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ÙGH DARRAS POILIS NA H-ALBA

## Complaints and Conduct Committee Public Rolling Action Log

Action No	Action	Action Owner	Status	Expected Date of Completion	Actual Date of Closure	Update/Comments
MEETING HELD 22 AUGUST 2023						
<b>202322 08-CCC- 001:</b>	<b>Action Log:</b> Ensure that any future actions that are proposed as ongoing are supplemented with a revised timescale. In addition, consider the proposed discharge date of new actions. If new actions cannot be discharged by the next committee, then advise the SPA Governance Support Officer on receipt of action log.	T/ACC Stuart Houston/ Chief Superintendent Catriona Henderson	OPEN	14-11-23		<b>14.11.23:</b> Acknowledged. <b>Propose to close.</b>
<b>202322 08-CCC- 002:</b>	<b>Police Scotland Performance Report:</b> Ensure earlier provided data, including trend analysis and breakdown of allegations, is reintroduced to the report in graph form.	T/ACC Stuart Houston/ Chief Superintendent Catriona Henderson	OPEN	14-11-23		<b>14.11.23:</b> Trend analysis and breakdown of allegations included within the report in graph form aligned to DEA R4. <b>Propose to close.</b>
<b>202322 08-CCC- 003:</b>	<b>Police Scotland Performance Report:</b> Analyse the variation in complaint numbers received over time to establish the average number of complaints received month on month and the expected upper and lower limits for complaint numbers (deviation from the average). This is to enable	T/ACC Stuart Houston/ Chief Superintendent Catriona Henderson	OPEN	14-11-23		<b>14.11.23:</b> Upper and lower confidence limits included within the report. <b>Propose to close.</b>

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	the committee to understand when there are changes in the numbers of complaints received which are outside of the expected levels.					
<b>202322 08-CCC- 004:</b>	<b>Police Scotland Performance Report:</b> Consider how policing initiatives or changes in operational procedures may lead to an increase or decrease in complaints and how this information can be overlaid on the number of complaints received.	T/ACC Stuart Houston/ Chief Superintendent Catriona Henderson	OPEN	14-11-23		<b>14.11.23:</b> A marker will be added to the PSD Database to enable analysis of complaints linked to significant policing events or policy decisions. Where any increase or decrease is noted in relation to specific events or decisions, details will be included in future reports.  <b>Propose to close.</b>
<b>202322 08-CCC- 005:</b>	<b>Police Scotland Performance Report:</b> Work with SPA officers to reach an agreed dataset that will enable the SPA to discharge outstanding Review recommendations. If this information cannot be provided to next committee, provide firm commitment on when it is likely to be provided.	T/ACC Stuart Houston/ Chief Superintendent Catriona Henderson	OPEN	14-11-23		<b>14.11.23:</b> Since the last Committee, meetings have taken place with Police Scotland and SPA to fully understand the detail required by the Committee to enable discharge of recommendation 4 of the Dame Elish Review. Additional data has been included within this quarterly report and submitted for consideration and feedback from the Committee.  <b>Propose to close.</b>
<b>202322 08-CCC- 006:</b>	<b>PIRC Report:</b> Draw out operational improvements within the performance report to show concrete evidence of learning from complaints.	T/ACC Stuart Houston/ Chief Superintendent Catriona Henderson	OPEN	14-11-23		<b>14.11.23:</b> Police Scotland continues to provide an overview of learning within the quarterly report however this is further supplemented with an additional report on Organisational Learning for consideration as part of the agenda.  <b>Propose ongoing.</b>
<b>202322 08-CCC- 007:</b>	<b>Work Plan:</b> Provide an update to the next committee on the intended approach to the next joint audit.	Ilya Zharov	OPEN	14-11-23		<b>14.11.23:</b> A verbal update will be provided at item 6.  <b>Propose to close.</b>

MEETING HELD 01 JUNE 2023

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<b>20230106-CCC-001</b>	<b>Police Scotland Performance Report:</b> Give consideration to how Police Scotland can present data around Irregularity in Procedure and Quality of Services complaints on a more regular basis.	ACC Alan Speirs	ONGOING	22-08-23 14-11-23		<p><b>11.08.23:</b> The revised report now includes the most prevalent themes in relation to Irregularity in Procedure (page 5 – Service Delivery heading), however manual trawl of individual incidents would be required to provide more granular detail due to varying nature of specific complaints. More detailed analysis is required to present detailed position for Quality of Service complaints. The below action to arrange informal input could also explore this.</p> <p><b>22.08.23:</b> This action links to action 20230106-CCC-002 and members noted the importance of being advised on any revised timescales of actions proposed ongoing.</p> <p><b>14.11.23:</b> An additional breakdown of Irregularity in Procedure and Quality of Service Complaints has been included in the Q2 report. Should the Committee be satisfied with the data and context provided, this can be included within future quarterly reports.</p> <p><b>Propose to close.</b></p>
<b>20230106-CCC-002</b>	<b>Police Scotland Performance Report:</b> Give consideration to an informal session on around Irregularity in Procedure and Quality of Services. Consider including a discussion document which could be	ACC Alan Speirs	ONGOING	22-08-23 14-11-23		<p><b>11.08.23:</b> PSD are engaging with SPA Complaints team to confirm date prior to November meeting and agree format/information required at session.</p> <p><b>22.08.23:</b> See update for action 20230106-CCC-001</p>

