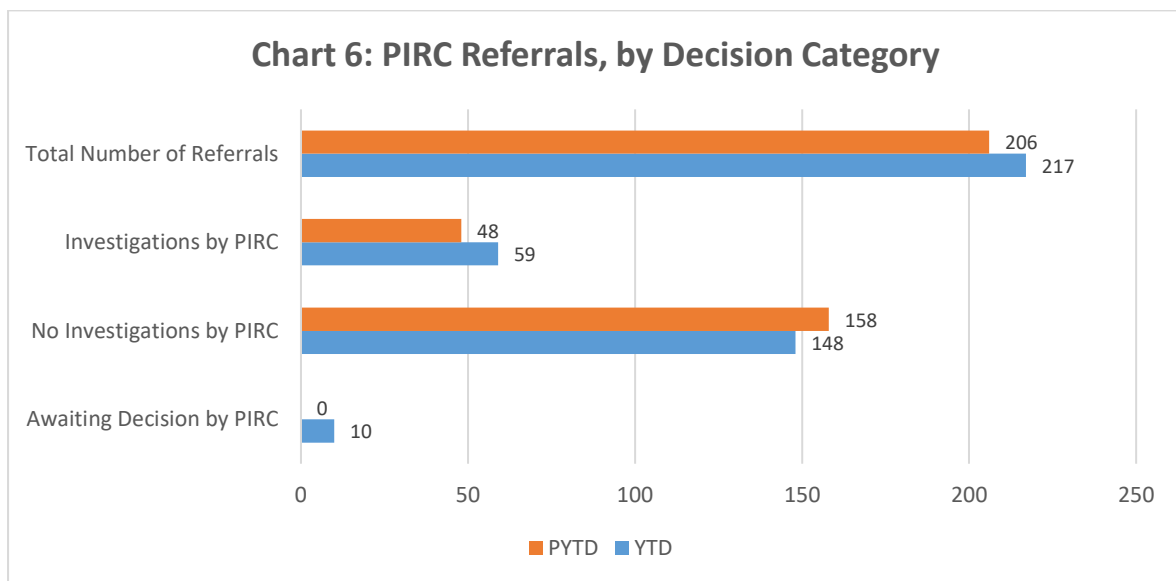


There were **217** referrals to PIRC during the YTD, a **5.3%** increase on the PYTD. This is primarily driven by STO Taser referrals (**+77.8%**), accounting for an additional 14 referrals.

PIRC Investigations into Taser Referrals

Police deployment of Taser on a member of the public automatically results in the matter being subject to a PIRC referral under statute.

Recent PIRC investigations into Police use of Taser have confirmed the lawful, proportionate and necessary use of Taser. These reports recognised that our officers acted professionally in dealing with incredibly challenging incidents. This provides positive and independent assurance, in light of the recent increase in relevant referrals.



The majority of referrals within the YTD were marked as no investigations by PIRC:

- A total of **68.2%**, accounting for **148** of the **217** referrals.

However, the percentage of referrals during the YTD which led to a PIRC investigation have increased by **3.9%** from the PYTD. This is influenced by increased investigations into Crown Directed Criminality (**+26.9%**) and Death Following Police Contact (**+300%**). Respectively, these categories account for seven and three additional investigations.

Strengthened links between Police Scotland and COPFS/SFIU have enhanced the processes relating to Crown Directed Criminality referrals and the speed which these are progressed.

Police involvement in Death Following Police Contact referrals YTD have primarily related to concern for person incidents, with mental health concerns and substance misuse factors most commonly cited.

These categories and themes will continue to be monitored and will be subjected to further scrutiny in the coming months.

