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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 14 NOVEMBER 2023						
20231411 -CCC-001:	<b>PS Performance:</b> Explore what the increased demand against the static or reduced workforce would mean from a risk based perspective in terms of achieving objectives.	DCC Alan Speirs	OPEN	27-02-23		<b>27.02.24:</b> The Police Scotland quarterly report and standalone papers presented to the Committee for Q3 documents the significant increased demand across the department, not just in relation to complaints and conduct matters but also across a number of key areas (some of which are highlighted below), in addition to important ongoing scrutiny from HMICS, the PIRC and SPA to ensure processes and procedures are robust, fair and fit for purpose across an ever changing and demanding landscape: <ul style="list-style-type: none"><li>• The Historic Data Wash.</li><li>• Sexual and Domestic misconduct case reviews.</li><li>• 82 cases identified for review and risk mitigation by ACU following the HMICS review of Vetting in March 2023.</li><li>• Increasing number of Gold Groups – leadership and actions as well as</li></ul>

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						<p>participation and work stream leads across Policing Together, VAWG and numerous SETM Governance Groups.</p> <ul style="list-style-type: none"><li>• Key preventions activity- proactive work must continue to maintain our progress to reassure the workforce, staff associations, partners etc and to encourage reporting of behaviours which fall short of our values and standards.</li><li>• Enhanced scrutiny and governance from PIRC (increasing their capacity and analytical capability) and SPA Complaints and Conduct Committee as well as press articles and FOI requests outlining / ascertaining statistics around complaint handling times and backlogs.</li><li>• The use of Post Incident Procedures processes to balance the requirement for independent investigation of the death or serious injury of an individual either in custody or following police contact against the welfare of those officers/staff involved brings additional resource requirements.</li><li>• Force budgetary constraints and pressures resulting in revised operating models / capability across the broader organisation are likely to present further increased demand across complaints and conduct arenas.</li></ul> <p>Whilst additional resource was transferred into PSD to support the launch of the new PSD National Model in April 2021, there has been unprecedented demand on PSDs</p>

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						<p>across the UK could not have been reasonably predicted.</p> <p>Internally, Police Scotland's PSD has realigned existing resource to create national criminal and non-criminal teams, thereby enhancing national consistency and creating expertise in these complex areas. More robust assessment, triage and supervisory processes are now in place and delivery of national joint training with PIRC continues to improve standards and promote efficiencies.</p> <p>Whilst recent initiatives of increasing secondments into PSD to assist with demand and creating efficiencies in complaint handling by enhancing joint work with PIRC and SPA will provide some improvement, work is underway to establish longer term solutions to address demand and to positively impact on public trust and confidence.</p> <p><b>Propose ongoing</b></p>
<p><b>20231411 -CCC-002:</b></p>	<p><b>PS Performance:</b> Inform the committee on PSD targets and acceptable timelines to allow members to hold Police Scotland to account and to allow outstanding recommendations to be discharged.</p>	<p>DCC Alan Speirs</p>	<p>OPEN</p>	<p>27-02-23</p>		<p><b>27.02.24:</b> PSD continues to strive to meet the 56 day timescales for dealing with complaints however, as detailed within the quarterly report, compliance is regrettably low. Whilst complainers are updated every 28 days in accordance with the PIRC Statutory Guidance, there is a significant backlog of complaints which, following assessment and triage, await allocation to an Investigating Officer. Whilst this can</p>

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						<p>be due to a number of factors including a rise in the number of complaints, complexity and seriousness of complaints, resourcing continues to be a significant factor as detailed in action 001. PSD has robust triage, assessment and supervisory processes in place to ensure matters are allocated on the basis of those areas presenting the most threat, risk and harm.</p> <p><b>Propose Ongoing</b></p>
<b>20231411-CCC-003:</b>	<b>PIRC Quarterly Report:</b> Give consideration to more dialogue, perhaps as part of a development session, on non-deserving and low level complaints and how they are pitched.	DCC Alan Speirs	OPEN	27-02-23		<p><b>27.02.24:</b> PSD / PIRC liaison event held to discuss ongoing work &amp; shared thinking. Work is ongoing to identify a suitable date to discuss learning with Committee Members.</p> <p><b>Propose Ongoing</b></p>
<b>20231411-CCC-004:</b>	<b>PIRC Audit Planning:</b> Provide members with the Terms of Reference for the Audit ahead of the next committee meeting in February 2024.	Ilya Zharov	OPEN	27-02-23		<p><b>23.01.24:</b> Terms of Reference were provided by PIRC and circulated on the 23<sup>rd</sup> January 2024.</p> <p><b>Propose to close.</b></p>
<b>20231411-CCC-005:</b>	<b>PIRC Audit Planning:</b> Discuss the timings of the future audit with DCC Alan Speirs to ensure less pressure is being placed on PSD.	DCC Alan Speirs / Ilya Zharov / HMICS	OPEN	27-02-23		<p><b>15:02:24:</b> A deconfliction meeting took place between PS, PIRC and HMICS to discuss the ongoing audit and future inspections. It was confirmed that there will be no overlap between the 6-stage PIRC audit and the forthcoming HMICS inspection.</p> <p><b>Propose to close.</b></p>

