

**Minute of Scottish Police Authority Board Meeting**

<b>Meeting</b>	Scottish Police Authority Board PUBLIC Meeting 028	<b>Date/Venue</b>	Tuesday 31 <sup>st</sup> March 2015, Tollcross International Swimming Centre, Glasgow
<b>Meeting Called By</b>	Vic Emery, Chair	<b>Start Time</b>	14:00
<b>Reference Meeting No</b>	SPABM-310315	<b>End Time</b>	15:30

<b>Members Present</b>		<b>In Attendance</b>	
<b>Name</b>	<b>Title</b>	<b>Name</b>	<b>Title</b>
Vic Emery (The Chair)	Chair, Scottish Police Authority	Chief Constable Sir Stephen House (SSH)	Chief Constable, Police Service of Scotland (Police Scotland)
Graham Houston (GH)	Authority Member	Deputy Chief Constable Neil Richardson (DCCNR)	Deputy Chief Constable (Designate)
Douglas Yates (DY)	Authority Member	Deputy Chief Constable Iain Livingstone (DCCIL)	Deputy Chief Constable
Morag McLaughlin (MM)	Authority Member	Assistant Chief Constable Bernie Higgins (ACCBH)	Assistant Chief Constable
Iain Whyte (IW)	Authority Member	Janet Murray (JM)	Director of Financial Services Police Scotland
Brian Barbour (BB)	Authority Member	Amy McDonald (AM)	Director of Financial Accountabilities (SPA)
Ian Ross (IR)	Authority Member	Gavin Mitchell (GM)	Head of Legal and Compliance (SPA)
Moi Ali (MA)	Authority Member	John Foley (JFoI)	Chief Executive Officer, SPA
David Hume (DH)	Authority Member	Catherine MacIntyre (CM)	Strategic Business Adviser (SPA)
Jeane Freeman (JF)	Authority Member	Amy McDonald (AM)	Director of Financial Accountabilities (SPA)
Paul Rooney (PR)	Authority Member	Tom McMahan (TMc)	Director of Strategy & Performance (SPA)
		Eleanor Walker (EW)	Head of Business Services (SPA)
		Deborah Christie (DC)	Committee Coordinator (SPA)

**AGENDA**

<b><u>BOARD &amp; POLICE SCOTLAND ONLY CLOSED SESSION</u></b>	
<b>1. Chair's Opening Remarks</b> <ul style="list-style-type: none"> <li>- Apologies: <b>Lisa Tennant</b></li> <li>- Declarations of Interest</li> <li>- Matters Arising</li> </ul>	Vic Emery, Chair

<b>2. Police Scotland: Stop and Search: Review of Draft Update Report</b> <i>Police Scotland to provide an update to the Board on the agreed work ongoing around Stop and Search following the SPA Board Meeting on 13<sup>th</sup> February 2015 and to allow Members oversight and assurance of the update report due to be sent to the Cabinet Secretary for Justice on 31<sup>st</sup> March 2015.</i>	CC Sir Stephen House/DCC Rose Fitzpatrick
<b>3. Standing Firearms Authority: Police Scotland Response</b> <i>Police Scotland's response to SPA's Scrutiny Inquiry from report and recommendations published on 29<sup>th</sup> January 2015.</i>	DCC Ian Livingston/ACC Bernie Higgins, Police Scotland
<b>4. Police Scotland Annual Police Plan: SPA Input and Comments (Letter for Noting)</b>	John Foley
<b>ANY OTHER BUSINESS</b>	
<b>LUNCH (1200 – 1300)</b>	
<b>PUBLIC SESSION</b>	
<b>5. Chair's Opening Remarks</b> <ul style="list-style-type: none"> <li>- Apologies: Nil</li> <li>- Declarations of Interest</li> <li>- Matters Arising</li> </ul>	Vic Emery, Chair
<b>6. MINUTES for APPROVAL:</b> <b>6.1 Minutes of Board Meeting held 13<sup>th</sup> February 2015</b>	Vic Emery, Chair
<b>7. Standing Firearms Authority: Police Scotland Response</b> <i>Police Scotland's response to SPA's Scrutiny Inquiry from report and recommendations published on 29<sup>th</sup> January 2015.</i>	DCC Ian Livingston/ACC Bernie Higgins, Police Scotland
<b>8. Police Budget 2015/16 FOR APPROVAL</b> <b>8.1 Revenue Budget Plan 2015/16</b> <b>8.2 Capital Plan 2015/16</b> <b>8.3 SPA 2015/16 Budget Assurance</b>	Janet Murray, Finance Director Police Scotland  Amy MacDonald, Director of Financial Assurance, SPA
<b>9. SPA Policing Performance Report</b> <i>This item was withdrawn from the Board Meeting held 24<sup>th</sup> February and Members requested an updated report to be brought forward to this session.</i>	Tom McMahon, Strategy & Performance Director, SPA
<b>10. SPA Business Plan 2015/16</b> <i>The Business Plan was approved in October 2014 and it was agreed an update to the objectives and deliverables for 2015/16 would be brought back in March.</i>	Tom McMahon, Strategy & Performance Director
<b>ANY OTHER BUSINESS</b>	Vic Emery, Chair