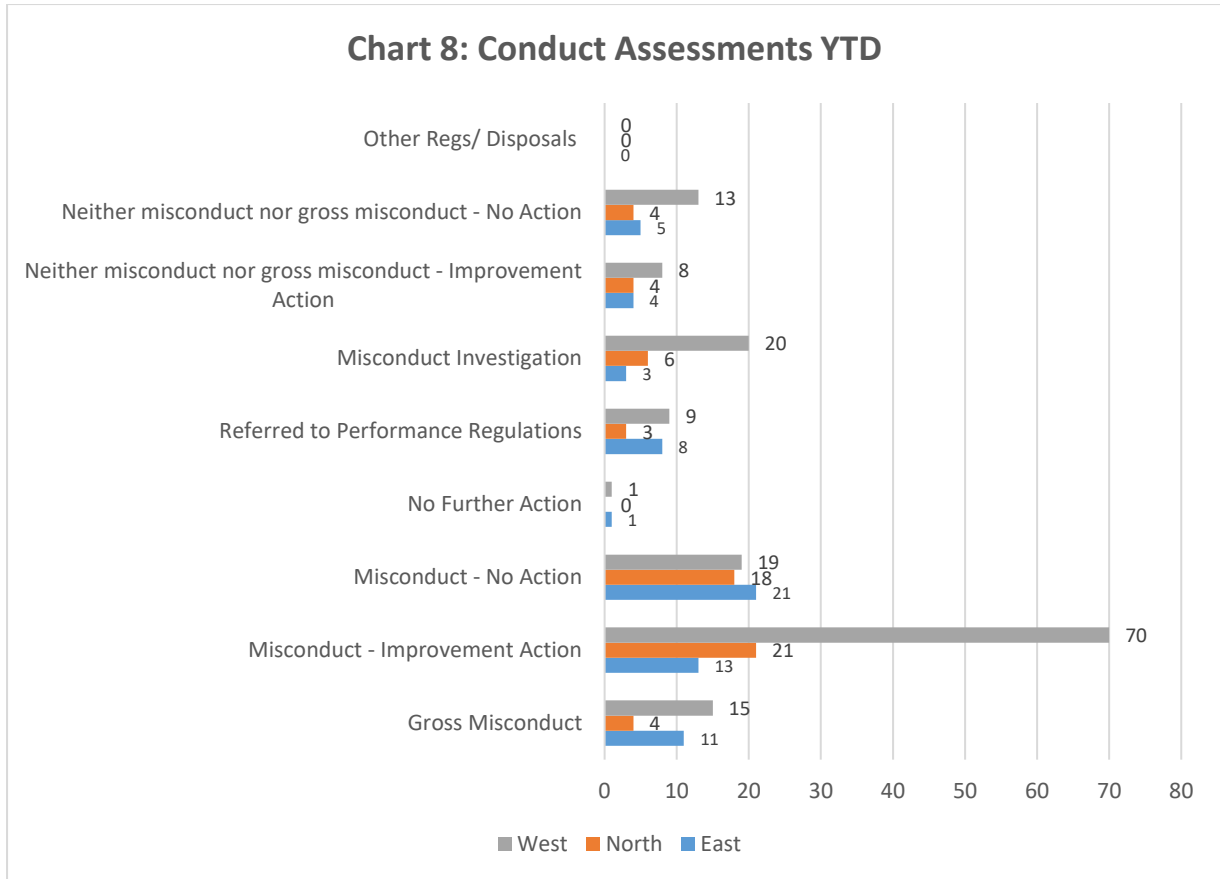
Conduct Unit

Conduct

The Police Service of Scotland (Conduct) Regulations 2014 is the primary vehicle through which allegations of misconduct by serving police officers up to the rank of Chief Superintendent are considered. These regulations are supported by published guidance supported by staff associations, Scottish Government and Police Scotland.

The misconduct procedures aim to provide a fair, open and proportionate method of dealing with alleged misconduct while recognising that police officers have a special status as holders of the Office of Constable.

The procedures are intended to encourage a culture of learning and development for individuals and the organisation. Disciplinary action has a part, when circumstances require this, but improvement will always be an integral dimension of any outcome.



A total of **281** preliminary conduct assessments were undertaken by the Professional Standards Department during the YTD, a 5.6% increase on the PYTD. Most assessments were attributed to the West (**55.2%**), with **23.5%** in the East and **21.4%** in the North.

The volume increase YTD is influenced by **25** COVID-19 related assessments, in addition to **21** assessments linked to a single incident involving Confidentiality related allegations.

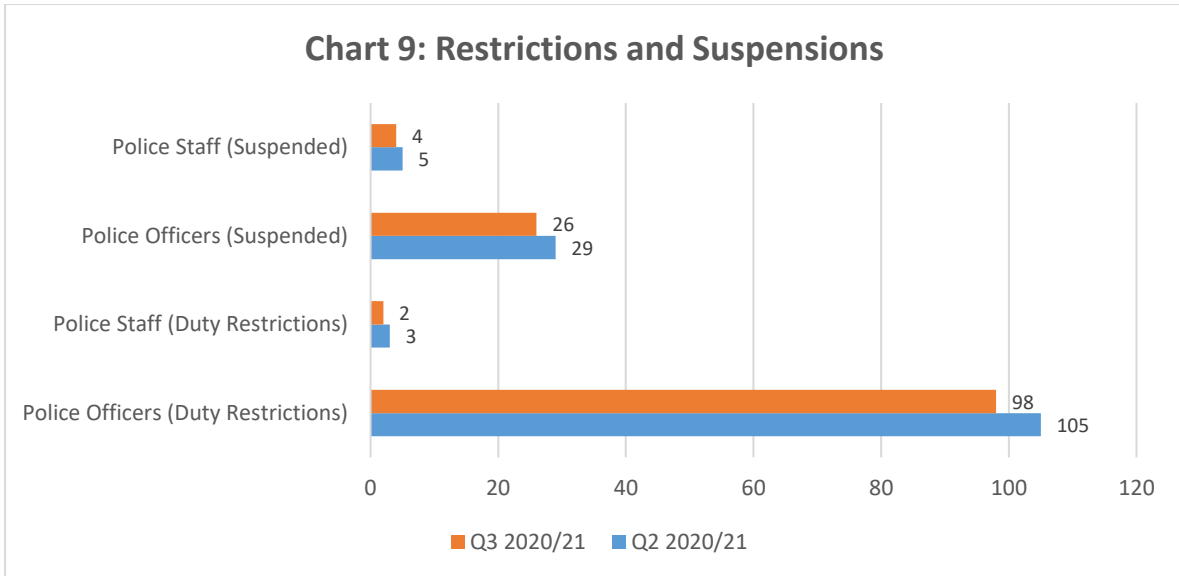
The majority of assessments during this period (**57.7%**) resulted in 'Misconduct - no action' or 'Misconduct - improvement action'.

During the YTD, **20** conduct meetings and **12** conduct hearings have taken place.

As a result of the conduct meetings six verbal warnings, seven written warnings and one final written warning was issued. Six concluded with a 'no misconduct' outcome.

As a result of the conduct hearings one resulted in a 'no misconduct' finding, one written warning was issued and two subject officers were dismissed. Eight Officers resigned prior to hearings.

