



<b>Meeting</b>	<b>SPA Complaints &amp; Conduct Committee</b>
<b>Date</b>	<b>15 November 2022</b>
<b>Location</b>	<b>MS Teams</b>
<b>Title of Paper</b>	<b>Independent Review of Complaints Handling, Investigations and Misconduct Issues in Relation to Policing – Police Scotland Update</b>
<b>Presented By</b>	<b>Chief Superintendent Cat Henderson</b>
<b>Recommendation to Members</b>	<b>For Discussion</b>
<b>Appendix Attached</b>	<b>No</b>

## PURPOSE

The purpose of this paper is to provide a progress report in relation to addressing the recommendations from the Independent Review of Complaints Handling, Investigations and Misconduct Issues in Relation to Policing.

Members are invited to note the contents of this paper.

## 1. BACKGROUND

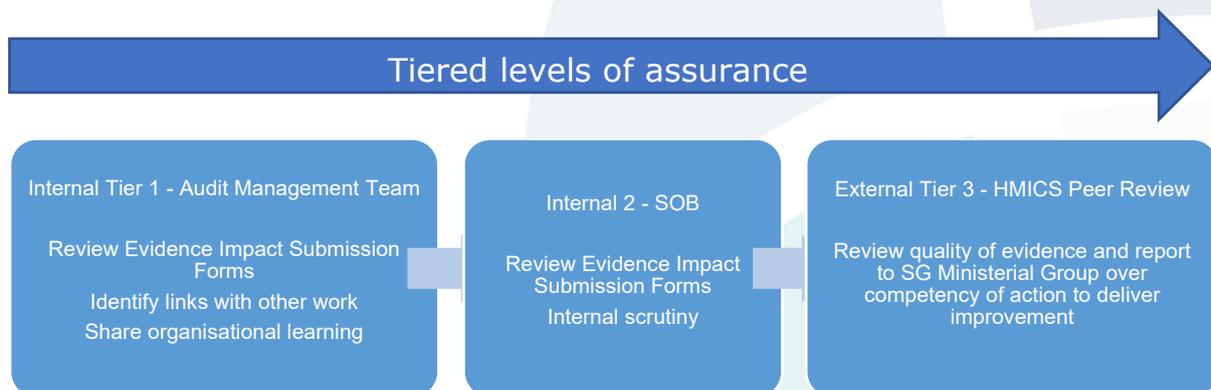
### 1.1 Main Report

1.1.1 In November 2020, the Independent Review of Complaints Handling, Investigations and Misconduct Issues in Relation to Policing was published.

1.1.2 Police Scotland's Professional Standards Department immediately assessed all recommendations and work began towards addressing them. It was evident that a number of the recommendations would require a wider response from within the organisation.

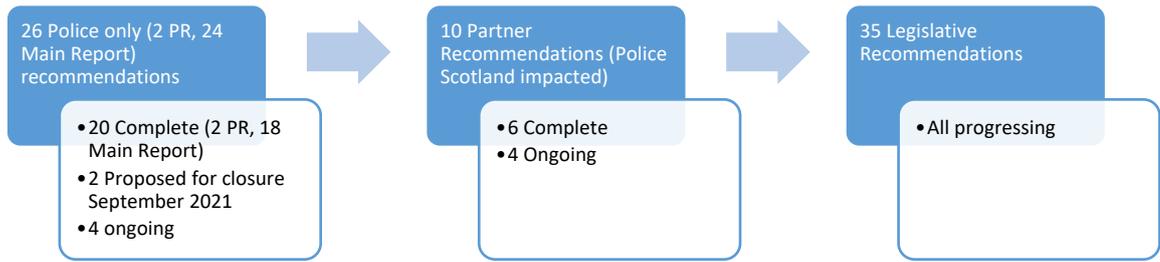
1.1.3 In July 2021, a Strategic Oversight Group was formed to oversee progress and approve recommendations for closure. As well as internal stakeholders, staff associations were invited which has been crucial in providing independent challenge around the direction of action taken and the closure of recommendations.

1.1.4 A three tier approach to governance and the closure of recommendations was developed to provide assurance that the evidence presented demonstrated the desired impact and robustly addressed the recommendation. HMICS agreed to perform an external peer review of all closing statements.