## STANDING ITEMS

### ITEM 5. OPENING REMARKS: (Vic Emery)

The Chair welcomed attendees to the 28<sup>th</sup> meeting of the Scottish Police Authority.

### APOLOGIES

Apologies were received from Board Member, Lisa Tennant.

### DECLARATIONS OF INTEREST

With particular reference to Agenda Item (7), BB declared his son-in-law was a Police Scotland Armed Response Officer.

## **MATTERS ARISING**

Members were invited to advise of any Matters Arising that they wished to raise based on the papers being presented. There were no matters arising.

## **ANY OTHER BUSINESS**

No items were provided in advance.

### **ITEM NO. Any Other Business**

No business was brought forward.

### **6.1 APPROVAL of MINUTES (Vic Emery)**

Reference ITEM NO 6.1 for the papers contained within pack.

Approval was sought for the Minutes of the Board Meeting held 13<sup>th</sup> February 2015.

PR requested page (14) of (15) from the Minute from the 13<sup>th</sup> February 2015 be updated to read "*PR wished to put on record any gaps that resulted from the review were mitigated against*". **Action 240215-SPABM-001**

## **DECISION**

Members **APPROVED** the Minute of the Scottish Police Authority meeting held 13<sup>th</sup> February 2015 as a correct record subject to the amendment above.

### **ITEM NO 7. Standing Firearms Authority: Police Scotland Response (DCC Ian Livingston/ACC Bernard Higgins)**

Reference ITEM NO 7 for the papers contained within pack.

The Chair reminded Members that on the 29th January 2015, the Authority published the findings and recommendations of its Scrutiny Inquiry into the public impact of Police Scotland's Firearms Standing Authority. The Chair advised that the purpose of this item was to consider part of the formal response from Police Scotland to that report, as well as providing an update on the work that has been undertaken within Police Scotland following the publication of the complementary HMICS assurance review in October 2014.

The paper also - in support of HMICS recommendation 4 (HMICS Review of Standing Firearms Authority for Armed Response Vehicle Crews within Police Scotland – October 2014) – looks to engage with the SPA and relevant stakeholders in relation to the review into the modes of carriage for firearms and ensure that any changes which are likely to have an impact on public confidence are effectively communicated to local authorities and communities across Scotland. Also, in line with HMICS recommendation 7 (as above), the purpose of the paper was to re-engage with local authorities and other stakeholders and develop criteria for any future deployment of ARV officers to undertake non-firearms duties which are understood and accepted by local communities and allow ARV officers to meaningfully contribute to local policing priorities.

The Chair invited DCC Ian Livingstone and ACC Bernard Higgins to provide a brief summary of the response.

DCCIL introduced the paper and informed Members of the changes that were introduced to the deployment model on the 1<sup>st</sup> October 2014 and the subsequent review pieces of work that have taken place since then both by the HMICS and the SPA. DCCIL confirmed Police Scotland fully accepted the recommendations made in both reviews and the Police Scotland Gold Group (chaired by himself) would take forward those recommendations. DCCIL also informed Members that it has been undertaken by Police Scotland to review the issue of weapon carriage and to also review what ARV Officers may do when they are not involved in threats to life or non-firearms duties. DCCIL made it clear that the Police Scotland approach has been absolutely consistent in that it the regard that it had always been the case that it

was expected ARV Officers were to deal with any incidents that they came upon as police officers first and foremost. DCCIL informed Members of a planned thorough and open engagement exercise to establish some criteria surrounding what type of incident and what engagement the ARV Officers could have in regards to non-firearms incidents or non-life threatening.