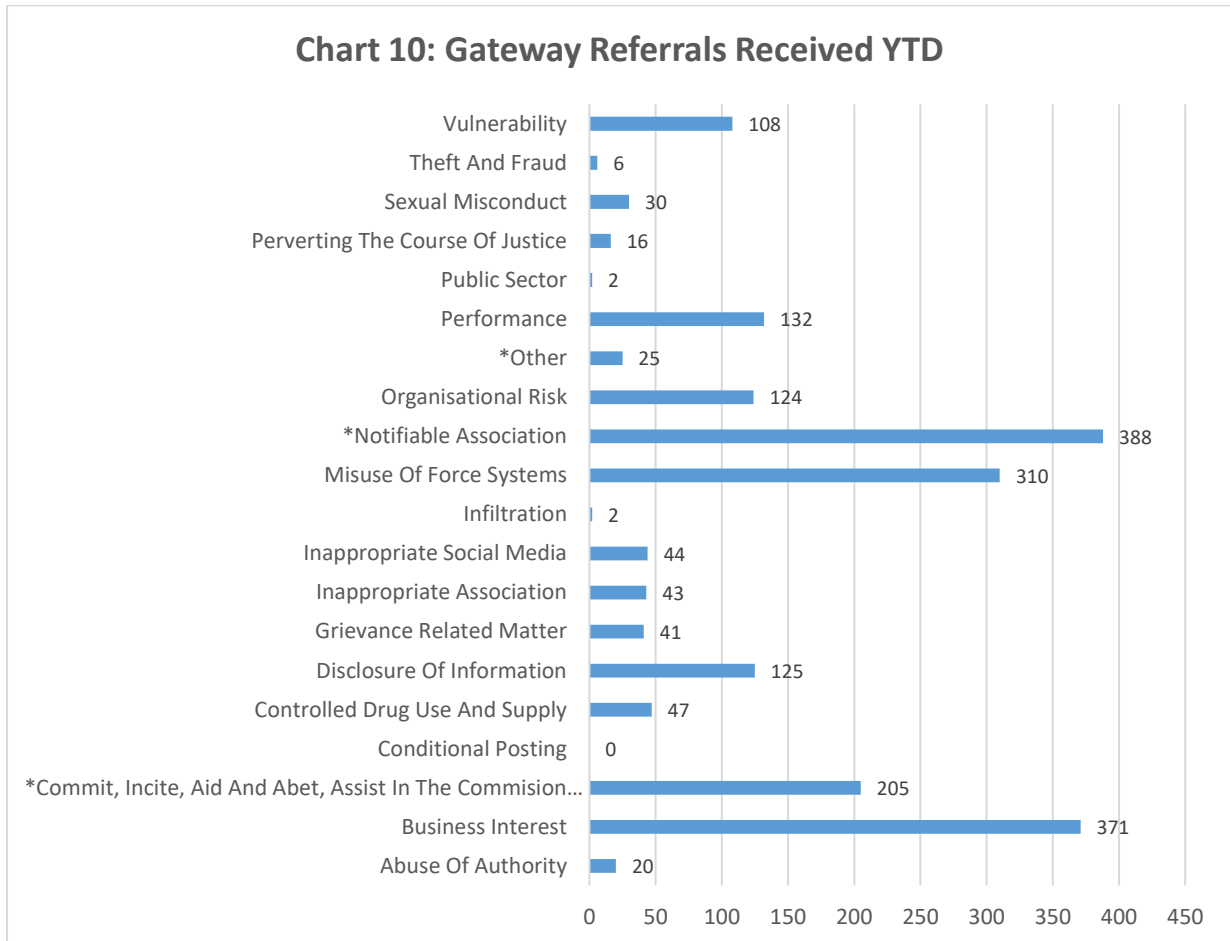
During the YTD period, **12** suspended officers resigned or retired prior to a conduct hearing being undertaken. A further **7** restricted officers resigned or retired prior to hearings. The Police conduct regulations only apply to serving officers, therefore on resignation or retiral conduct proceedings immediately cease.



At the conclusion of Quarter 3 of 2020/21, there were **98** Police officers and **2** members of Police staff subject to duty restrictions. **26** Police officers and **4** members of Police staff are currently suspended from duty.