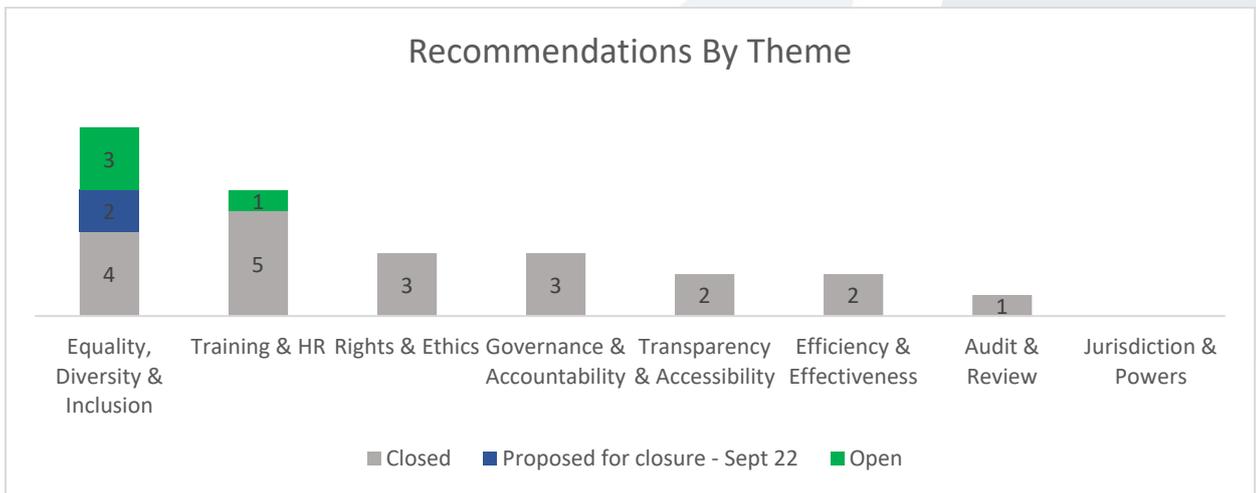
### 1.2 Summary of Progress

The following provides an update in respect of the recommendations relating to the Independent Review of Complaints Handling, Investigations and Misconduct Issues in Relation to Policing.



1.2.1 The following graph shows the progress to date by theme. The graph shows 20 recommendations that have been through all levels of governance and approved for closure by the SG Ministerial Group.

1.2.2 A further 2 recommendations are being prepared for closure and 4 remain open.



### 1.3 Achievements to date

1.3.1 In relation to the 20 already confirmed as closed, the significant achievements include: Professional Standards Department staff are now responsible for all front line resolution of complaints ensuring greater consistency and compliance.

- ☑ Improvements to training provided to Professional Standards Department staff through the provision of a comprehensive 5-day induction training package. A refresher training programme has also been established, with Continued Professional Development events taking place on a regular basis. A dedicated Training Officer has been appointed in National Support, Partnerships and Prevention Unit (NSPPU), with responsibility for coordination of all training across PSD business areas.

- ☑ Improved understanding of EDI matters within the organisation through dedicated plans, mechanisms for feedback and structures for ongoing oversight.
- ☑ A structured programme of EDI training is planned, with more specific training products delivered in respect of Unconscious Bias to specific groups of staff.
- ☑ Sergeants are now provided with improved training in respect of mental health, reflecting the increased demand in society and the types of complaints that routinely emerge in this regard.
- ☑ Improved diversity within our disciplinary panels and training in respect of Unconscious Bias delivered.
- ☑ Whistleblowing guidance reviewed and updated and a method of continued assessment of performance introduced to generate year on year improvements.
- ☑ Improved scrutiny at national and local levels through greater provision of statistics, trends and analysis.
- ☑ Improved transparency and visibility of the complaint making process through updating websites, creating FAQs, producing QR code and distributing posters.

## **2. FURTHER DETAIL ON THE REPORT TOPIC**

### **2.1 Recommendation 5 - Diversity Data Public Reporting – Expansion and Reporting**

The review asked Police Scotland to consider expanding the collection of diversity data and the publication of information in order to enhance understanding, and public understanding, of attitudes and concerns in different communities.

#### **Timeline for closure**

<b>Internal SOG</b>	<b>HMICS Review</b>	<b>Peer</b>	<b>Ministerial Group</b>	<b>Thematic Report</b>
23 January 2023	February 2023		March 2023	June 2023

### **2.2 Recommendation 11 - Sergeant Workload and Supervisory Ratios**

The review asked Police Scotland to examine the workload of the Sergeant rank at the front line and the supervisory ratio of Sergeants to Constables in order to create sufficient capacity for management, coaching and mentoring duties.