The Chair referred to Members for questions or comments.

DH asked that the intended use of a Community Impact Assessment be made clearer and asked for some assurance from DCCIL that engagement would take place through appropriate channels in not to be done through the Community Impact Assessment. DCCIL thanked DHG for the opportunity to clarify and informed Members the principals of Community Impact Assessment, i.e. what is the impact in the Community, what is the feeling in the community, how the impact felt will be fundamentally picked up in the planned Community Engagement approach regarding the work on armed officers. DCCIL clarified that within policing a Community Impact Assessment was a relatively narrowly defined issue and the understanding of this and the common usage of the phrase within Police Scotland may be reviewed. DCCIL assured Members the community engagement would be thorough and comprehensive on this subject and he was absolutely committed to that.

IW asked what role Professor Innis's work would form in the consultation and asked if a wider consultation strategy. DCCIL gave Members an assurance the academic work carried out by Professor Innes will be taken on board and used when establishing the plans for the engagement and it would be built into the work to be done.

GH welcomed the plan to have a thorough and transparent engagement with the public and asked that the engagement was used to seek views of the communities but also to inform people of the duty of care to officers from their employer (SPA) so that they may be engaged with and consulted with from an informed point of view. DCCIL confirmed that part of the rationale for having ARV deployment was to protect officers and this would be part of the information that would be used to provide the broader picture to the public.

MM requested an assurance that a full Equalities Impact Assessment of the policy would be done in parallel to this work and also to inform the work. DCCIL assured Members this would be done and would be at the core of the communication and engagement strategy as the work was taken forward. **Action 310315-SPABM-002**

The Chair informed the forum that the prime reason why the SPA carried out the scrutiny inquiry was as part of the drive for continuous improvement in policing. The Chair stated he believed there had already been some demonstrable action since which gives Members confidence that lessons have been learned. The Chair suggested that, for example, the positive commitment from Police Scotland to advance engagement with the SPA on any issues of significant public interest was a major step forward. The Chair summarised that the scrutiny inquiry report also recommended that Police Scotland should undertake engagement with the SPA prior to consideration of any adjustments to the ARV approach particularly around deployment criteria with Members welcoming the fact that engagement with the SPA on the developing thinking on how to engage further with communities on deployment options took place in an initial private session this morning. The Chair reminded the forum that engagement should begin, but not end, with the SPA. The Chair also informed Members that Police Scotland had already made a public commitment to wider stakeholder engagement on deployment criteria.

The Chair asked that in noting today's paper asked for the SPA Chief Executive to take an action to engage further with Police Scotland on the detail of a future engagement exercise, this to include what appropriate and complementary role the SPA will play alongside the service in that exercise. The Chair asked JFol if he was content to take that action forward. JFol agreed to progress this matter. **310315-SPABM-003**

## **DECISION**

Members **NOTED** the update on the work that had been undertaken to date within Police Scotland in relation to the recommendations contained within the SPA report published on the 27<sup>th</sup> January 2015 entitled "Inquiry into the public impact of Police Scotland's Firearms

Standing Authority" and the HMICS report from October 2014 entitled "HMICS Review of Standing Firearms Authority for Armed Response Vehicle Crews within Police Scotland.

### **ITEM NO 8.1 SPA 2015/16 Revenue Budget Proposal (Janet Murray)**

Reference ITEM NO 8 for the papers contained within pack.

The Chair advised that The Scottish Police Authority has a statutory obligation, before the beginning of each financial year, to provide details of how it intends to allocate the financial resources it expects to have available. The purpose of the paper was to set out the funds the SPA has available for 2015/16 and proposes how these should be allocated.

