



Meeting	Forensic Services Committee
Date	10th August 2023
Location	MS Teams
Title of Paper	Forensic Services Performance Report – Q1
Presented By	Fiona Douglas
Recommendation to Members	For Discussion
Appendix Attached	No

PURPOSE

To present Forensic Services Performance Report, Q1 2023/24 for Committee consideration.

This paper is presented in line with:

- The Scottish Police Authority Scheme of Delegation

This paper is for discussion.

1. BACKGROUND

- 1.1 The Forensic Services Performance Report is presented for financial Q1 2023/24.
- 1.2 This report captures conducted activity across SPA Forensic Services and aligns to the [Forensic Services Strategy](#).
- 1.3 The report demonstrates SPA Forensic Services delivery over the past quarter through the following:
 - Progress updates on Forensic Service commitments laid out in the annual business plan;
 - Qualitative performance data.
 - Reporting of targets against those set out in the Memorandum of Understanding with Police Scotland and COPFS

2. FORENSIC SERVICES PERFORMANCE REPORT – Q1 2023/24.

2.1 Report appended.

3. FINANCIAL IMPLICATIONS

3.1 There are no financial implications in this report.

4. PERSONNEL IMPLICATIONS

4.1 There are no personnel implications in this report.

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 discuss the information provided in this report

Forensic Services Performance 2023/24: Quarter 1

Report for the SPA Forensic Services Committee

FORENSIC SERVICES

SCOTTISH POLICE
AUTHORITY



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Highlights

- Forensic Services' compliance to all urgent requests is high.
- The transition to the New Operating Model is on track within the budgetary constraints for this financial year.
- The four-to-two site DNA analysis processing has reduced to three sites. This project will complete by end of August.

Risks

- Criminal Toxicology remains a high priority for recruitment/ resource redeployment. The recovery plan is on track.
- The volume crime case delivery timescale is currently ~ nine days longer than target, due to staff resourcing.
- There has been an increase in sickness absence in Forensic Services from Q4 to Q1.

Forecast

- Criminal toxicology has an increasing capacity target through this financial year..
- From the 7th August the Volume Crime Unit seconded resource returns to normal. Plan in place to return service delivery to compliant levels.
- A sickness management programme is in place to tackle long term absences.

Strategic Outcomes

Link to Forensic Strategy

Our People
are supported

- Focus on wellbeing
 - Confident leaders
- FS Values, behaviours and sense of belonging

Sustainable, adaptable,
prepared for future
challenges

- Use innovative approaches to build our capability and capacity
 - An increased focus on environmental sustainability
- Drive forward the implementation of digital and new technologies

High quality, ethical
services; advance
forensic science

- Influence and collaborate to enable advancement of forensic capabilities
 - Promote excellent customer service, best value
 - Embed ethical considerations into every aspect of FS

Collaborative to serve
the needs of the public
and Criminal Justice

- Collaborate to maximise value of forensic science
- Design new future focused services with partners
- Demonstrate and promote value FS provides

Strategic Objectives

Business plan

Link to Business Plan




























- 1.1-Values and Behavioural framework
- 1.2-Management Training
- 1.3- Op Model implementation
- H,S & W management structure well embedded
- Behaviours/ Values roadshow (Q3 23/24)

- 1.3- Op Model implementation
- 2.1 Develop Strategic Workforce Plan
- 2.2- Digital Roadmap: COS IBC then FBC
- 2.3- Develop of Performance Framework
- 2.4- PM Toxicology transition complete

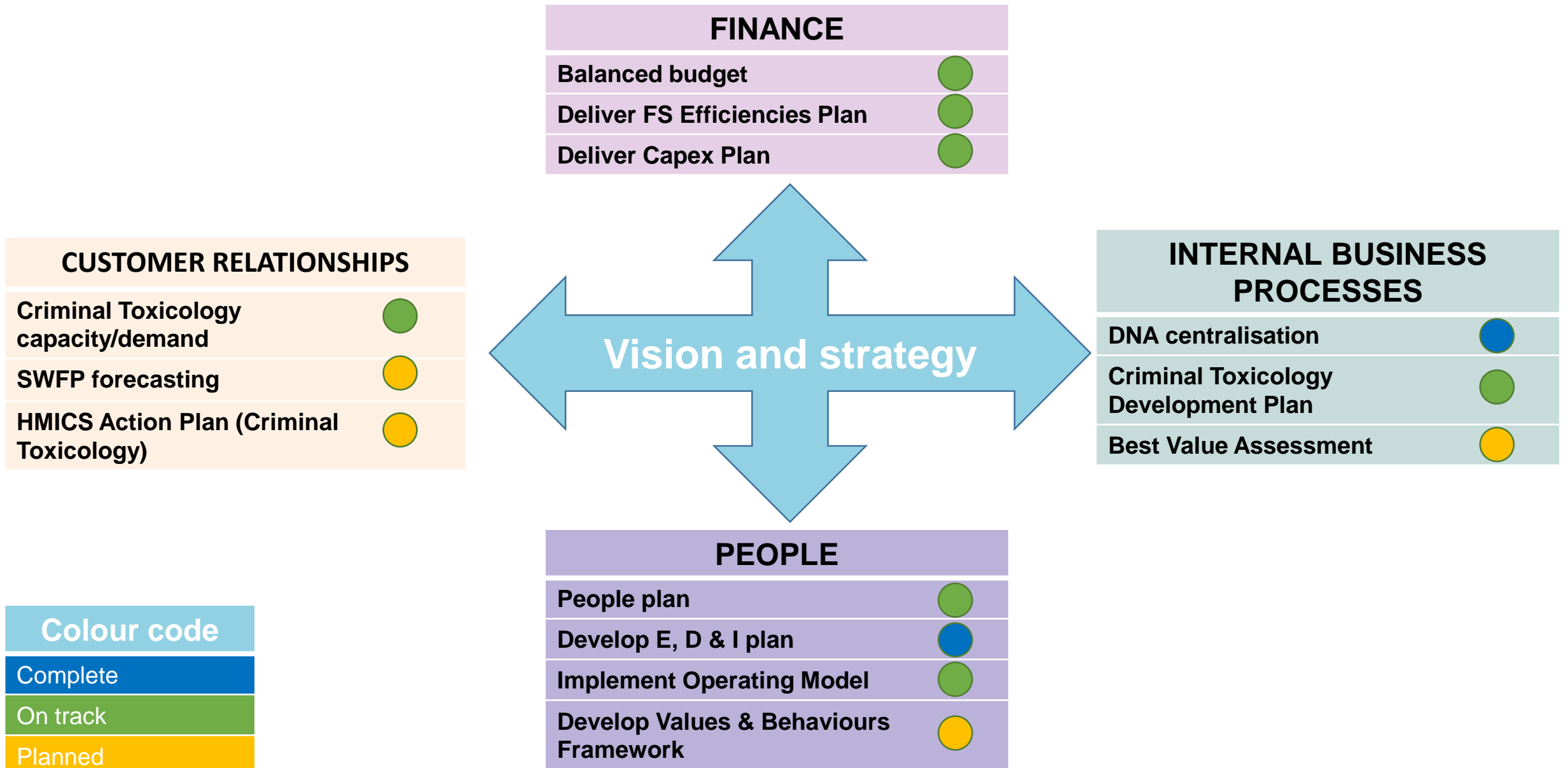
- 3.1- Plan for GDPR compliance
- 3.2- Internal communications strategy
- 3.3- Quality Improvement Plan
- Maintenance of accreditation