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	linked into dip sampling and the PIRC Audit in order to bring all together as a package.					<p><b>14.11.23:</b> Additional information provided within the Quarterly Performance Report, dialogue undertaken with SPA &amp; update awaited in respect of date for information session.</p> <p><b>Propose Ongoing.</b></p>
<b>202301 06-CCC- 003</b>	<p><b>Police Scotland Performance Report:</b> <i>(As discussed during the action log)</i> Ascertain that the National Governance Structures have an element of impact assessment against the Independent Review of Complaints Handling, Investigations and Misconduct Issues in Relation to Policing Recommendations. If there are any issues from a result of that then report back to a future committee.</p>	Darren Paterson	ONGOING	<p><del>22-08-23</del></p> <p>14-11-23</p>		<p><b>15.08.23:</b> The Scottish Government thematic progress report, <u>latest edition</u> dated May 2023, notes that "<i>Further consideration will also be given to the mechanisms and continuous cycle of review that will be necessary to ensure that the improvement work undertaken thus far to implement recommendations has delivered the intended outcomes.</i>" It is envisaged that a forthcoming meeting of the Practitioner Working Group (PWG) will clarify the approach to measuring impact of discharged recommendations.</p> <p><b>22.08.23:</b> Darren Paterson advised that SG would be discussing this further in the Autumn therefore a committee will have a clearer update for the next committee.</p> <p><b>06.11.23:</b> Update provided in the SPA Quarterly Report.</p>

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						<b>Propose to close.</b>
<b>202301 06-CCC- 004</b>	<b>Police Scotland Performance Report:</b> Ensure that a public report in relation to Continuous Integrity Screening returns to the committee in due course.	ACC Alan Speirs	ONGOING	<del>22-08-23</del> 14-11-23		<p><b>11.08.23:</b> Updated report to be presented to Committee on 6 monthly basis, this is scheduled for November 2023 meeting.</p> <p><b>22.08.23:</b> PS reassured members that this update would come to the Nov committee due to being well informed around the UK plan.</p> <p><b>14.11.23:</b> Following a meeting with Police Scotland and the SPA it was clarified that a report on Professional Boundaries would include an update on Continuous Integrity Screening for consideration during the private session. A report has been provided as requested.</p> <p><b>Propose to close.</b></p>
<b>202301 06-CCC- 005</b>	<b>Police Scotland Performance Report:</b> Give consideration to how diversity information can be drawn on for both officers and complainers in the absence of a system update.	ACC Alan Speirs	ONGOING	<del>22-08-23</del> 14-11-23		<p><b>11.08.23:</b> Currently detailed reporting on this information is not available, the forthcoming upgrades to PSD database will enable fuller recording, analysis and reporting of this information (estimated to be in place by October 2023). However, currently PSD monitor Discriminatory complaints about the police, to identify any emerging trends/concerns impacting specific communities or protected groups.</p> <p><b>22.08.23:</b> Members noted comments made by the previous Chief Constable and asked that at least some diversity information is included within public reporting for the November committee. It was also noted that diversity data was previously recorded within the report and</p>

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						<p>asked that it was reinstated. The Chair aske for a clear commitment that once technology goes live that members are provided with an update on when that data will become visible.</p> <p><b>14.11.23:</b> Previously reported data on Discriminatory Behaviour allegations has been reinstated into the Police Scotland quarterly report at Chart 5 p.8.</p> <p>Work continues with the commercial supplier of the PSD Database and Police Scotland ICT to develop and test the upgraded functionality of the system to enable greater reporting in this area. Daily meetings are in place to expedite this work in the hope that this will be in place by the next Committee in February 2023.</p> <p><b>Propose Ongoing</b></p>
<b>202301 06-CCC- 007</b>	<b>Police Scotland Performance Report:</b> Review and ensure that no recommendations noted within the Independent Review of Complaints Handling, Investigations and Misconduct Issues in Relation to Policing have been reversed as a result of the new data being presented by Police Scotland.	Darren Paterson	ONGOING	<del>22-08-23</del> 14-11-23		<p><b>15.08.23:</b> Work continues with SPA, PIRC and PS regarding ongoing report development.</p> <p><b>06.11.23:</b> Following review of the report a further update can be provided.</p> <p><b>Propose Ongoing</b></p>
<b>202301 06-CCC- 008</b>	<b>Police Scotland Performance Report:</b> Ensure that the number of officers for each command area is highlighted when referring to complaints received within each command area	ACC Alan Speirs	ONGOING	<del>22-08-23</del> 14-11-23		<p><b>11.08.23:</b> Discussions and planning is ongoing with Analysis and Performance Unit, to explore the most effective way to report and present this data.</p>