The Chair advised the item will therefore be addressed in 3 parts;

#### **8.1) the Revenue Budget Plan for 2015/16 - For Approval**

#### **8.2) the Capital Plan for 2015/16 - For Approval**

#### **8.3) SPA 2015/16 Budget Assurance - For Approval**

The Chair reminded Members that these papers had been presented to the Finance and Investment Committee on 16<sup>th</sup> March 2015, who in line with the Scottish Police Authority/Police Scotland Scheme of Administration, Section (19) and consequently recommended Approval of the 2015/16 revenue budget proposal subject to the agreed recommendations put forward by the Finance & Investment Committee for 2015/16 forward monitoring.

The Chair invited JM to provide Members with an overview of the paper.

JM informed Members the Financial Year 2015/16 was the third year of the current comprehensive spending review and it was also the third and final year of the funding reductions that were detailed in the reform outline business case. JM advised the presented paper reflected the journey that the organisation had been on and to highlight the significant milestones that have been achieved during that time. JM directed Members to paragraph 2 of the paper (8.1) which highlighted some of the benefits of Police Reform.

JM informed Members the savings target for the current financial year of £68.220m were on track to be reduced in the year. JM informed Members that the year one and year two cost reductions combined were £132m which, at this time, exceeded the cumulative targets that came into the business case.

JM drew to Members attention the £132m was almost equivalent to the combined budgets of three of the legacy forces in 2012/13 (Dumfries & Galloway, Central Scotland and Northern Constabularies with a 2012/13 combined budget of £137m).

JM also advised Members that a one year financial plan was being proposed as the Authority's funding for future years was to be subject to the next comprehensive spending review which the authority will be asked to comment on in due course.

JM highlighted to Member the 2015/16 Scottish Government Revenue funding of £985.800m has reduced by £25.8m from the previous financial year, £20.5m of which was directly linked to the spending reductions as part of the outline business case.

JM reminded Members of the constraints placed upon the Authority to maintain officer numbers at 17234, the commitment to Public Sector Pay Remit and a 1% pay award has been assumed from September 2015, also a commitment to no compulsory redundancies and no outsourcing.

JM stated there was an overall budget gap of £57.504m which was outlined at appendix 1 on page 10 of the report. JM informed Members the potential opportunities for cost reductions of £46.510 existed for delivery which left an unidentified gap of £10.994m. Members were informed that appendix 2 showed the areas that had been identified for the planned cost reductions and JM confirmed there was a significant challenge to the organisation to deliver these savings which was reflected in the RAG status of appendix 2. JM asked Members to note the key issue to the Red RAG status of the people savings in this report was the timing of the assumed voluntary releases from the organisation. JM informed Members that to achieve the

savings close working would be required between Police Scotland, the SPA and Scottish Government partners.

JM asked Members to note the revenue Budget Allocation that was outlined in appendix 3 and also the proposed use of the Reform budget as shown in appendix 4. JM highlighted to Members the VAT liability of £25.5m represented 37% of the available Reform budget and that Police Scotland remained the only UK policing force not able to reclaim VAT.

The Chair thanked JM for the work that had been put into the budget and thanked all of the people involved in the work to prepare the documents.

The Chair referred to Amy MacDonald as the SPA Director of Director of Financial Accountability to provide a summary of her paper – paper (8.3) – which gave an account of the assurance and oversight which had been carried out by SPA in preparing the 2015/16 budget and the work that will be ongoing in delivery of this budget over the coming financial year.

AM informed Members that the SPA Budget Overview 2015/16 involved a review of all figures presented across the Revenue, Capital and Reform budgets by the SPA Financial Accountability Team. AM reported that part of this assurance work all balances had been fully reconciled, assumptions had been understood and tested and found to be reasonable and in line with those applied in previous years. AM confirmed the appropriate accounting treatment had been applied which was in line with the accounting standards the organisation was required to follow. AM reported the budget was also consistent with the SPA Strategic Police Plan and PS Corporate Strategy and therefore confirmed the SPA found the budget to be presented appropriately and on a sound financial basis. AM advised that the budget review covered the required cost savings in 2015/16 and there was agreement that this forthcoming financial year presented a further significant challenge. AM stated that the past 2 years had seen the duplication associated with having 9 individual police forces removed and the efficiencies of having combined functions realised which now made achieving a balanced budget in the 2015/16 a considerably more difficult and stretching target. AM summed up but stated it was in that regard that the SPA Members require further oversight of the 2015/16 budget and will therefore bring an SPA Budget Action Plan to the April Board meeting. It was intended this action plan would help support and assist in the actions for delivery of the 2015/16 budget delivery. AM clarified this action plan will also be reported to all future Finance and Investment Committees.