- 1.4- science is aligned to all communications (internal & external)
- 4.2- Proactive approach to communications- social media/website redesign

Operational Key Performance Indicators

Measure	Target	Current Quarter status	Previous Quarter status	Year to Date
Compliance to seven day custody requests from customer	95% (PSoS submission to lab within four hours of request)	98% 	96% 	98% 
Compliance to COPFS – urgent delivery requests	85-95%	89% 	90% 	89% 
Compliance to COPFS – all delivery requests	80-95 %	85% 	81% 	85% 
Compliance to PSoS – Priority 1 delivery requests	75-85 %	93% 	90% 	93% 
Compliance to PSoS – Priority 2 delivery requests	75-85 %	38% 	40% 	38% 
Compliance to PSoS – Priority 3 delivery requests	65%	69% 	59% 	69% 
Compliance to Scenes attended within 24 hour of request	90%	83% 	83% 	83% 
Compliance to CJ DNA samples completed	Within four days from lab submission	92% 	98% 	92% 
Compliance to Volume Crime DNA Unit case submissions	Within 21 days from lab submission	10% 	14% 	10% 

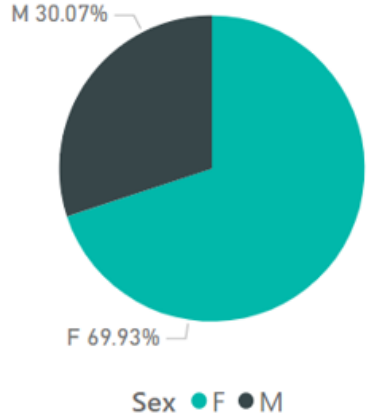
Balanced scorecard summary



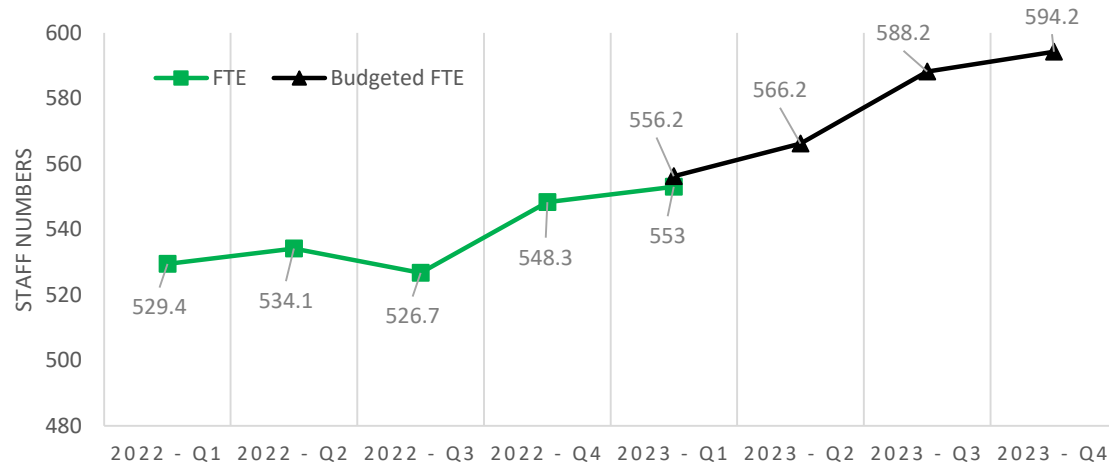
Colour code
Complete
On track
Planned

Our People

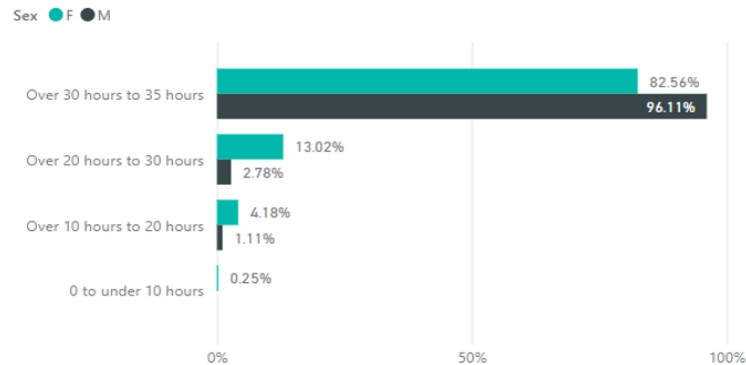
By gender:



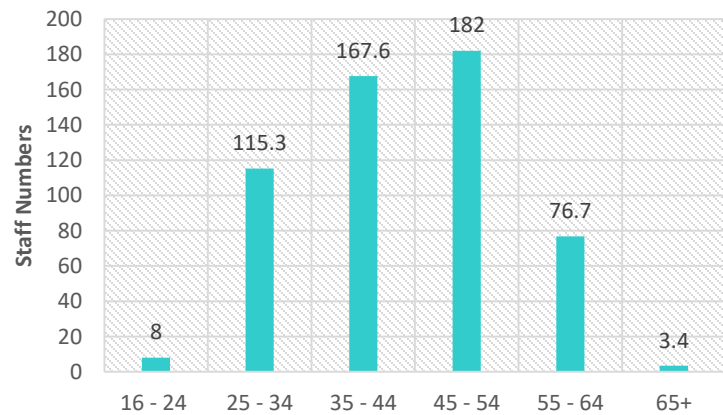
FY 2023-24 BUDGETED FTE VS ACTUAL FTE



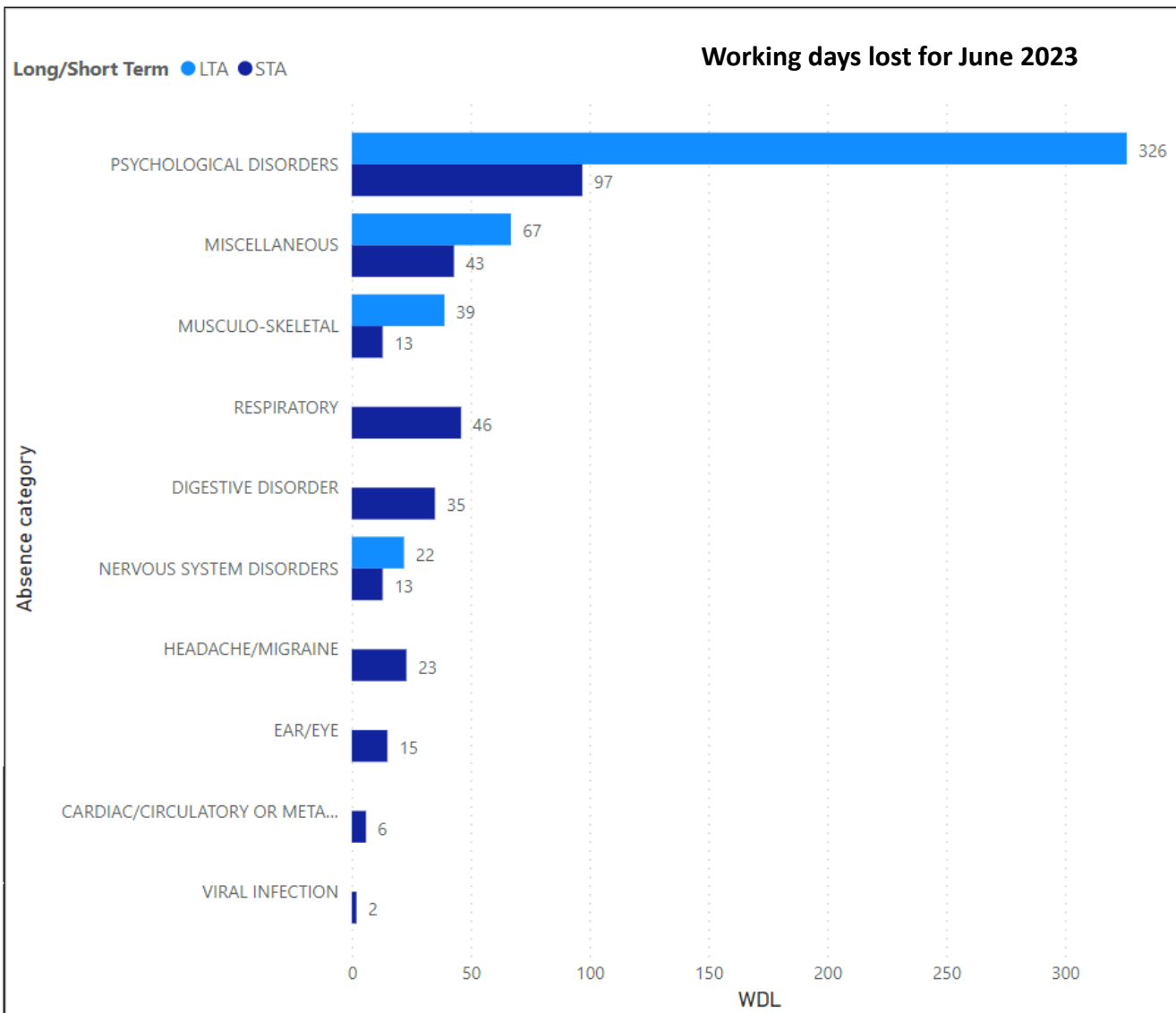
By Gender and working hours



Staff by Age Group



Sex	F		M		Total
Grade	FTE	%	FTE	%	FTE
GRADE 2	8.33	84.62%	1.51	15.38%	9.84
GRADE 4	59.26	88.16%	7.96	11.84%	67.22
GRADE 5	19.11	76.11%	6.00	23.89%	25.11
GRADE 6	85.58	72.87%	31.86	27.13%	117.44
GRADE 7	78.90	55.68%	62.80	44.32%	141.70
GRADE 8	85.93	75.78%	27.46	24.22%	113.39
GRADE 9	11.00	61.11%	7.00	38.89%	18.00
GRADE 10	24.34	57.49%	18.00	42.51%	42.34
GRADE 11	4.00	44.44%	5.00	55.56%	9.00
GRADE 12	1.00	33.33%	2.00	66.67%	3.00
GRADE 13	1.00	25.00%	3.00	75.00%	4.00
GRADE 14	1.00	100.00%			1.00
DIRECTOR	1.00	100.00%			1.00
Total	380.45	68.79%	172.59	31.21%	553.04



Total Working days lost in Q1 = 2143 days (5.6%)

Psychological disorders remains the highest reason for absence with scene examination contributing the greatest proportion of these.

Forensic Services absence level has increased from Q4 to Q1 by 4%

There has been a reduction in long-term absences in both Business support and Physical sciences.

Miscellaneous category has 22 different conditions which are not possible to segregate at present.

UKAS ISO 17025 Compliance:

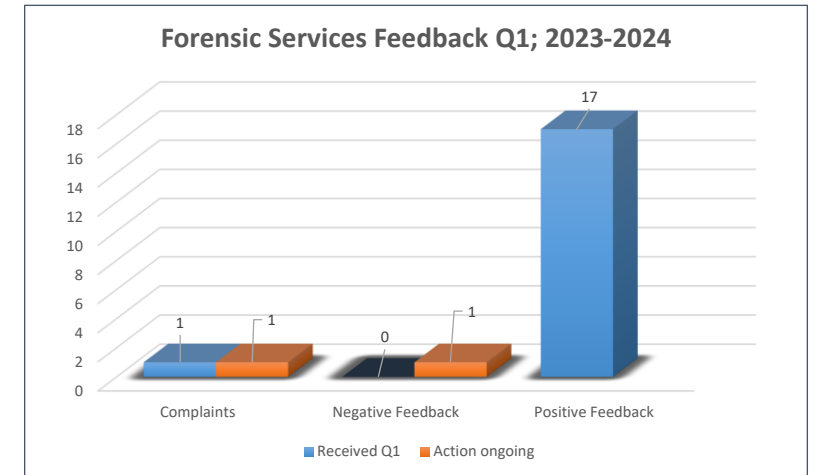
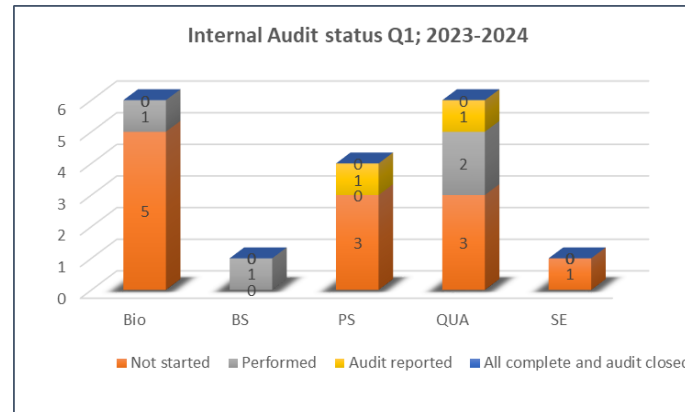
UKAS confirmed maintenance of Forensic Services accreditation to ISO 17025 on 12 May 2023. This is the 25th consecutive year of UKAS accreditation at Forensic Services.

Evidence for 4 additional findings raised at the Edinburgh Toxicology extra assessment were submitted to UKAS on Friday 05 May 2023 as planned. Follow-up visit on 5th July to review the improvement work undertaken to date in Criminal Tox and the progress with regard the UKAS GEN6 requirement.

- 2023 UKAS Surveillance assessments:
- 02-06 Oct 2023: Edinburgh and SCC – Fingerprint comparison
 - 09-13 Oct 2023: Aberdeen
 - 23-27 Oct 2023: Dundee
 - 06-07 Nov 2023: Edinburgh
 - 13-17 Nov 2023: Glasgow (SCC)

Planning meeting scheduled with UKAS on 15 Aug 2023 will provide further clarity for the Oct-Nov 2023 assessments.

Resignation letter sent by UKAS on the 4th July confirmed the cessation of manual DNA profiling being carried out at the Edinburgh Biology laboratory. This is the completion of Phase 1 of the DNA centralisation project. Phase 2 transition for cessation at the Aberdeen Biology laboratory went live on 3rd July with a planned completion date in August. This realises efficiency financially and for service delivery.