National Gateway Assessment Unit

National Gateway Assessment Unit



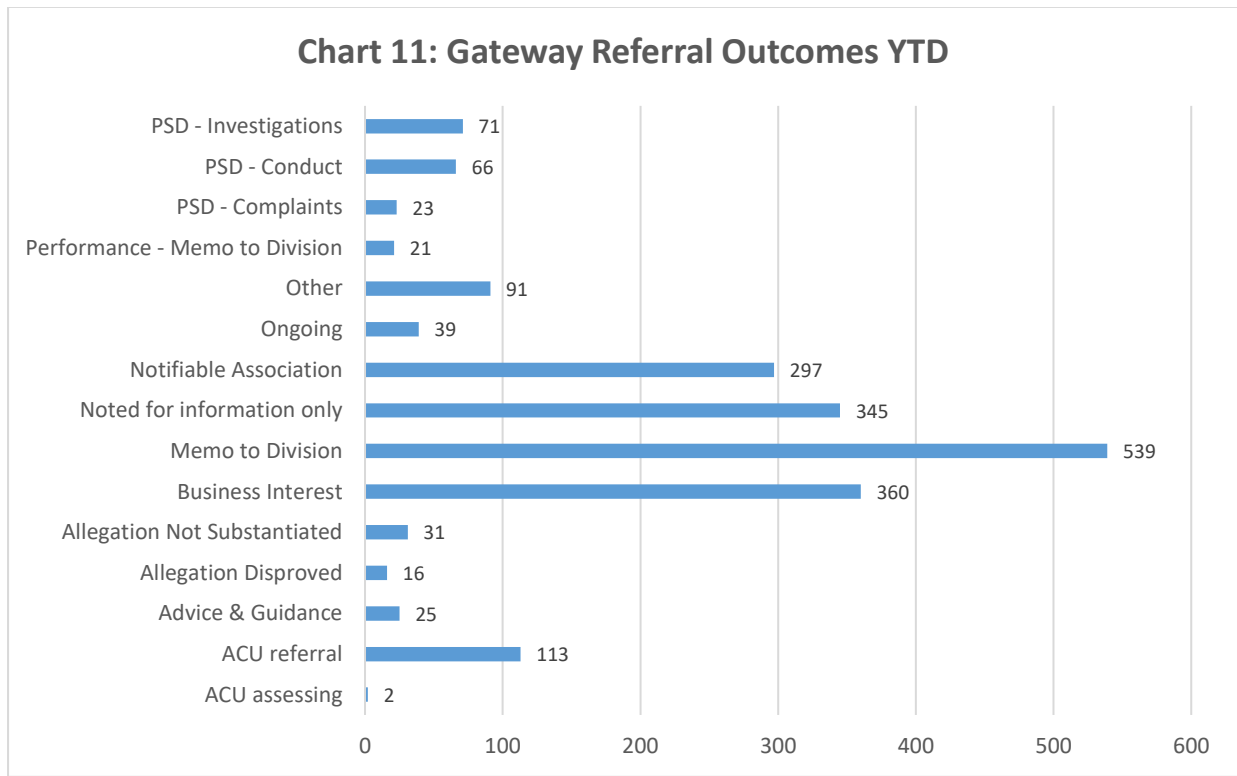
*Other (Audit Requests, NCA Finance Referrals etc.)

*Commit, Incite, Aid and Abet, assist an offender in commission of crime

*Notifiable Association Sec 4 complete & returned to Division

The Gateway Assessment Unit (GWU) has assessed **2,039** referrals during the YTD, which represents a **16.5%** increase against the PYTD. It is assessed that this increase results from an increase in Misuse of Force Systems referrals, of which there are **310** during the YTD, compared to **114** in the PYTD (a **171.9%** increase). This results from improved recording process where concerns are identified proactively through monitoring of Police systems are recorded by the GWU and subject to assessment.

A significant proportion of referrals continue to relate to Notifiable Association and Business Interests. Combined, these account for **37.2%** of all referrals received YTD.



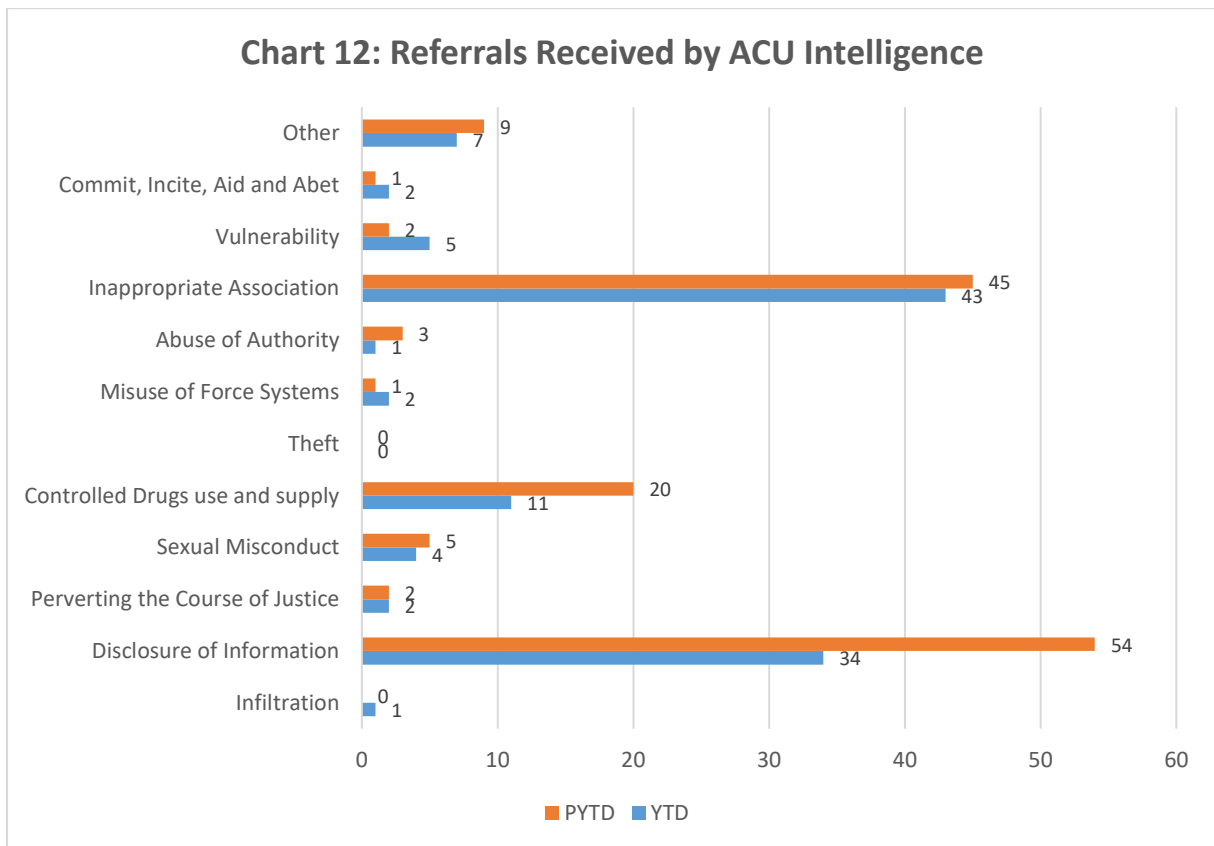
Of the **2,039** referrals received during the YTD, only **13.4%** resulted in a referral to PSD or ACU, a complaint or a conduct assessment.