The Chair invited the Chief Constable to comment.

CCSSH wished to reiterate the savings achieved in years one and two and reiterated the accumulative savings to date were almost as much as the entire budget for 3 Legacy Forces which gave an indication of the scale of the savings. CCSSH requested Members look back and reflect on the savings that have been made since the start of Police Scotland. CCSSH thanked all of the people involved for their work in producing the budget and thanked the men and women of the organisation for maintaining policing despite the pressures of all the cost reductions that have taken place. CCSSH advised that he was always of the view that year three would be the most challenging year in relation to the budget and everything that has been heard from JM and those involved in relation to the budget reinforces that fact.

CCSSH stated that he felt it was important to say he believed that the £1.1b target set by Scottish Government for 2026 will still be met and that he believed it may even be achieved earlier than planned and the target will be exceeded by 2026. CCSSH informed Members he believed that the Red and Amber status savings must be looked at as the delivery of the required savings was dependant on a number of factors. CCSSH stated his view that the approaching UK General Election and then the Scottish Election in the following year may bring about significant change in an organisation that has already see significant change. CCSSH suggested this would bring a challenge to the SPA and to Police Scotland collectively.

CCSSH repeated the point made by JM that Police Scotland was the only UK Police Force not eligible to reclaim VAT and that 37% of the Reform money goes to pay the VAT bill. CCSSH stated that he was bewildered as to why this was the case and that it seemed, in his view, to be an unsustainable situation. CCSSH clarified he did not seek to blame anyone in Scotland for these circumstances and advised the Scottish Government had been working very hard to

recover the situation and added he believed this was, in his opinion, an unsupportable situation.

CCSSH informed Members he believed the challenges on the budget were extreme and that extreme measures would have to be taken to balance the budget and quick actions and decisive actions would be required in 2015/16. The Chair concurred with the points CCSSH raised.

The Chair then invited PR as Chair of the Finance & Investment Committee to comment on the budget.

PR echoed the Chair's thanks for all of the effort of JM and AM throughout the Financial Year and confirmed he was pleased to note the £1.1b of savings by 2026 was on target and added it was important that this was in the focus of the Authority. PR stated that he wished to clarify that the Finance and Investment Committee's recommendation to Approve the budget to the Board was based on the additional recommendations/actions put forward from that Committee meeting held on 16<sup>th</sup> March 2015 and was subject to those additional factors. PR advised that that this paper's "Recommendations" should be updated to reflect those recommendations put forward by the Finance and Investment Committee.

For the benefit of the record, PR reiterated the recommendations/actions put forward from the Finance and Investment Committee meeting held on 16<sup>th</sup> March 2015: (Reading from an email circulated following the Committee meeting)

*" (i) Noting the budget saving options presented, and associated risk of delivery against each, and the requirement to further identify £10.994 million of savings (approximately one % of total budget), an action plan be developed to monitor the delivery and achievement of the listed budget options and the progression of the identification of required further savings options ("the Action Plan");*

*(ii) SPA Officers engage with, and involve Members of the Finance and Investment Committee in the specification and development of the content of the Action Plan;*

*(iii) The Action Plan should also provide a statement of assurance for the SPA Board that the SPA has available to it all the resources and capabilities necessary to ensure effective oversight and delivery of the budget commitments;*

*(iv) The Action Plan should be presented to the SPA Board for approval at its meeting scheduled for 29 April 2015 (in lieu of there being no earlier scheduled meeting of the Finance and Investment Committee)*

*(v) Monitoring of the Action Plan be led by SPA Officers and progress reported by them to the Finance and Investment Committee including the further budget options for consideration and approval;*

*(vi) Informal briefing reports on the progress of the delivery of the Action Plan and related activity should be made available to Members of the Finance and Investment Committee on a monthly basis, with the specification and format of the briefing reports to be agreed with the Chair of the Finance and Investment Committee;*

