

Minute of Scottish Police Authority Complaints and Conduct Committee

Meeting	Scottish Police Authority Complaints & Conduct Committee Meeting.	Date/Venue	26 th November 2015, Pacific Quay, Glasgow.
Meeting Called By	Ian Ross, Chair	Start Time	10:00
Reference Meeting No	SPACCCM-26112015	End Time	11:30

Members Present		In Attendance	
Name	Title	Name	Title
Ian Ross	Chair, Authority Member	David Collie	Complaints & Conduct Manager (SPA)
George Graham	Authority Member	Graham Ravenscroft	Complaints Officer (SPA)
Moi Ali	Authority Member	Stuart Milne	Complaints Officer (SPA)
Douglas Yates	Authority Member	Lindsey McNeill	Director of Governance and Assurance (SPA)
Lisa Tennant	Authority Member	Karen Vallance	Committee Co-ordinator (SPA)
Morag McLaughlin	Authority Member	Eric Leggat	Solicitor (SPA)
		Ellie Mitchell	Chief Superintendent – Head of Professional Standards (PSoS)

OPENING REMARKS**1. Welcome and Introduction: (Ian Ross)**

1.1 Ian Ross welcomed everyone to the meeting. Ian Ross noted it would be the last meeting attended by CS Ellie Mitchell and thanked her for her contribution to the Committee and her leadership in the Professional Standards department.

1.1 Apologies

1.1.1 There were no apologies.

1.2 DECLARATIONS OF INTEREST

1.2.1 There were no declarations of interest.

2. Approval of Public Minute of Meeting held on 4th August 2015 (Ian Ross)

2.1 Approval was sought for the Minutes of the Complaints & Conduct Committee Meeting held 4th August 2015.

2.2 Members **APPROVED** the Minute of the Scottish Police Authority meeting held 4th August 2015 as a correct record.

3. REVIEW of ROLLING ACTION LOG (Ian Ross)

3.1 Refer to the updated action commentary reflected in the Rolling Action Register.

3.2 Members **NOTED** the updates and status of actions as recorded in the Rolling Action Register

4. SPA Complaints Department Progress Report (David Collie)

4.1 David Collie referred Members to the paper, highlighting that the Senior Officer Conduct regulations would be discussed within the closed session as some aspects needed to be discussed in private, however, the regulations would be formally approved publically either at a Board meeting or a Complaints and Conduct Committee.

4.2 David Collie advised that the SPA Complaints team continue to review how complaints are received and why some are misdirected, highlighting that after conversations with the C3 department and ICT, the telephony and SPA/Police Scotland websites had been amended to detail correct information.

4.3 Members referred to the table detailing monthly average timescales at 31 October and raised concern on the clarity of the information provided, noting that figures appeared to be misleading and could be open to interpretation. David Collie agreed to refine the layout of the data and provide narrative in future reports.

ACTION – 261115-CCC-001 – Table on monthly average timescales to be refined for clearer interpretation and narrative to be included.

4.4 Morag McLaughlin noted that there had been a small rise in the number of complaints compared to the same period in 2014 and asked if there were any themes. David Collie advised that the rise was partly due to 4 complaints being received in April which was high however none of them were linked. David Collie agreed to undertake further work to see if there were any trends.

ACTION – 261115-CCC-002 – Small rise in SPA complaints compared to last year. Work to

be undertaken to look to see if there are any trends.

NOT PROTECTIVELY MARKED

4.5 Members provided feedback on the SPA Complaints leaflet and suggested the following amendments:

- Title to be amended to 'Guide to making...' as opposed to 'Guide to.....'
- Language within leaflet to be simpler.
- Information on assistance available in making a complaint or any information encouraging people to raise a complaint to be included.
- List of standards of professional behaviour to be either positive or negative; not a mixture.
- List of other police bodies to be amended as Crown Office is not a police body.

4.6 David Collie agreed to incorporate changes then circulate amended leaflet to Members.

ACTION – 261115-CCC-03 – Leaflet to be circulated to Members once final amendments made.