The majority of the remaining referrals are disseminated to the relevant Divisions for further proportionate enquiries to be undertaken. Once concluded, Divisional updates are reviewed by the GWU to ensure these are sufficient to close the referral and to ensure consistent approach across the organisation.

Anti-Corruption Unit (ACU)

Where enquiries indicate that the matter may reach a criminal/conduct threshold, these are re-submitted for further review and assessment by the GWU.

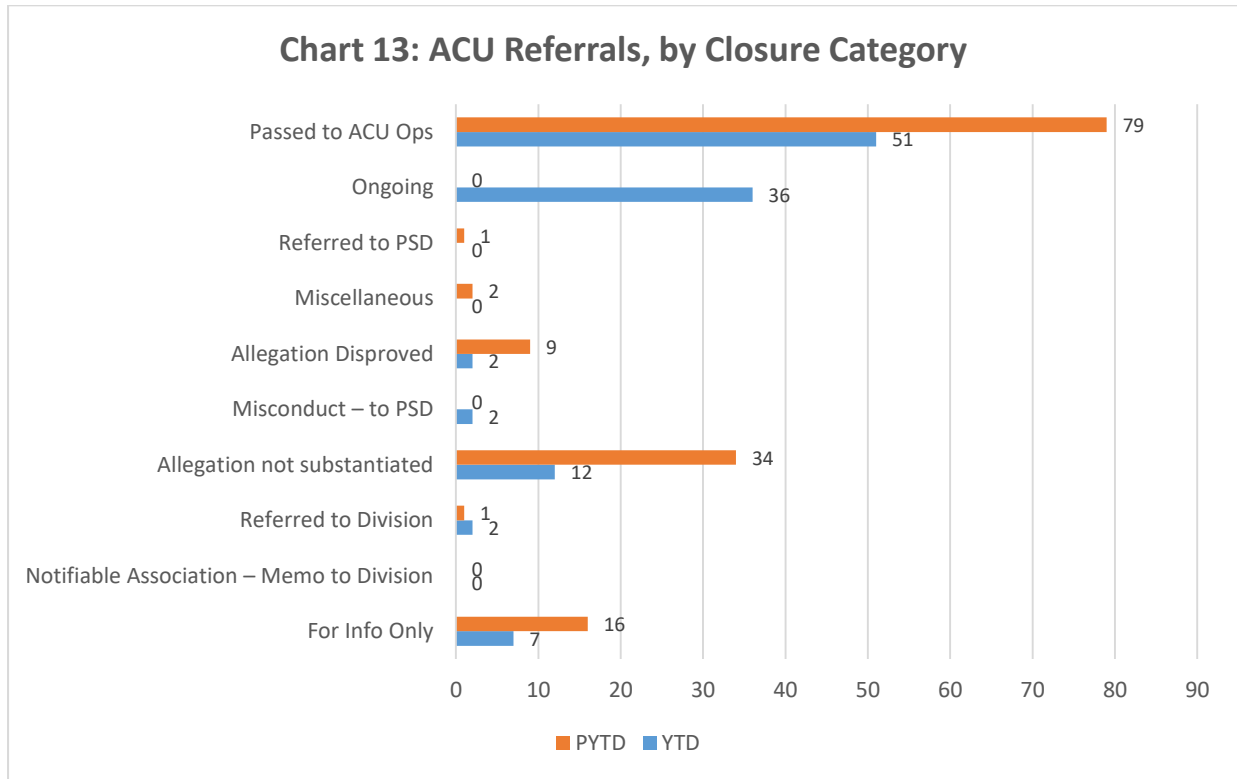
Anti-Corruption Unit



The Anti-Corruption Unit (ACU) has instigated **112** enquiries between 1 April 2020 and 31 December 2020, compared to 142 over the same period last year. The figures show a decrease of **21.1%**. Factors contributing to the decrease include a reduction in referrals ascertained from Officers Reports, Integrity Matters and Intelligence logs. The COVID-19 pandemic must also be factored into this.

The predominant allegations reported to the ACU during this period relate to Disclosure of Information and Inappropriate Association.

YTD comparison does not show any great increase in any of the 12 agreed National Police Counter Corruption Advisory Group (NPCCAG) Corruption Categories. There is a 45% decrease in the NPCCAG Corruption Category Controlled Drugs Use and Supply compared to the PYTD.



The most common outcome YTD was the referral being passed to ACU Ops (**45.5%**). This indicates that the quality of referrals during the YTD remain high, as the majority of referrals assessed and closed have been pursued through ACU Operations.

The unauthorised disclosure of sensitive information remains a significant concern to Police Scotland both in terms of scale and risk. Unauthorised disclosure can compromise ongoing enquiries and investigations, resulting in a loss of confidence in the wider criminal justice system.

The use of corruption by Serious Organised Crime Groups (SOCGs) remains a key strategic priority for Police Scotland and at present the ACU currently monitor **10** SOCGs which hold markers for Law Enforcement Corruption. This is reviewed frequently by ACU who engage closely with Police Scotland divisions in the North, East and West.

