

Meeting	SPA Complaints & Conduct Committee
Date	31 May 2022
Location	MS Teams
Title of Paper	PIRC Annual and Quarterly Report on Police Scotland Handling of Complaints
Presented By	Head of Review & Policy, PIRC
Recommendation to Members	For Noting
Appendix Attached	Yes Appendix A – PIRC Statistical Update – Q4

PURPOSE

This is a report to the Complaints and Conduct Committee for the purposes of noting statistical information in relation updates on Complaint Handling Review Applications, Reports, Timescales and Outcomes. The report includes key statistics reflecting the position at the end of Q4, 2021/22.

Members are invited to note the content of this report

1 BACKGROUND

1.1 The attached Quarterly Report provides data relating to the period ending Quarter 4 (1 April 2021 – 31 March 2022) and provides comparison to the previous 3 quarters.

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 reputational implications associated with this paper. The report serves to highlight trends in respect of complaints received and performance in respect of complaints handling, enabling the Committee to seek assurance in this important area, recognising its key link to public confidence in policing in Scotland.

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 equalities implications associated with this paper.

10 ENVIRONMENT IMPLICATIONS

10.1 There are no environmental implications associated with this paper.

RECOMMENDATIONS

OFFICIAL

Members are requested to note the content of this paper and request additional information if required.

Statistical Update – Q4

1 January 2022 to 31 March 2022



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PIRC CHR Applications

Applications

	Number of Applications			
	Q4 2021/2022	Q3 2021/22	Q2 2021/22	Q1 2021/22
Applications Received	66	69	77	59

Key points:

- The PIRC has received 66 applications requesting a complaint handling review during Q4 2021/22, which represents an approximate 5% decrease in comparison to Q3 2021/22.
- In 2021/22, the PIRC received 271 applications for complaint handling reviews between 1 April 2021 and 31 March 2022. This represents an approx. 1% decrease in comparison to the number of applications received for the same time period in 2020/21¹ and an approx. 3% decrease in comparison to the number of applications received for the same time period in 2019/20² (i.e. pre-COVID).

Timescales

Provision of Initial Case Papers:

- Police Scotland aim to provide complaint case papers within 14 days;
- During Q4, of the 43 sets of case papers received by the PIRC, the average time to receive the case papers is 19 days. This is an increase on the 14 days in Q3, the 10 days in Q2 and the 13 days for case papers received during Q1;

¹ Between 1 April 2020 and 31 March 2021, the PIRC received 275 applications for a CHR. In 2021/2022 we received 271 applications, which equates to a decrease of 1%

² Between 1 April 2019 and 31 March 2020, 279 applications requesting a CHR were received. This represents a decrease of 3% between the number of applications received in 2021/22 in comparison to the same time period in 2019/20.



- During Q4, Police Scotland met the 14 day timescale in 49% of all case papers requested.
- During Q4, for those cases not provided within 14 days, the average time was approx. 30 days³.

Information Requests during Review:

- For CHRs that were concluded during Q4, the average time spent waiting for information while the review was ongoing was 30 days. This represents a decrease of approximately 8 days in comparison with the average waiting time during Q3.
- In 7 cases concluded during Q4 (approximately 14% of all CHRs concluded) the average time spent waiting on information from Police Scotland to enable the review to proceed was 82 days.

On average, the overall time spent waiting on information for each CHR concluded during Q4 is as follows:

- Initial receipt of papers: 19 days
- Information awaited during review: 30 days
- Total time: 49 days.

Annual Comparison:

	2021/22	2020/21	2019/20
Initial receipt of papers	14 days	10 days	14 days
Information awaited during review	30 days	37 days	35 days
Total Time	49 days or 1.6 months	47 days or 1.6 months	49 days or 1.6 months

CHR Reports

³ Figure based on CHR's that have concluded during 1 January 2022 and 31 March 2022.



Cases Completed - National⁴

	Q4 2021/2022	Q3 2021/22	Q2 2021/22	Q1 2021/22
No. of Cases	51	36	55	70
HoC Reviewed	172	161	224	260
Average HoC	3.4	4.5	4.1	4

Key points:

- There have been 51 CHR's completed during Q4, with 172 individual Heads of Complaint reviewed
- The number of CHR reports issued in Q4 increased by 29% compared to Q3
- In total, 212 CHR reports were issued during 2021/2022, with 817 individual Heads of Complaint reviewed.
- This is a 9% decrease on the number of CHR reports issued in 2020/2021.