4.7 Members **NOTED** the SPA Complaints Department Progress Report and the actions **AGREED** consequently.

5. Professional Standards Department Performance Update

5.1 Statistical Return and Appendices/Complaint Outcomes (CS Ellie Mitchell)

5.1.1 CS Mitchell referred Members to the paper, highlighting that PIRC would be doing an audit of the Professional Standards Department in December 2015 which would be reported in January 2016.

5.1.2 Members praised the information reported, especially the positive figures on early intervention and front line resolution. Members noted that the low challenges to outcomes gave reassurance that the system is working.

5.1.3 Members agreed they were content with the information and layout on charts provided within report.

5.1.4 CS Mitchell added that the information collated and complaint reports provided meant that local Commanders felt better equipped when questioned at Local Scrutiny meetings. Ian Ross requested that an example of a complaint report which is provided to local scrutiny meeting be circulated to Members for awareness.

ACTION – 261115-CCC-04 – An example of a police complaints report that goes to local scrutiny meeting to be circulated to Members.

5.1.5 Douglas Yates questioned if criminal allegations are dealt with through front line resolution. CS Mitchell responded that all criminal allegations are dealt with through the Professional Standards Department.

5.1.6 Ian Ross sought clarity that the change in complaint numbers was due to the change in approach which CS Mitchell confirmed was the reason.

5.1.7 Douglas Yates sought reassurance that malicious complaints are reported to the Crown Office. CS Mitchell responded that they are reported when it is deemed appropriate.

5.1.8 Members **NOTED** the report on Complaints About Police Statistical Return and the actions **AGREED** consequently.

5.2 Misconduct Hearings (CS Ellie Mitchell)

5.2.1 CS Mitchell referred Members to the paper and invited any comment or questions.

5.2.2 There were no comments or questions.

NOT PROTECTIVELY MARKED

5.2.3 Members **NOTED** the report on Misconduct Hearings.

5.3 PIRC – Complaint Handling Reviews – Lessons Learned (CS Ellie Mitchell)

5.3.1 CS Mitchell referred Members to the paper, noting that an important issue raised was the poor quality of letters released to respondents. Moi Ali responded that it was important for all letters to be good quality as they were the only piece of work which the public has sight of.

5.3.2 CS Mitchell highlighted that if the department had more staff, it would allow availability and scope for quality assurance. Ian Ross added that a discussion on professional standards department resource could be discussed at a future workshop.

5.3.3 Members **NOTED** the report on PIRC – Complaint Handling Reviews – Lessons Learned.

6. Senior Officer Performance Regulations (Lindsey McNeill)

6.1 Lindsey McNeill advised Members that the draft response was written based on responses previously received, however, while the comments previously received on the guidance were passed to Scottish Government through the working group they were not reflected in the document sent out for consultation. Lindsey McNeill advised any further comments would be passed on again.

6.2 Moi Ali requested changes/amendments to the following:

- Clarity is sought on the definition of working days and calendar days.
- Paragraph 2.3 within draft response should read 'reflected' instead of 'reflect'.
- Page 21 under senior officers' performance – apostrophe should be after 's'.

6.3 Members **NOTED** the report on senior officer performance.

7.1 Update on Dip Sampling Guidance (David Collie)

7.1.1 David Collie referred Members to the paper and sought any questions.

7.1.2 George Graham sought clarity on capacity and contingency around sampling being completed within a month of each Complaints and Conduct Committee. David Collie responded that if there were any capacity issues, sampling would take place when possible after the Committee and be reported to the Chair.

7.1.3 Members requested clarity on how random files are selected. David Collie confirmed that the centurion system provides all Front Line Resolutions case numbers and officers select a random amount of cases– no personal data is provided.

7.1.4 Members **APPROVED** the report.

7.2 Dip Sampling Report (David Collie)

7.2.1 David Collie referred Members to the report and sought approval for the dip sampling report to be a standing Agenda item at future Complaints and Conduct Committees.

7.2.2 Members **NOTED** the report and **AGREED** the format as a standing Agenda item at future Complaints And Conduct Committees.

8. AOCB (Ian Ross)

8.1 There was no other business.

End.