ACU continues to progress Lawful Business Monitoring and are working alongside ICT in this regard. A phased rollout commenced on 25th January and full implementation is expected to be completed in the coming months.

Organisational Learning

Organisational Learning

The Professional Standards Department is committed to promoting a culture of organisational learning. Learning opportunities are identified through a variety of sources, including PIRC Complaint Handling Reviews (CHR's), PIRC Investigations, reports shared by the COPFS and from internal feedback identified as part of the complaint handling process.

Examples identified during Quarter 3 of 2020/21 are presented below:

Recent PIRC investigations and reviews have identified the importance of the proper control of custodies. PSD continue to work with Operational Safety Training (OST) colleagues to inform training and guidance around this important issue. In addition, work is ongoing with staff associations to further support this learning.

Guidance has been circulated within Contact, Command and Control Division reminding Service Advisors that Complaints Against the Police can be made over the telephone and recorded at first contact. This helps ensure that enquiry officers are given the opportunity to collect all information relevant to the enquiry and in a timely manner.

Guidance has been circulated highlighting that any advice provided to officers which is subsequently relied upon, particularly during the course of a complaint enquiry, should be recorded. This ensures all relevant information is fully considered as part of an enquiry and any subsequent review by the PIRC.

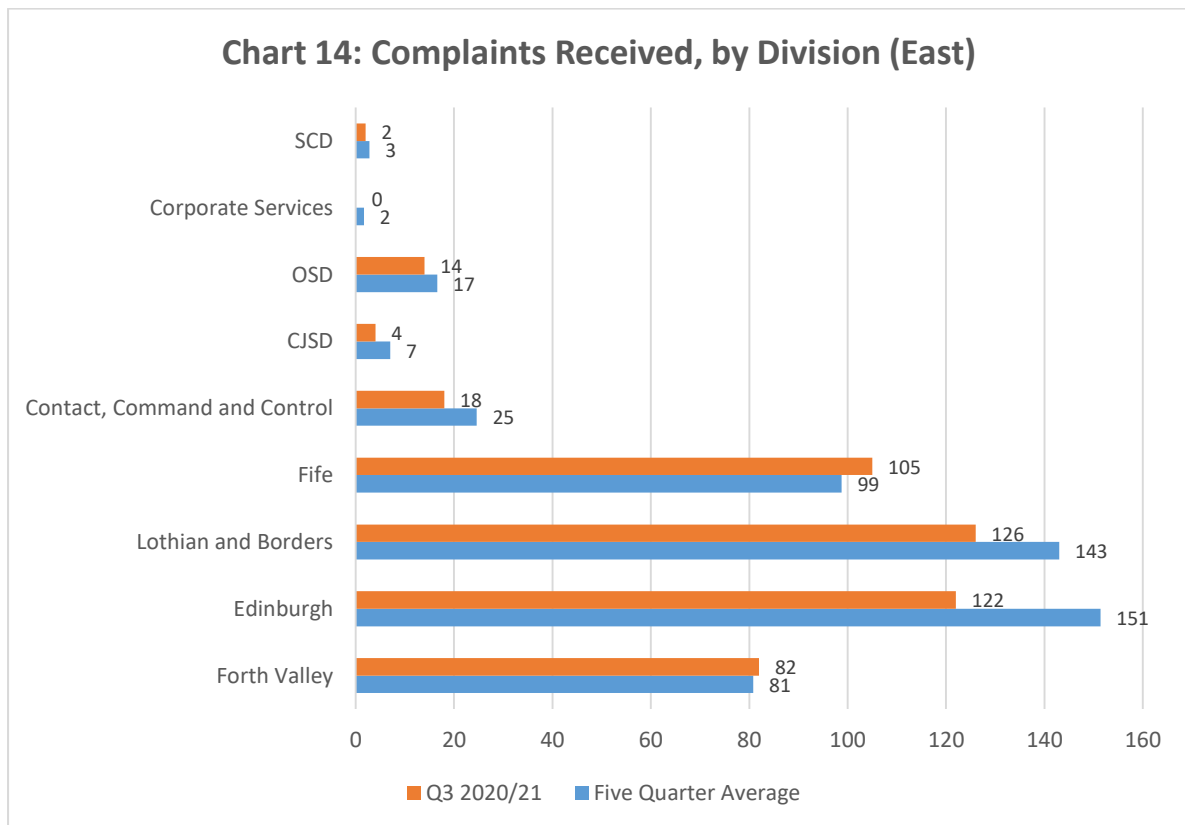
Guidance has been circulated to Divisions reminding Officers undertaking training courses of their responsibilities under the Information Security Standard Operating Procedures.

Furthermore, the PSD Conduct Unit have liaised with Learning, Training and Development to ensure that course examination methods have been amended to mitigate against further such incident.

In addition to disseminating learning to Operation Talla from themes identified through complaints received (as per COVID-19 section above), PSD routinely issue corrective advice and guidance via Division to Officers subject to GWU referrals. This includes reminding Officers of their responsibilities and adherence to the Coronavirus regulations and legislation.

