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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 01 JUNE 2023						
202301 06-CCC- 001	<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	OPEN	22-08-23		<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. <b>Propose Ongoing</b>
202301 06-CCC- 002	<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	OPEN	22-08-23		<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. <b>Propose Ongoing</b>

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	linked into dip sampling and the PIRC Audit in order to bring all together as a package.					
<b>202301 06-CCC- 003</b>	<b>Police Scotland Performance Report:</b> (As discussed during the action log) 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.	Darren Paterson	OPEN	22-08-23		<b>15.08.23:</b> The Scottish Government thematic progress report, <u>latest edition</u> dated May 2023, notes that "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." It is envisaged that a forthcoming meeting of the Practitioner Working Group (PWG) will clarify the approach to measuring impact of discharged recommendations.  <b>Propose Ongoing</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	OPEN	22-08-23		<b>11.08.23:</b> Updated report to be presented to Committee on 6 monthly basis, this is scheduled for November 2023 meeting.  <b>Propose Ongoing</b>
<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	OPEN	22-08-23		<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

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						emerging trends/concerns impacting specific communities or protected groups. <b>Propose Ongoing</b>
<b>202301 06-CCC-006</b>	<b>Police Scotland Performance Report:</b> Engage with SPA colleagues to ensure the data within this report filters thorough to the committee annual report.	ACC Alan Speirs	OPEN	22-08-23		<b>11.08.23:</b> Relevant discussions and updates provided to SPA colleagues to inform Annual Report. <b>Propose to close.</b>
<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	OPEN	22-08-23		<b>15.08.23:</b> Work continues with SPA, PIRC and PS regarding ongoing report development. <b>Propose Ongoing</b>
<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	OPEN	22-08-23		<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. <b>Propose Ongoing</b>
<b>202301 06-CCC-009</b>	<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.	ACC Alan Speirs	OPEN	14-11-23		<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

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						nature or source of information attributing to refusal. <b>Propose to close</b>
<b>202301 06-CCC- 010</b>	<b>SPA Performance Report:</b> Reflect on the presentation of data in relation to complaints upheld and not upheld within this report going forward.	Darren Paterson	OPEN	22-08-23		<b>15.08.23:</b> Report narrative updated to provide clarity on the outcome of allegations which require a formal determination. <b>Propose to close.</b>
<b>202301 06-CCC- 011</b>	<b>PIRC Performance Report:</b> Consider and present data to provide assurance to the committee that complaints are handled in a risk-based manner, and resources are prioritised accordingly.	ACC Alan Speirs	OPEN	22-08-23		<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.  Complaints assessed to present increased risk are escalated to PSD senior management tasking meeting, for necessary discussion, ownership, mitigations and escalation where required.  The national Non-Criminal Complaint Handling & 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.  <b>Propose to close.</b>

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<b>202301 06-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		<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 & Assurance. <b>Propose Ongoing</b>

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