**Timeline for closure**

<b>Internal SOG</b>	<b>HMICS Review</b>	<b>Peer</b>	<b>Ministerial Group</b>	<b>Thematic Report</b>
23 January 2023	February 2023		March 2023	June 2023

**2.3 Recommendation 18 – Independent Review of Equality Matters within Police Scotland – Proposed for closure**

The review asked that Police Scotland be the subject of a broader, fundamental review of equality matters by an independent organisation.

**Timeline for closure**

<b>Internal SOG</b>	<b>HMICS Review</b>	<b>Peer</b>	<b>Ministerial Group</b>	<b>Thematic Report</b>
28 September 2022	October 2022		March 2023	June 2023

**2.4 Recommendation 19 Diversity Data Collection and Analysis (staffing)**

The review asked Police Scotland to develop its diversity data collection and analysis to inform a proper understanding of issues related to discrimination.

**Timeline for closure**

<b>Internal SOG</b>	<b>HMICS Review</b>	<b>Peer</b>	<b>Ministerial Group</b>	<b>Thematic Report</b>
23 January 2023	February 2023		March 2023	June 2023

**2.5 Recommendation 60 - Complaints Demographic Analysis**

The review asked Police Scotland to collect and analyse data to undertake demographic modelling and gain a better understanding of different groups and communities’ experience of the police service.

**Timeline for closure**

<b>Internal SOG</b>	<b>HMICS Review</b>	<b>Peer</b>	<b>Ministerial Group</b>	<b>Thematic Report</b>
23 January 2023	February 2023		March 2023	June 2023

## 2.6 Other Recommendations

There remain 4 recommendations where Police Scotland has an interest or part to play but are not allocated the lead. The most recent update is provided against each below.

**R13** – Scottish Government to lead - This is likely to require legislation to address data protection matters. Initial discussions with operational partners and staff associations have therefore taken place ahead of a full public consultation in 2022. PIRC and Police Scotland continue to explore Centurion's capabilities and possible non-legislative options prior to any potential legislative changes being made.

**R32** – SPA to lead - SPA has appointed its Vice-Chair as ethics champion. Plans are also in place to develop an Ethical Oversight Framework and, if approved, is likely to be delivered by June 2022. Work undertaken to explore international best practice approaches to ethics in law enforcement will inform the Framework. Further links anticipated through SG's Independent Advisory Group on New and Emerging Technologies in Policing 'legislation and ethical standards' work stream in 2022/23.

**R53** – Scottish Government to lead - Initial discussions with operational partners and staff associations have taken place on this recommendation ahead of a full public consultation in 2022. Discussions are also underway with the UK Government to better understand the systems and arrangements in place in England and Wales to help consider this recommendation.

**PR27** – All Partners - This links to work undertaken for recommendation 42. The National Complaint Handling Development Group continues to progress arrangements for an annual multi-agency audit of Police Scotland's complaint handling involving the SPA, Police Scotland and the PIRC. Police Scotland has also developed an internal Quality Assurance process and methodology which are now in place. It is anticipated that the first audit will be completed during 2021/22, with the report issued later in the year.

## 3. FINANCIAL IMPLICATIONS

- 3.1 There are financial implications associated with the recommendations where we are exploring external training or looking to outsource services.

#### **4. PERSONNEL IMPLICATIONS**

4.1 There are personnel implications associated with the recommendations but these are being prioritised within business as usual activity.

#### **5. LEGAL IMPLICATIONS**

5.1 There are no legal implications in this report.

#### **6. REPUTATIONAL IMPLICATIONS**

6.1 There are no reputational implications in this report.

#### **7. SOCIAL IMPLICATIONS**

7.1 There are no social implications in this report.

#### **8. COMMUNITY IMPACT**

8.1 There are no community implications in this report.

#### **9. EQUALITIES IMPLICATIONS**

9.1 There are no equality implications in this report.

#### **10. ENVIRONMENT IMPLICATIONS**

10.1 There are no environmental implications in this report.

### **RECOMMENDATIONS**

Members are invited to note the progress made by Police Scotland in respect of the recommendations.