*(vii) Formal reports on the progress of the Action Plan be provided to each meeting of the Finance and Investment Committee, in addition to the general budget monitoring reports, with the first presentation to be at the scheduled meeting on 21 August 2015 following completion of Quarter 1; should there remain at this point an unidentified savings requirement, SPA officers will present at this meeting an evidence based proposal for approval on how the required efficiencies will be achieved before the financial year end;*

*(viii) Financial planning for 2016/17 years be commenced in September (in line with the agreed SPA Continuous Improvement Plan), alongside progress on a longer term financial strategy, with regular updates to be presented to the Finance and Investment Committee; and*

*(ix) Scottish Government continue the dialogue with SPA and Police Scotland on the financial pressures faced in the financial year 2015/16 and subsequent years, and assist in the identification of options to meet this challenge."*

PR informed Members the above recommendations were incorporated in the budget assurance paper as presented by AM earlier in this meeting but he believed it was appropriate that the additional points be included as an addendum to the formal paper 8.1) the Revenue Budget Plan for 2015/16.

The Chair asked if JM was content to update the paper in line with the wishes of the Chair of the Finance and Investment Committee. JM agreed this could be updated and sought clarity if this work would be SPA led work. PR clarified he believed this would be SPA led work.

The Chair invited JFol as Accountable Officer to make comment. JFol commented that the work that was required on the budget would be extensive and would be worked into the action plan. JFol advised he agreed entirely with the recommendations from the Finance and Investment Committee. JFol added that he and the appropriate teams would continue to work with the Scottish Government to seek any additional measures that could be applied as the year progressed. JFol commented, in support of CCSSH's earlier comments, that the ineligibility to reclaim VAT was an unfair burden placed upon the Authority and Police Scotland.

The Chair invited other Members to offer comments or questions. None was received.

The Chair summarised that as a Board, Members had been in the position to approve two previous budgets. In those two years SPA and Police Scotland had worked together to successfully meet all the testing financial savings targets set for them while also maintaining a high quality service to the public. The Chair advised that from Members consideration of the papers today there was, he believed, a shared acknowledgement that this third year of police reform presented the most testing financial challenge yet with many initial opportunities to reduce duplication and costs already exhausted and longer-term reforms from improved technology still to realise full benefits.

The Chair noted the proposals for the vast majority of required savings had been identified but as was the case with many public bodies at the beginning of a financial year there were further in-year savings to be identified; these equated to just over 1% of the overall SPA budget. The Chair informed Members that delivering on this and the other financial assumptions and risks set out within this budget would take significant commitment and resolve which would be an approach that began but did not end within policing itself.

The Chair indicated that the Finance and Investment Committee and the SPA Accountable Officer were recommending this budget be **APPROVED** providing Recommendation (e) in Paper (8.1) the Revenue Budget Plan for 2015/16 was amended to reflect the recommendations/action put forward by the Finance and Investment Committee held on the 16<sup>th</sup> March and that it be the subject of sustained and detailed budget scrutiny and monitoring in accordance with the recommendations as verbalised by PR on behalf of the Finance and Investment Committee Members. **Action 310315-SPABM-004**

## **DECISION**

(a) Members **NOTED** the Total Budget Allocation of £1,063.9m provided by the Scottish Government for 2015/16 of which £985.8m is revenue funding;

(b) Members **NOTED** the Capital Funding of £28.1m provided by the Scottish Government in 2015/16;

(c) Members **NOTED** the availability of a Police Reform Budget held by Scottish Government;

(d) Members **NOTED** the projected cost reduction requirement for 2015/16 of £57.5m of which opportunities to realise £46.5m had been identified. The balance of cost reductions (£10.994m) will be allocated to principal budget holders for action and delivery;

and

(e) Members **RECOMMENDED** the approval of the revenue budget allocation of £985.8m to the Chief Constable (£957.811m), Chief Executive (£4.196m) and Director of Forensic Services (23.793m).

(f) Members **APPROVED** the Capital Plan for financial year 2015/16

(g) Members **NOTED** the content of the budget monitoring activity to take place over the 2015/16 financial year.

The Chair stated that, in making these allocations the Authority was directing that the service budgets must be strictly constrained within these limits and that plans and progress towards the achievement of this requirement were to be presented to the Finance and Investment Committee the purpose of which will be to oversee the delivery of the 2015/16 budget and the required cost reductions.