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<b>20231411 -CCC-006:</b>	<b>Police Scotland – Organisational Learning:</b> Give consideration to the appropriateness of the terminology “custodies” and pick it up within the criminal justice space in terms of the language used.	DCC Alan Speirs	OPEN	27-02-23		<b>27.02.24:</b> Criminal Justice Services Division are reviewing terminology across their whole business area and advise the correct term is ' <i>person(s) in custody</i> '.  <b>Propose to close.</b>
<b>20231411 -CCC-007:</b>	<b>Police Scotland Professional Boundaries – 6 Monthly Update on Recommendations:</b> Produce a high level summary for members in relation to Professional Boundaries, noting timescales. This report should be made available for the public in order to address transparency and public assurance.	Chief Superintendent Catriona Henderson	OPEN	27-02-23		<b>27.02.24:</b> Professionalism & Preventions paper provided for the public Committee includes Professional Boundaries matters.  <b>Propose to close</b>
<b>20231411 -CCC-008:</b>	<b>HMICS – Vetting:</b> Ensure that the committee have sight of the action plan to future meetings.	DCC Alan Speirs	OPEN	27-02-23		<b>27.02.24:</b> Paper re HMICS - Vetting has been provided for this Committee.  <b>Propose to close</b>
MEETING HELD 22 AUGUST 2023						
<b>20232208 -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	ONGOING	<del>14-11-23</del> 27-02-2024		<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>14.11.23:</b> Members requested that this action remains open until further clarity is

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						gained around the required standard before recommendations can be discharged.  <b>27.02.24:</b> Further detail has been provided within the Q3 Performance Report for this Committee and Members review.  <b>Propose Ongoing</b>
<b>20232208 -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	ONGOING	<del>14-11-23</del> 27-02-2024		<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>27.02.24:</b> In addition to highlighting formal learning from PIRC investigations, or CHRs, Police Scotland have evidenced examples within the Organisational Learning section of the report of self-analytical actions taken to reduce repeat complaints and improve public confidence in making complaints.  <b>Propose Ongoing</b>
MEETING HELD 01 JUNE 2023						
<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	DCC Alan Speirs	ONGOING	<del>22-08-23</del> <del>14-11-23</del> 27-02-2024		<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.

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	document which could be linked into dip sampling and the PIRC Audit in order to bring all together as a package.					<p><b>22.08.23:</b> See update for action 20230106-CCC-001</p> <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>27.02.24:</b> PSD / PIRC liaison event held to discuss ongoing work &amp; shared thinking. Work is ongoing to identify a suitable date to discuss learning with Committee Members.</p> <p><b>Propose Ongoing</b></p>
<b>20230106-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.	DCC Alan Speirs	ONGOING	<p><del>22-08-23</del></p> <p><del>14-11-23</del></p> <p>27-02-2024</p>		<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 asked that it was reinstated. The Chair</p>

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						<p>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>27.02.24:</b> Extensive work has continued since the last Committee to ensure the upgrade to version 4 of Centurion is on track for installation by 29 February 2024. This will introduce the ability for Police Scotland to capture the sex, ethnicity and any disability of complainers. Work will thereafter progress to upgrade centurion to version 7 throughout the next financial year to bring in additional diversity data recording capability for complainers aligned to the data captured in the Scottish Census.</p> <p><b>Propose Ongoing</b></p>

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<p><b>20230106 -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>DCC 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 identify whether or not there is any bias in processes. Members are unclear on why vetting not overlayed 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</p>

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						<p>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>14.11.23:</b> DCC Speirs advised that PS are in a position to produce a report which will allow PS to go back to one intake rather than waiting for the next intake. DCC Speirs committed to bringing a report to the next CCC.</p> <p><b>27.02.24:</b> paper has been provided to this Committee.</p> <p><b>Propose to close.</b></p>
<p><b>20230106 -CCC-011</b></p>	<p><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.</p>	<p><del>ACC Alan Speirs</del> T/ACC Stuart Houston</p>	<p>ONGOIN G</p>	<p><del>22-08-23</del> <del>14-11-23</del> 27-02-24</p>		<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 metrics over time and an independent coloration with the dip sampling exercise.</p> <p><b>07.02.24:</b> The SPA Dip Sampling report for complaints within Q1 of 23/24 will be discussed on the agenda. A draft copy of the Dip Sampling report was shared with Police Scotland and additional context provided for areas of undue delay or learning to enhance understanding.</p> <p><b>Propose to close.</b></p>

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