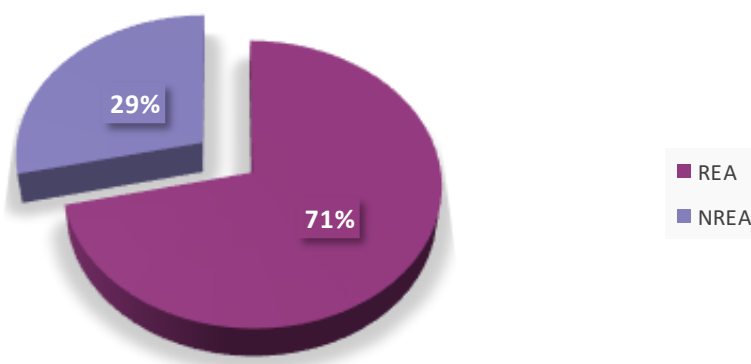
⁴ Refers to cases for which CHR's have been concluded during time-period 1 April 2021 to 30 June 2021 (Q1); 1 July to 30 September 2021 (Q2); and 1 October to 31 December 2021 (Q3); and 1 January 2022 to 31 March 2022 (Q4). Furthermore, the figures reported relate to CHR's that have been completed. There may be occasions when PIRC require to delay issuing the CHR report until confirmation has been sought from COPFS that the issuing of the CHR will not prejudice any ongoing criminal proceedings.

Outcome

Reasonable v Not Reasonable

National – Q4⁵

172 COMPLAINTS REVIEWED



Key points:

- During Q4, 71% of all complaints reviewed by the PIRC have been handled by Police Scotland to a reasonable standard⁶;
- During Q3, 71% of all complaints reviewed by the PIRC were handled by Police Scotland to a reasonable standard⁷;
- This is an improvement on the national % of complaints reasonably handled during Q2 (68%) and Q1 (66%);
- **Q4 2021/2022 Regional Breakdown:**
 - PSD East – 84% REA
 - PSD North – 69% REA
 - PSD West – 66% REA
- **Q3 2021/2022 Regional Breakdown:**

⁵ Based on CHR's that have been completed. Please refer to footnote 8.

⁶ CHR's completed between 1 October 2021 and 31 March 2022 (inc)

⁷ CHR's completed between 1 October 2021 and 31 December 2021 (inc)

- PSD East – 79% REA
- PSD North – 63% REA
- PSD West – 65% REA

Annual Total :

- 2021/22 – National – 68% REA
- 2020/21 – National – 71% REA
- 2019/20 – National – 62% REA

CHR Disposal - National YTD

	Q4	Q3	Q2	Q1
	2021/2022	2021/22	2021/22	2021/2022
Reconsideration Direction Supervised –	0	0	0	0
Reconsideration Direction Unsupervised -	0	2	3	7
Recommendations	51	49	70	93
Learning Points	23	27	29	34

Key points:

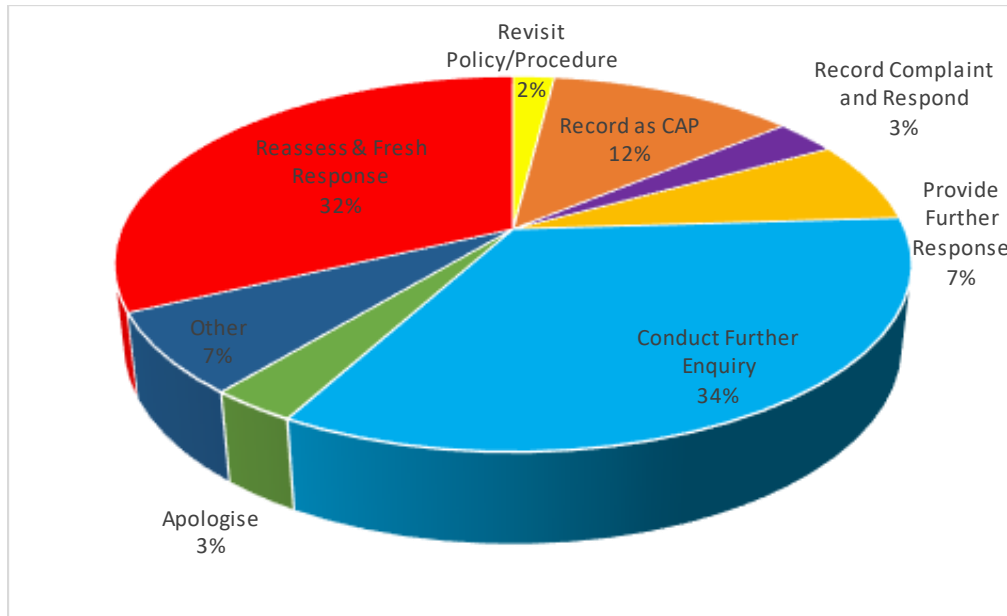
- There has been a decrease in the number of reconsideration directions in Q4 2021/22 in comparison to Q3, Q2 and Q1 2021/22;
- There has been an increase in the number of recommendations made during Q4 in comparison to Q3 2021/22;
- Implementation Rates – 2021/22
 - Reconsideration Direction – Unsupervised 25%
 - Recommendations 57%
 - Learning Points 69%
- Implementation Rates 2020/21
 - Reconsideration Direction – unsupervised 76%



- Recommendations 91%
- Learning Points 90%

Recommendations Made – YTD⁸

Police Scotland



Key points:

- 34% of the recommendations that have been issued to Police Scotland YTD relates to insufficient enquiry having been carried out into the complaint;
- 39% of the recommendations arise from the quality of the final response letters that Police Scotland sent to complainers; and
- 15% of recommendations relate to the manner in which Police Scotland has recorded individual complaints.

⁸ 1 April 2021 to 31 March 2022.