1 x complaint in Q1. Member of the public was unhappy with the response time for FS to attend a Theft/House breaking in the East (Dundee). This was not upheld as the response time for Scene Examination was 19 hrs within the 24hrs KPI.

1 x negative feedback regarding the attendance of Scene examination at a murder locus in Glasgow. Investigation in progress.

17 x positive feedback includes service delivery to our Partners in relation to Operation Clarity – Murder of Brenda Page and Operation Summerpod – Murder of Jill Barclay.

Guide to the performance information

Legend

-  On Target
-  Some Improvement Required
-  Significant Improvement Required

Glossary

- MOU Memorandum of Understanding
- COPFS Crown Office and Procurator Fiscal Service
- PSoS Police Service of Scotland

Standard Deviation (blue banding) –

Upper and lower limits labelled to the immediate right of vertical axis.

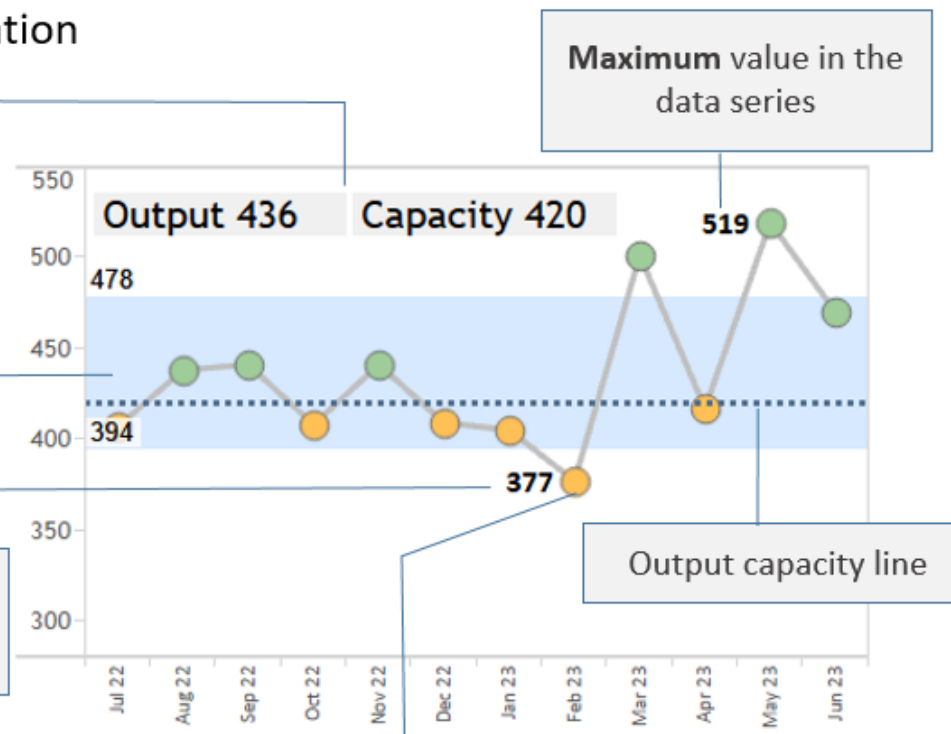
One standard deviation used to calculate the banding – this is a **visual indicator** to demonstrate the spread of data from the 12 month mean, highlighting when a value **may** fall outwith most typical distribution (e.g. a change in the trend rather than normal monthly fluctuation). NB: with only 12 data points used, true statistical significance (using 3 standard deviations from the mean) cannot be accurately calculated.

Demand and Output Explanation

Case Volumes

The **average** number of monthly cases submitted/output over the last 12 months, vs our expected/capacity figures.

Minimum value in the data series



Maximum value in the data series

Output 436

Capacity 420

Output capacity line

Circles represent the case count for the corresponding month of activity (the horizontal axis) and for output use RAG legends to signify when below planned capacity.

NB: Our **demand** chart is not subject to RAG performance, but points have been colour coded to indicate when a value falls **above** expected thresholds.

Forensic Services overview



Fig 1 DEMAND

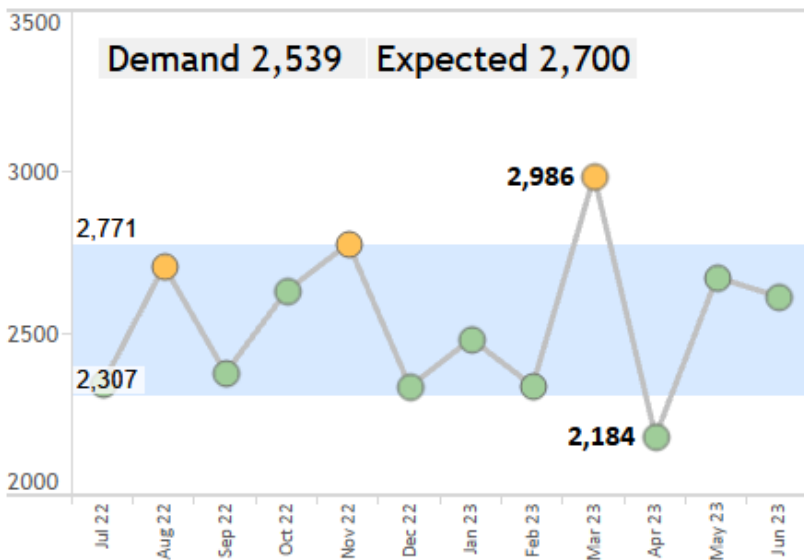


Fig 2 OUTPUT

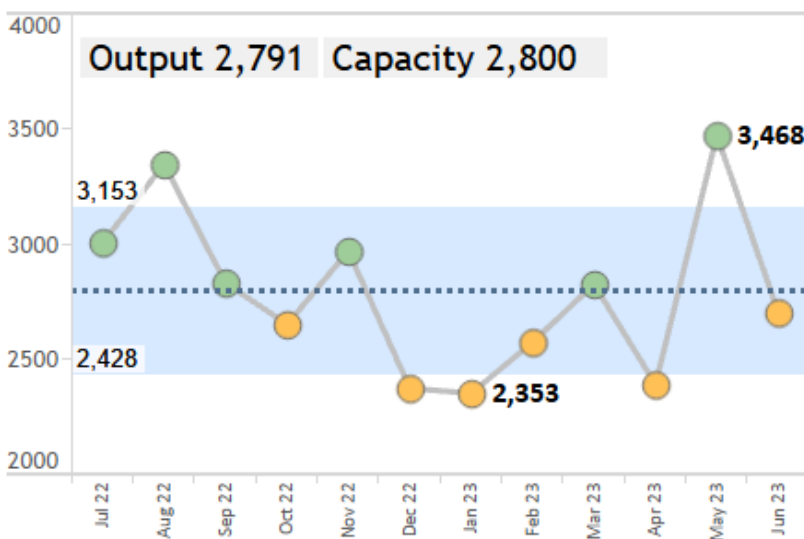
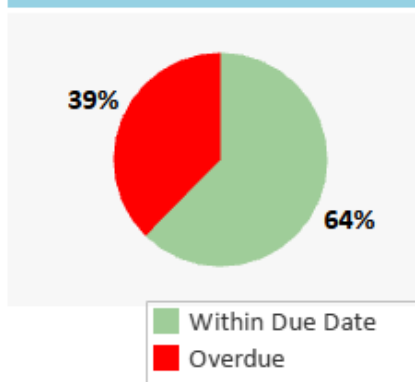