### **ITEM NO 9. SPA Policing Performance Report (Tom McMahon)**

Reference ITEM NO 9 for the papers contained within pack.

The purpose of the paper was to provide Members with strategic level information on policing in Scotland for Quarter Three period Apr- Dec 2014.

The Chair invited questions and comments from Members.

JF asked why there were some areas of the Corporate Measures Dashboard that were showing as 'not currently reported' and sought an explanation as to why these areas were not currently being reported upon. JF asked why, specifically in terms of number 17 'Call Management' the data was not available when this management information should be available as a useful indicator of how the rationalisation was having an impact on the service. JF asked if the information could be reported.

CCSSH advised that he did not understand why the figures had not yet been agreed upon by Police Scotland and the SPA to satisfy Members information requirements. CCSSH clarified he had no desire to and no attempt had been made to hide information from Members and the figures were available on a weekly or monthly basis broken down to a very low level. CCSSH clarified to Members this was an SPA report and he was willing to populate the reports as required.

CCSSH referred to a recent case which was publicised when it had been reported an individual was on hold for 58 minutes after dialling 101. CCSSH advised Members he was aware of this incident and the caller selected an option to progress the call and unfortunately due to a technical fault, the call continued to remain on hold and subsequently dropped to the end of the queue. CCSSH reported the average answering time was just less than 1 minute across the board for non-emergency 101 calls. CCSSH advised very regular reporting of this response time was monitored by Police Scotland teams and where there are issues actions were taken to improve the service for the public. CCSSH assured Members the all of the available statistics on the call handling could be provided to Members at any opportunity and assured Members Police Scotland would be happy to share this information. CCSSH advised the average response time for 999 calls was less than 6 seconds with steps taken to address any local fluctuations. CCSSH reiterated his willingness to provide Members with the figures that they desire and would hope this would allow them to provide helpful comment and where possible, assist Police Scotland to do better in this regard. **Action 310315-SPABM-005**

DCCNR added that the information will become available on the procurement matters at the end of the period and the lack of information was simply down to a lag in the information. DCCNR clarified that the Fleet information would be available after the end of May and would then be able to provide an accurate picture. DCCNR also advised that the Employee Opinion Survey was about to commence and once that work had been embarked upon, reporting would be possible.

TMcM informed Members he and his team relied on Police Scotland for the provision of data and the commitment to provide the data in an open manner was appreciated and very much welcome to improve the scrutiny work of the SPA.

JF commented she appreciated it was not a Police Scotland report and that she understood it was an SPA report however the data reminded Police Scotland data and she remained unclear why this issue had been revisited on so many occasions. JF requested that where an explanation was available to justify the lack of data as was the case for the Fleet, Employee Opinion Survey and Procurement then it should be included in the report as this would assist Members when they read the reports and asked JFol and TM to take this forward on behalf of Members. JF also requested TM provide an outline of the direction of travel for 2015/16 to

inform Members of the future plans for the development of this report. **Action 310315-SPABM-006**

MA asked for further explanation in relation to the experience Members of the public go on when contacting Police Scotland given that the figures seem to indicate the satisfaction levels of contact starts at a high level and then appears to deteriorate at the end of the experience. MA asked if 101 calls were reflected in these figures as it had been reported there were problems with this service and the time taken to answer calls. CCSSH confirmed the 101 calls were reflected but not all interactions were reflected in the statistics and the average answering for 101 was under 60 seconds which did not indicate to him that a problem existed but work was underway to review this on a continuous basis. CCSSH advised he was willing to publically apologise for the incident where one individual was held waiting for 58 minutes but that he believed the average call answering time for non-emergency 101 calls was acceptable.

MA explained she was trying to understand the 'journey' from the start of the interaction to the end of the interaction given that it has gone down 9% in satisfaction terms. CCSSH reported this could be looking across a number of issues and a re-analysis of the figures was required given the drop in satisfaction did not fit with a lot of the other figures and the anomalies were being investigated. TM confirmed the survey methodology needed to be reviewed to address why the statistics were being produced and this would be done by his team.