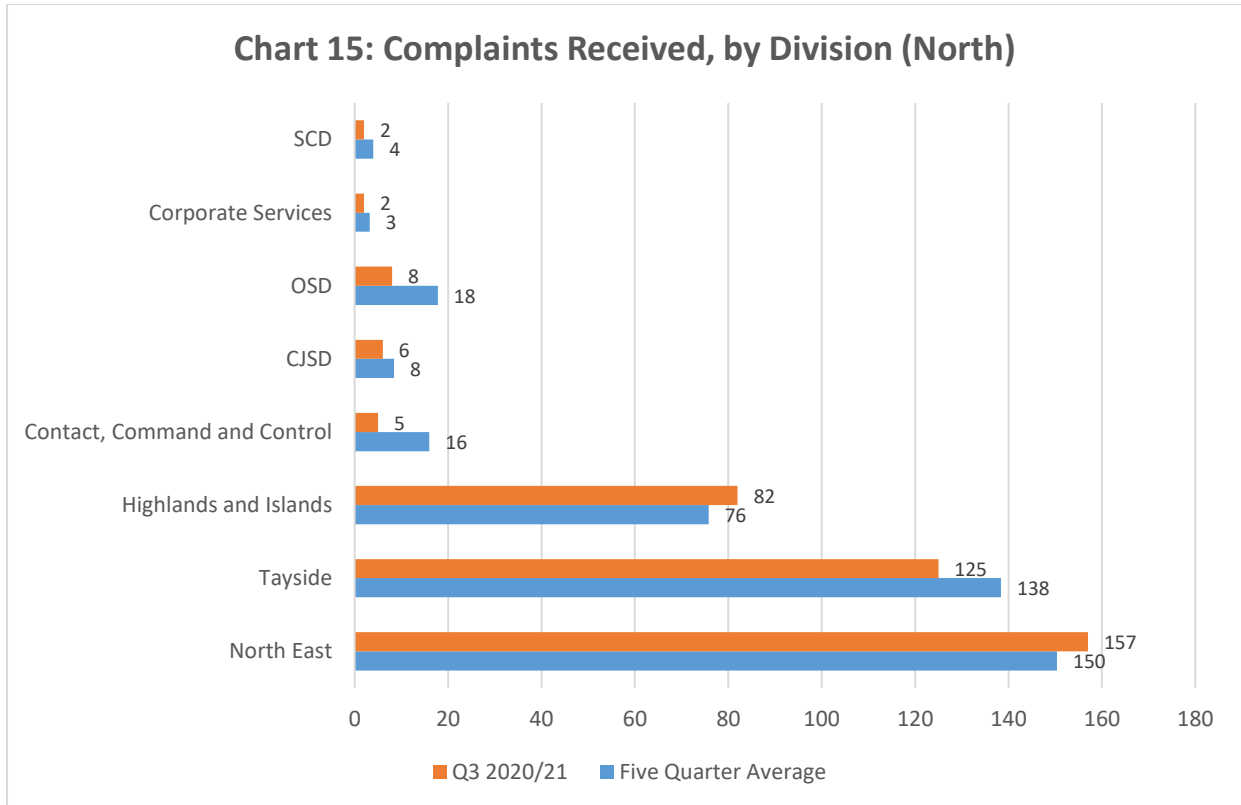
Appendix A – Complaints Received, by Division

Appendix 'A'



As previously detailed, the total number of complaints within the East has decreased by **10.1%**. The key drivers in this volume decrease are Edinburgh (**-19.4%**) and Lothian and Borders (**-11.9%**).

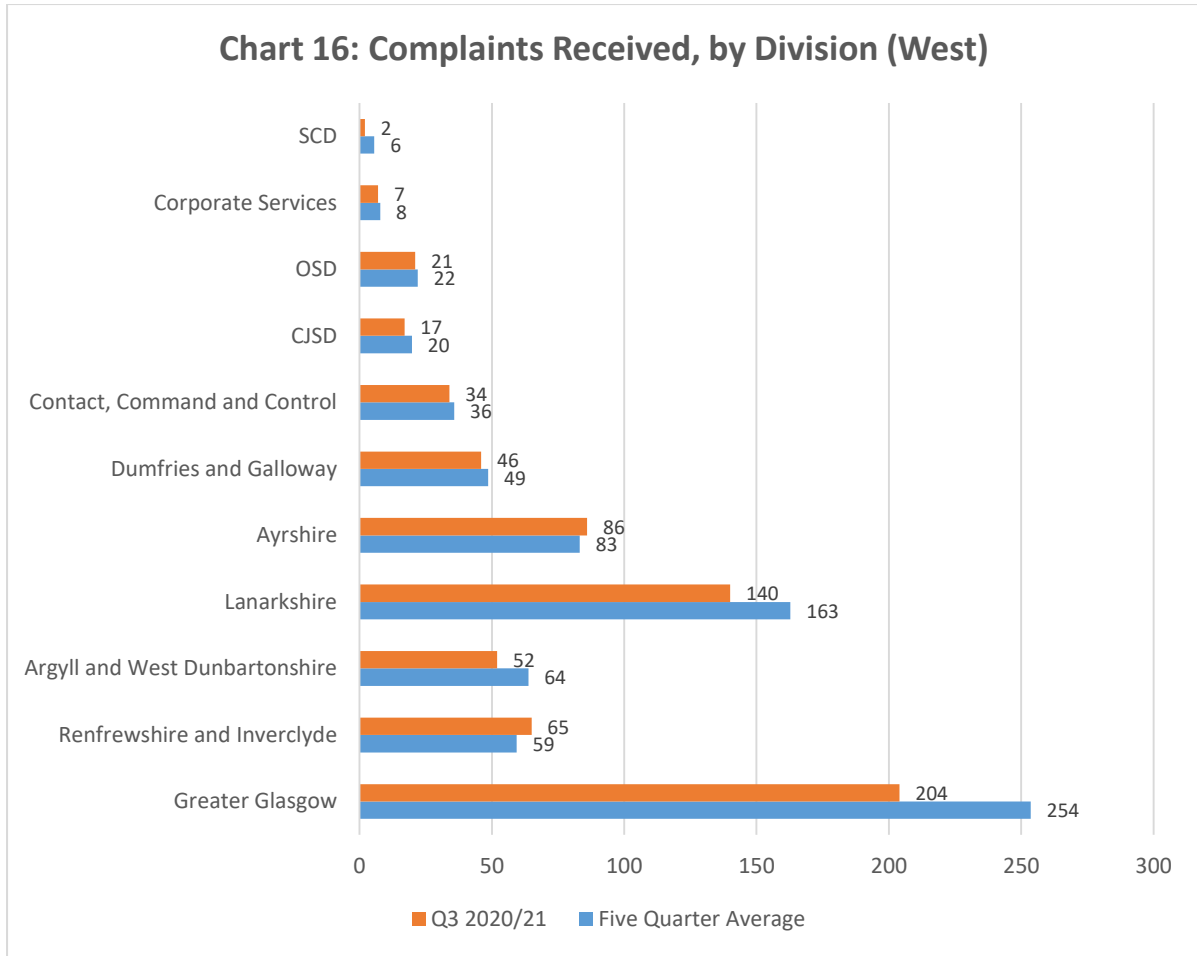
However, slight increases were registered within Fife (**+6.3%**) and Forth Valley (**+1.5%**).