Table 1 MOU DELIVERY

KPI	MOU TARGET	CURRENT Q1 2023-24	PREVIOUS Q4 2022-23	YTD
Compliance to 7 Day Custody Requests from Customer	95% (PSoS submission to lab within 4hrs of request)	98%	96%	98%
Compliance to COPFS - Urgent Delivery requests	85-95%	89%	90%	89%
Compliance to COPFS - All delivery requests	85-95%	85%	81%	85%
Compliance to PSoS - Priority 1 delivery requests	75-85%	93%	90%	93%
Compliance to PSoS - Priority 2 delivery requests	75-85%	38%	40%	38%
Compliance to PSoS - Priority 3 delivery requests	65%	69%	59%	69%

Fig 3 OPEN CASEWORK - BY DUE DATE



- Output is in line with capacity and exceeding the overall new demand. This is predominately due to a reduction in submissions of drug-related casework.
- There is a high compliance with Urgent and Seven Day Custody Crown requests as well as Priority 1 PSoS - with a more than 5% improvement compared with 2022-23.
- The low compliance with Priority 2 delivery is linked to the volume crime and mark enhancement units.

Fig 1 DEMAND

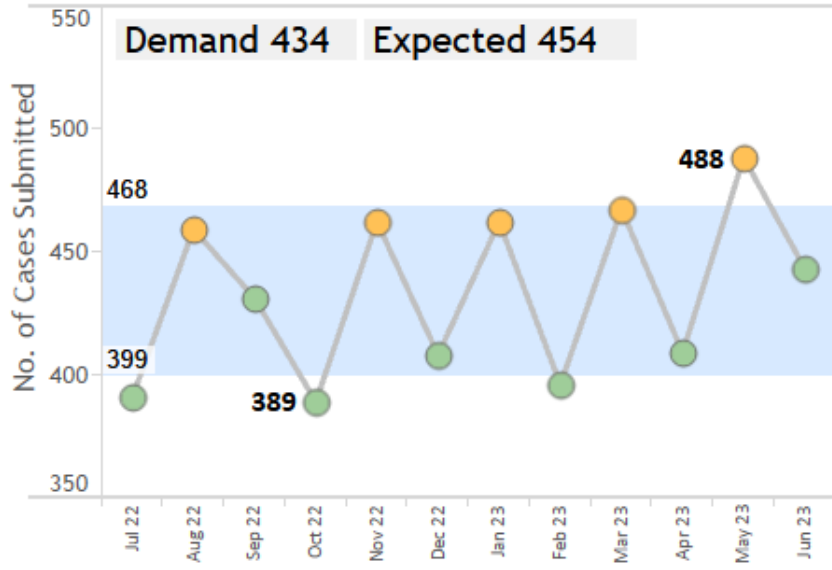


Fig 2 OUTPUT

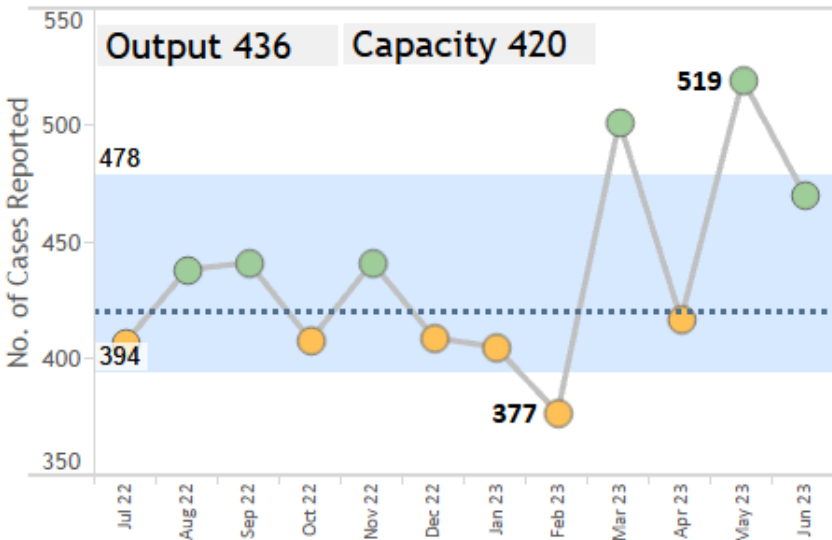
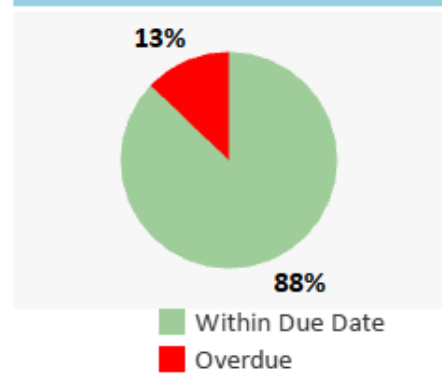


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Compliance to COPFS - Urgent Delivery requests	85-95%	88%	87%	88%
Compliance to COPFS - All delivery requests	85-95%	89%	83%	89%
Compliance to PSoS - Priority 1 delivery requests	75-85%	85%	77%	85%
Compliance to PSoS - Priority 2 delivery requests	75-85%	66%	60%	66%
Compliance to PSoS - Priority 3 delivery requests	65%	63%	53%	63%

Fig 3 OPEN CASEWORK - BY DUE DATE



- There has been a 15% rise in demand between 2021-22 and 2022-23. This has been driven by increases in Group 2 sexual crime.
- Output is performing at the high end of planned capacity.
- In spite of the high output, the rising demand places difficulty on delivering Priority 2 and 3 requests on time while maintaining the high service levels for Priority 1 work.