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						<p><b>22.08.23:</b> The Chair noted the need for some data which would provide proportionality to complaints. Catriona Henderson advised that PS would be able to provide more data in relation to officer head count for each area.</p> <p><b>14.11.23:</b> Additional information has been included at chart 4 p.7.</p> <p><b>Propose to close.</b></p>
<p><b>202301 06-CCC- 009</b></p>	<p><b>PS Vetting Overview:</b> Bring forward the number of people with protected characteristics that have failed vetting. This will allow members to be assured that specific community group applications were not being excluded. In addition include the feedback provided to applicants who failed their vetting.</p>	<p>ACC Alan Speirs</p>	<p>ONGOING</p>	<p><del>14-11-23</del> 06-06-24 or 05-09-24</p>		<p><b>11.08.23:</b> Available diversity data is not currently shared with Vetting Unit. The Force Vetting Unit do not record details of protected characteristics of vetting applicants. Vetting Unit currently do not hold data regarding sex, ethnicity, disability or other protected groups. Feedback provided to unsuccessful applicants varies based on the reason for the vetting refusal, and the sensitive nature or source of information attributing to refusal.</p> <p><b>22.08.23:</b> Members noted concerns around closing this action and noted that in terms of public insurance there is a need to keep this open. Catriona Henderson advised that diversity data is currently collected by recruitment and not routinely shared with vetting. Members asked that this data was brought forward to the committee. The Chair noted that it was requested to allow members to identify any diversity information that might help</p>

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						<p>identify whether or not there is any bias in processes. Members are unclear on why vetting not overlaid with recruitment. Members asked that a solution is presented to the committee.</p> <p><b>14.11.23:</b> Diversity data covering ethnicity of applicants has now been obtained for the September intake of police officers to allow analysis against vetting decisions. In order to provide a better sample of data for analysis, it is intended that data for the May 2024 intake will be obtained and added to the sample size. This will provide analysis of in excess of 400 applicants. Findings can be made available through a paper for presentation at the Committee meeting in either June or September 2024.</p> <p><b>Propose ongoing.</b></p>
<b>202301 06-CCC- 011</b>	<b>PS Performance Report</b> <i>(Discussion took place at the PIRC performance rpt):</i> Consider and present data to provide assurance to the committee that complaints are handled in a risk-based manner, and resources are prioritised accordingly.	<del>ACC Alan Speirs</del> T/ACC Stuart Houston	ONGOING	<del>22-08-23</del> <del>14-11-23</del> 27-02-24		<p><b>11.08.23:</b> The established PSD National Complaint Assessment and Resolution Unit (NCARU) carries out daily triage and assessment of all complaints received. Low risk non-criminal complaints are progressed routinely, with a focus on frontline resolution at the earliest opportunity where appropriate. This also provides ability to identify any emerging trends nationally or within specific areas of the organisation.</p> <p>Complaints assessed to present increased risk are escalated to PSD senior management tasking meeting, for</p>

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						<p>necessary discussion, ownership, mitigations and escalation where required. The national Non-Criminal Complaint Handling &amp; Investigation model led by Superintendent and 3 x Chief Inspectors, ensures clear leadership, greater consistency in complaint handling processes, decision making and ability to flex resources to address areas of increased demand and risk.</p> <p><b>22.08.23:</b> The Chair advised that this action is being linked to the dip sampling exercise. There is a need to develop the performance report and align it to the dip sampling to ensure that when areas are being measured there is a perception from PS on how they are measuring against certain metix over time and an independent coloration with the dip sampling exercise.</p> <p><b>Propose to close.</b></p>
<b>20230106-CCC-012</b>	<b>PS Organisational Learning:</b> Consider and discuss with colleagues around how to best inform members around the output of this work from an assurance perspective.	Supt Coleen Wylie	OPEN	14-11-23		<p><b>11.08.23:</b> PSOS are developing a national framework and database to capture this information from various business areas across the service. It has been recognised that PSD are a priority business areas, with a focus on setting realistic measures that provide assurance there has been desired output/impact of learning shared across organisation in relation to complaints and conduct matters. Or requires further intervention or action to consolidate the required improvements. This is in development, led by Governance Audit &amp; Assurance.</p>

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						<b>14.11.23:</b> Outputs will be included within the OL section of future Performance reports. <b>Propose for closure</b> due to linked open action <b>20232208 – CCC – 006</b>