The North registered a **6.5%** decrease in complaints received during Quarter 3 of 2020/21, in comparison to the five quarter average. Although this decrease was visible across most Divisional areas, increases were identified within:

- North East (+**4.4%** to **157** complaints). This accounts for an additional 7 complaints.
- Highlands and Islands (+**8.2%** to **82** complaints). This accounts for an additional 6 complaints.

Having identified notable spikes in Tayside and North East Divisions during the previous quarter, the volume of complaints received in these areas during Quarter 3 represents a levelling of those. However, the North East total does remain slightly above the quarterly average, as noted above.



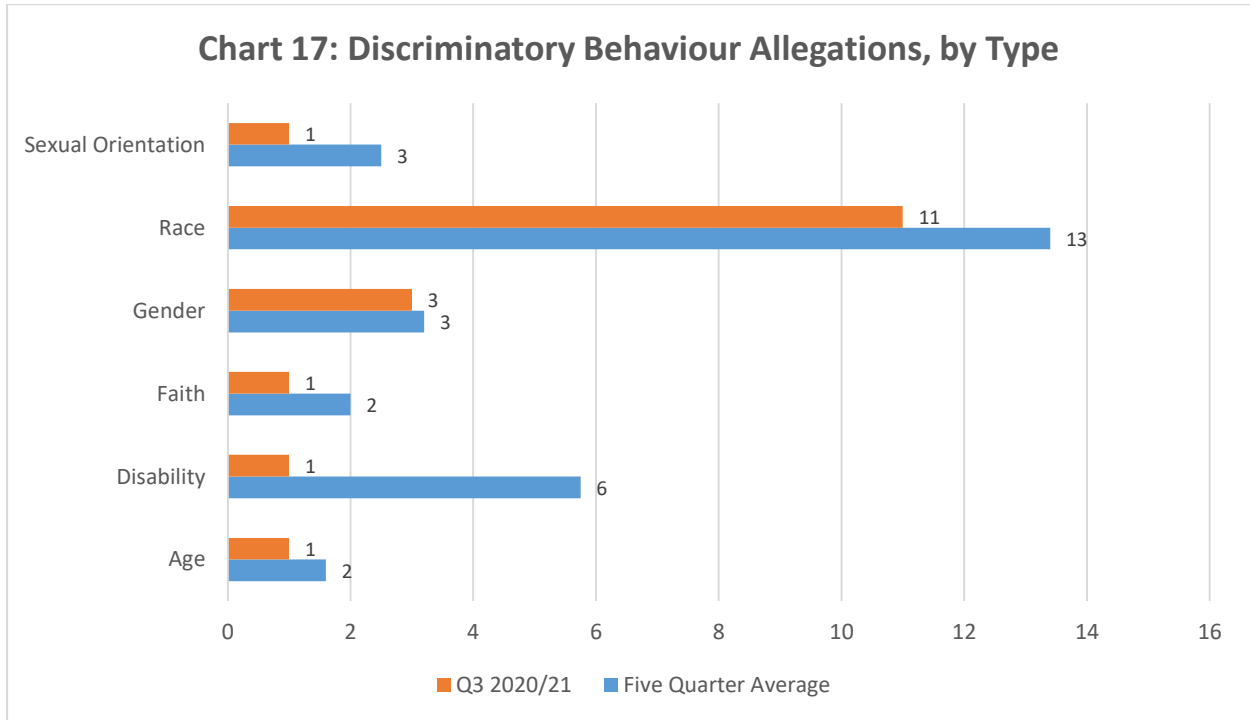
Complaints decreased by **11.6%** in the West, compared to the five quarter average, with decreases visible across almost all Divisional areas.

The key volume drivers in this decrease are Greater Glasgow (**-19.6%**) and Lanarkshire (**-14%**). However, increases were registered in the following areas:

- Ayrshire (**+3.4%** to **86** complaints). This accounts for three additional complaints.
- Renfrewshire and Inverclyde (**+9.4%** to **65** complaints). This accounts for six additional complaints.

Appendix B – Allegations of Discriminatory Behaviour

Appendix 'B'



A total of **18** allegations relating to Discriminatory Behaviour were received during Quarter 3 of 2020/21, a **26.8%** decrease compared to the five quarter average. Decreases were registered across all categories.