Volume Crime Unit

Fig 1 DEMAND

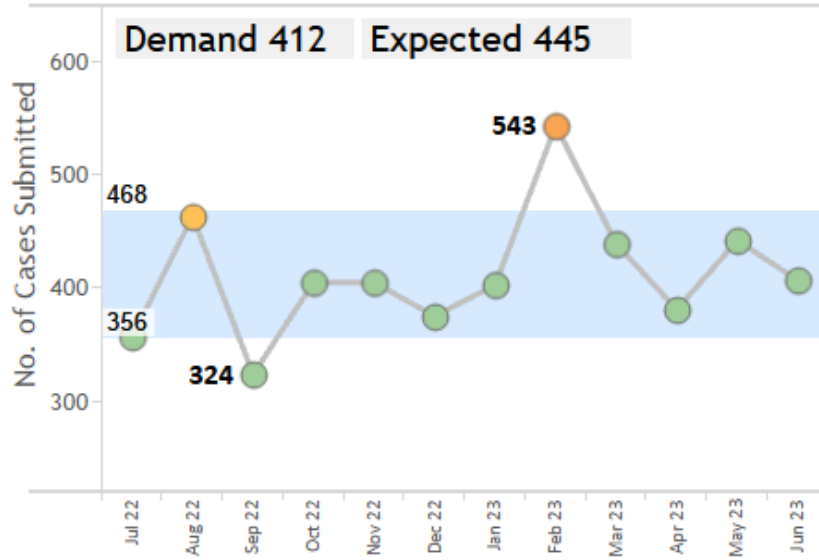


Fig 2 OUTPUT

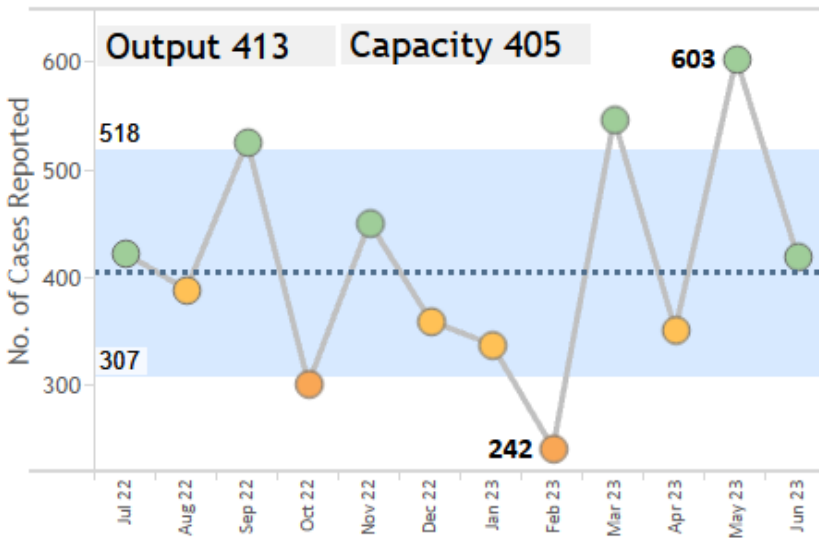
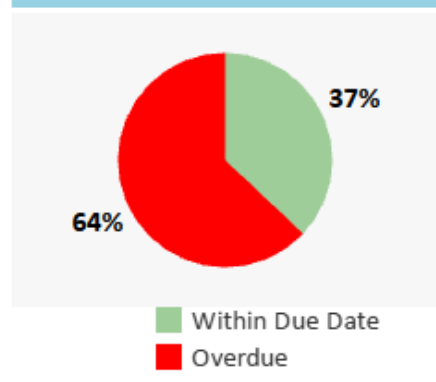


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Compliance to COPFS - Urgent Delivery requests	85-95%		100%	
Compliance to COPFS - All delivery requests	85-95%	98%	100%	98%
Compliance to PSoS - Priority 2 delivery requests	75-85%	10%	14%	10%
Compliance to PSoS - Priority 3 delivery requests	65%	44%	76%	44%

Fig 3 OPEN CASEWORK - BY DUE DATE



- There have been no Priority 1 PSoS requests and no urgent COPFS requests for Q1.
- Recent staff resource shortfalls have significantly impacted the 21-day processing service which accounts for 90% of demand for the unit. As highlighted in the Executive Summary, the seconded resource returns from 7 August.
- Delivery timescales are currently averaging 30-40 days.
- Fully compliant to 7 Day Custody requests.

Fig 1 DEMAND

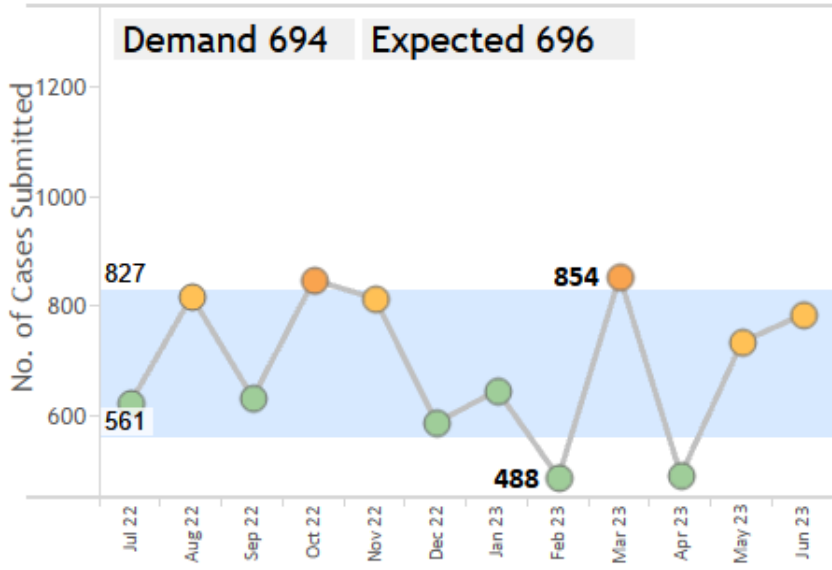


Fig 2 OUTPUT

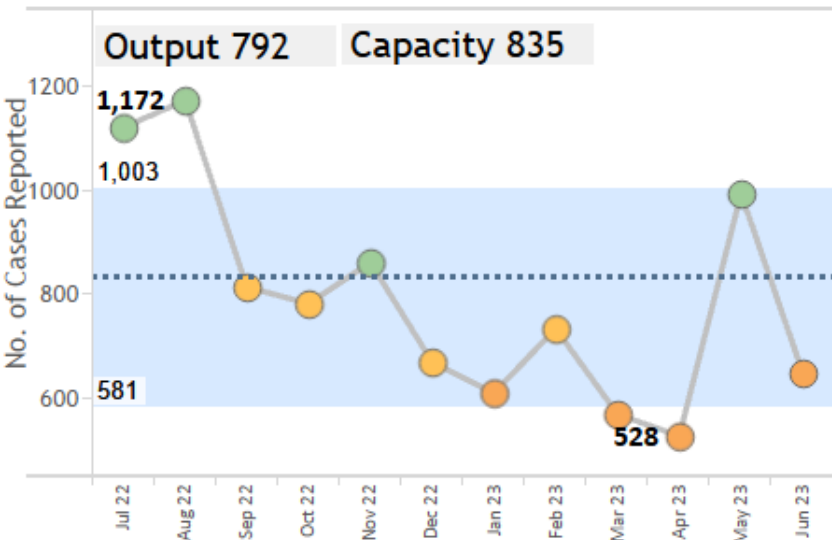
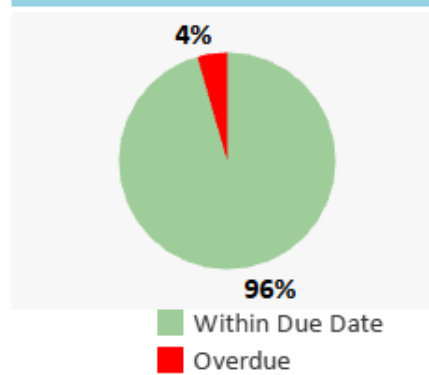


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Compliance to COPFS - Urgent Delivery requests	85-95%	77%	75%	77%
Compliance to COPFS - All delivery requests	85-95%	96%	93%	96%
Compliance to PSoS - Priority 1 delivery requests	75-85%	96%	94%	96%
Compliance to PSoS - Priority 2 delivery requests	75-85%	65%	43%	65%
Compliance to PSoS - Priority 3 delivery requests	65%	90%	83%	90%

Fig 3 OPEN CASEWORK - BY DUE DATE



- There has been a significant improvement in Priority 3 delivery compliance in the past year – rising from c20% Q1 2022-23.
- Monthly output remains highly variable, however, a 30% demand reduction in the past 18 months has allowed open caseload levels to be reduced significantly.