MM asked if the improved rates in the various crimes could be linked as direct result to any specific initiatives or did it raise a concern as to wherever resources were being applied to the various groups of crime. CCSSH commented that violent crime was reducing and this was encouraging to him. CCSSH believed that the increase in detection rates was an indication of the focus in dealing with offenders and the victims. CCSSH advised the feedback that was being received from victims groups was that people were feeling more willing to come forward and report a crime with a large increase in the reporting of rape in a domestic relationship being as a result of the support that is given to them as a victim. MM sought clarity if this warranted further analysis to provide assurances the recourses were being deployed correctly to the groups of crime. CCSSH commented that more analysis could always be carried out over and above that already being done. CCSSH advised he based the priorities upon what people fed back on what they considered the priorities should be and those tended to be Violence, Anti-Social Behaviour and Road Safety. MM asked if CCSSH would like to see the detection rates for groups 3, 4 and 5 go in a different direction. CCSSH confirmed that he would but also advised that there were considerable efforts being put in by officers across Police Scotland particularly in detection for violent crime and sexual assault. CCSSH advised he would like to see the detection rates for inquisitive crime to increase and operations have been run to do that. CCSSH also informed Members he could not expect his officers to do everything all the time and the targets and expectations had to be realistic and prioritised on certain aspects of policing dependant on the priorities from local areas.

IW asked if there was anything that had led to the significant change in the reductions in youth crime. CCSSH advised he believed good partnership working with Local Authorities and various other agencies had led to this significant reduction in youth crime. CCSSH informed Members that the general view was there was a desire to keep young people out of the Criminal Justice System if and where possible and a recent recalibration of this view by a number of agencies had led to a change in the figures.

The Chair invited TM to address IW's question too. TM suggested there may be counting issues given the scale of the reduction of almost 40% and he would ensure his team investigated this and brought the findings back to a future SPA Meeting. IW asked that this work be done as if the reduction was indeed accurate, best practice can be taken from this area and applied in other areas. **Action 310315-SPABM-007**

IR requested an indication of the regional picture figures in relation to detection rates across Scotland and the associated statistics and figures. IW also asked for some further information on the User Satisfaction Survey by Police Scotland and suggested Members would benefit from information in relation to the methodology. **Action 310315-SPABM-007**

DY asked about the number of complaints against Police Officers and Staff and questioned if any work had been done to establish the reason behind this increase. DCCNR informed Members that analysis was being done to try and provide content around the increase and this would be reported to the Complaints and Conduct Committee.

The Chair asked TM if he could outline the intention for improving the report for 2015/16. TM advised that there was a clear agreement between SPA and Police Scotland the achievement of priorities would be set out in terms of the Annual Policing Plan to demonstrate clear progress. TM assured Members that given the Chief Constables commitment to open access to data he was confident to have the foundations for more successful performance reporting at future Board Meetings.

The Chair asked that the work ongoing to determine a more suitable and effective format of reporting of performance should be made a priority piece of work and for progress to be made at the earliest opportunity with a progress report being presented to the next Board Meeting.

**Action 310315-SPABM-008**

CCSSH made reference to 193 people had died on the road in the past year which was nearly 4 times the number of people who had died from homicides in Scotland in the past year and informed Members Police Scotland was determined to do something about this figure but that he believed it was time to start focusing on these avoidable deaths more where in the majority of cases blame can be attached and the death could otherwise have been avoided.

No further questions or comments were put forward by Members.

**DECISION**

Members NOTED the information in the update and in the Appendices.

**ITEM NO 10. Business Plan Update (Tom McMahon)**

The Chair reminded Members the Business Plan was approved in October 2014 and it was agreed an update to the objectives and deliverables for 2015/16 would be brought back in March 2015. This paper therefore presented the update as well as a high level summary of the adjustments to the original plan from now until the end of March 2016.

The Chair invited questions and comments from Members.

DH commented he was surprised there was no reference to the planned table of scrutiny as he recalled it was in the original draft plan of the Business Plan there as a commitment to identify a forward plan.

TM apologised for the omission of this information in the covering paper and clarified he was proposing to bring a forward plan to the next Members Meeting. DH expressed concern it was not listed as a deliverable and that he would appreciate it being tagged as a deliverable in future work. **Action 310315-SPABM-009**

**DESICION**

Members NOTED the update on the review of the SPA Business Plan.

Meeting concluded at 15:32

**End.**