Fig 1 DEMAND

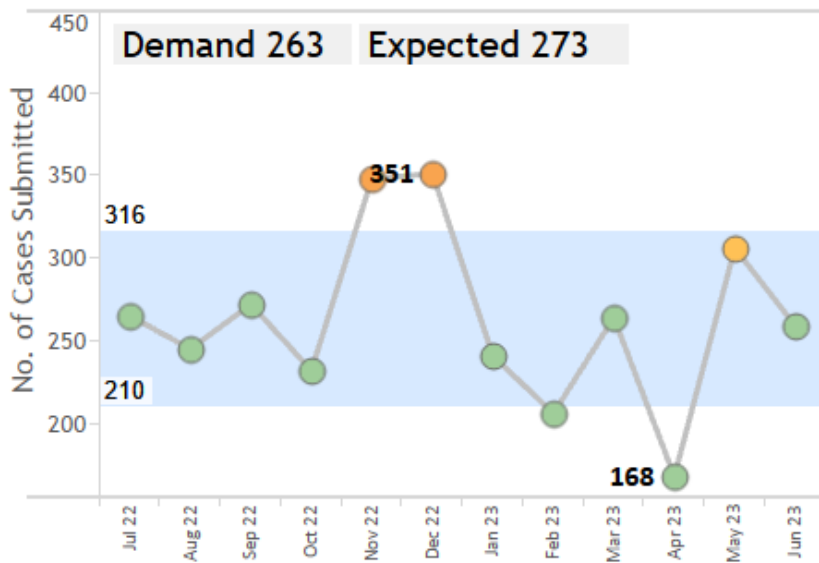


Fig 2 OUTPUT

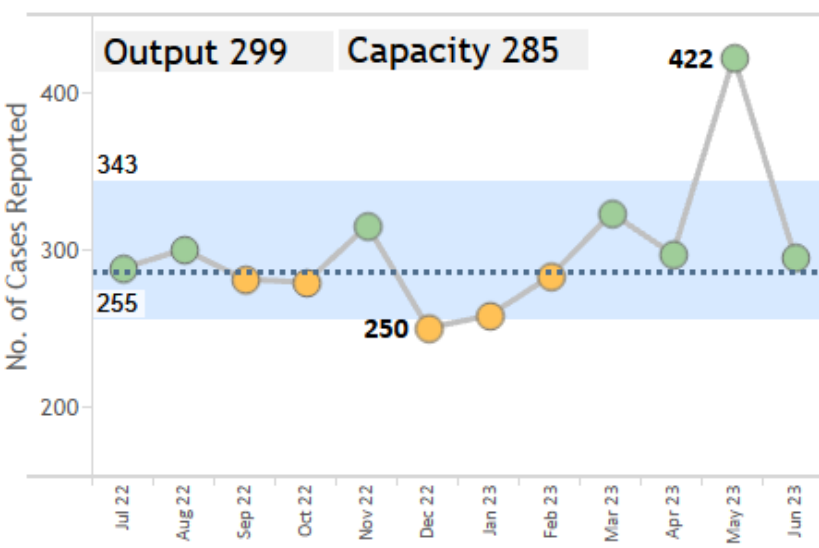
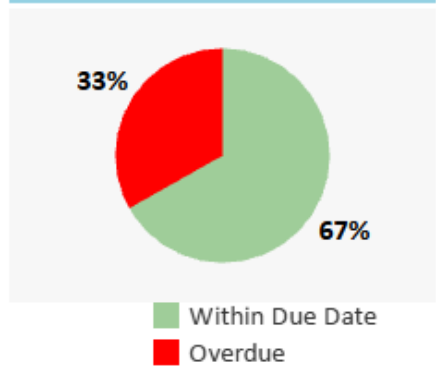


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Compliance to COPFS - Urgent Delivery requests	85-95%	100%	100%	100%
Compliance to COPFS - All delivery requests	85-95%	74%	69%	74%
Compliance to PSoS - Priority 1 delivery requests	75-85%	82%	100%	82%
Compliance to PSoS - Priority 2 delivery requests	75-85%	35%	33%	35%
Compliance to PSoS - Priority 3 delivery requests	65%	47%	40%	47%

Fig 3 OPEN CASEWORK - BY DUE DATE



- The output recovery plan has resulted in a significant recovery in caseload since last December and further work is ongoing.
- Aged/late caseload now comprises a smaller portion of active work because of targeting. This should lead to future improvements in Priority 2 & 3 compliance, if resource levels, demand and output remain balanced.



Fig 1 DEMAND

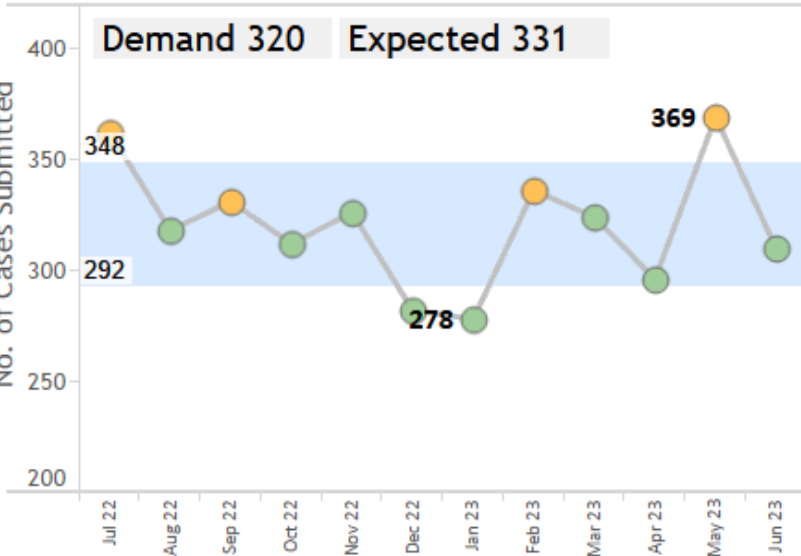


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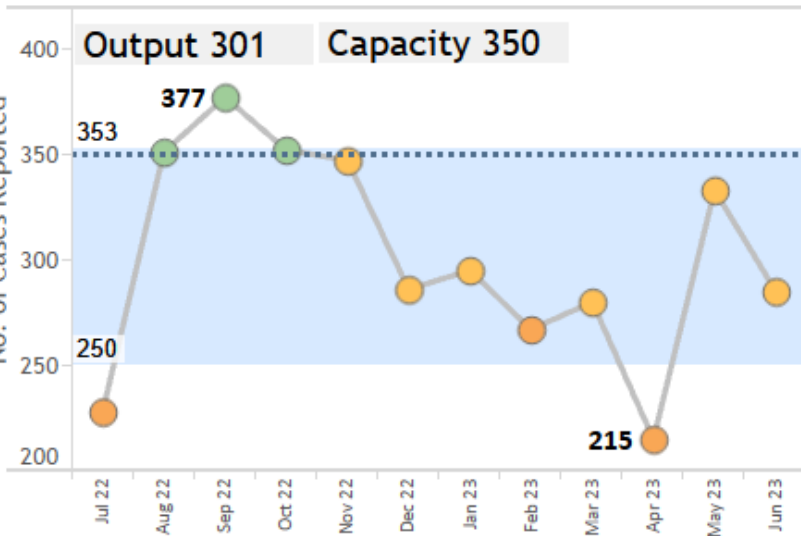
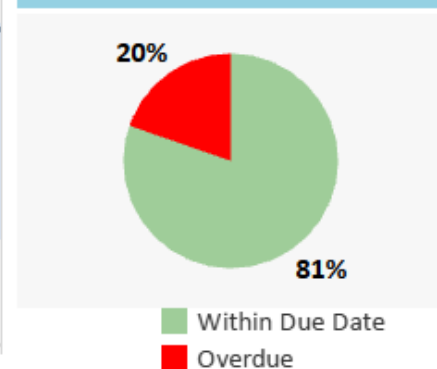


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Compliance to COPFS - All delivery requests	85-95%	89%	87%	89%
Compliance to PSoS - Priority 1 delivery requests	75-85%	86%	85%	86%
Compliance to PSoS - Priority 2 delivery requests	75-85%	59%	85%	59%
Compliance to PSoS - Priority 3 delivery requests	65%	89%	91%	89%

Fig 3 OPEN CASEWORK - BY DUE DATE



- The 7 Day Custody compliance relates to ~ 3 case delivery late. The manager of the unit is aware.
- As the processing unit at the end of the chain they are subject to the variance in other unit outputs, predominantly the Mark Enhancement Unit.

Fig 1 DEMAND

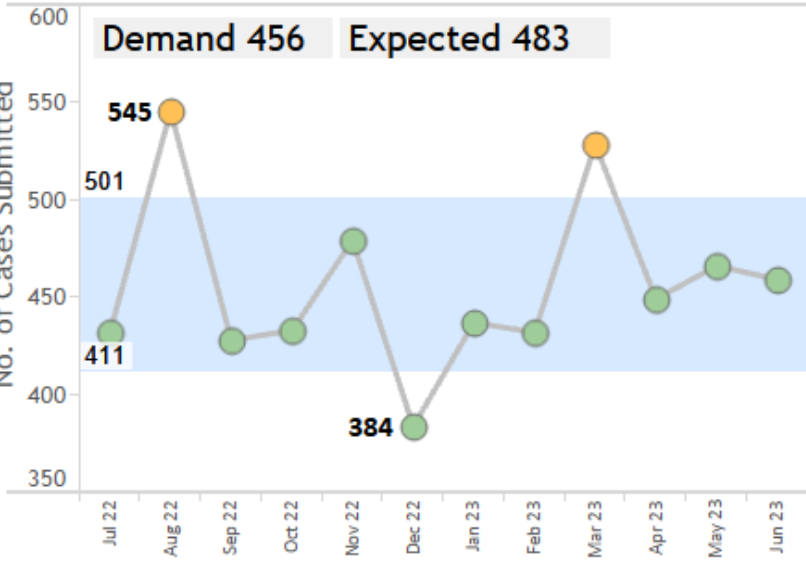


Fig 2 OUTPUT

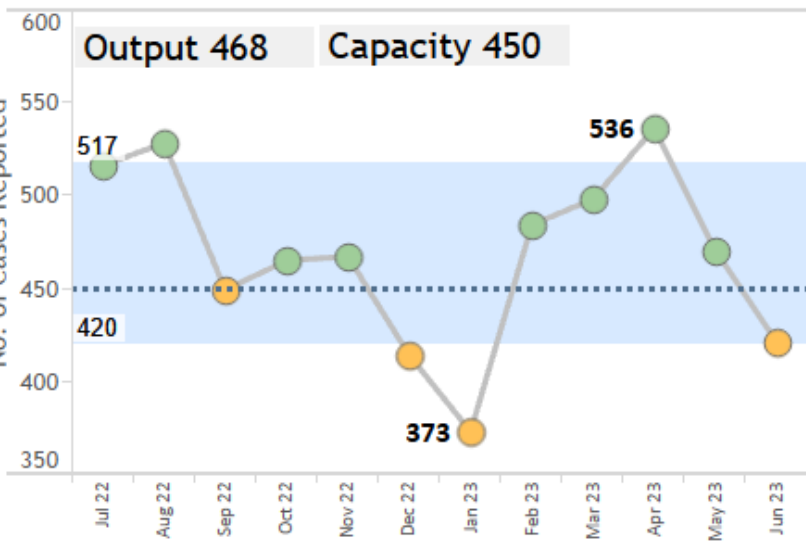
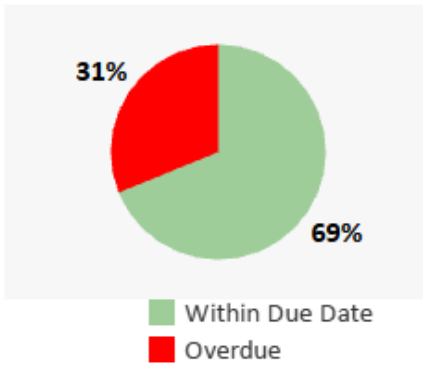


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Compliance to COPFS - Urgent Delivery requests	85-95%	88%	92%	88%
Compliance to COPFS - All delivery requests	85-95%	71%	67%	71%
Compliance to PSoS - Priority 1 delivery requests	75-85%	95%	91%	95%
Compliance to PSoS - Priority 2 delivery requests	75-85%	84%	82%	84%
Compliance to PSoS - Priority 3 delivery requests	65%	100%		100%

Fig 3 OPEN CASEWORK - BY DUE DATE



- 7 Day Custody compliance relates to ~ 1 case per quarter.
- A slight dip in output relates to a vacancy currently in recruitment.
- COPFS non-urgent requests relates to the production of EBooks. The introduction of the new management structure will allow closer management of this product.

Fig 1 DEMAND

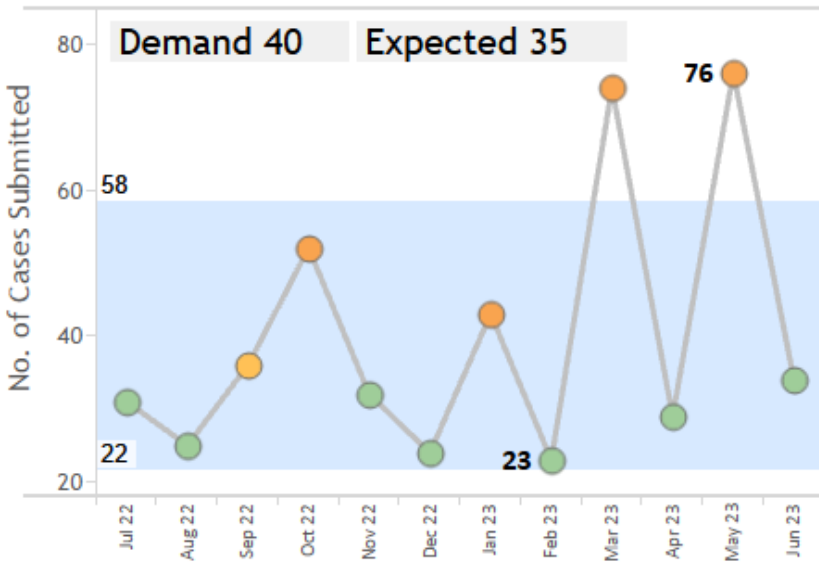


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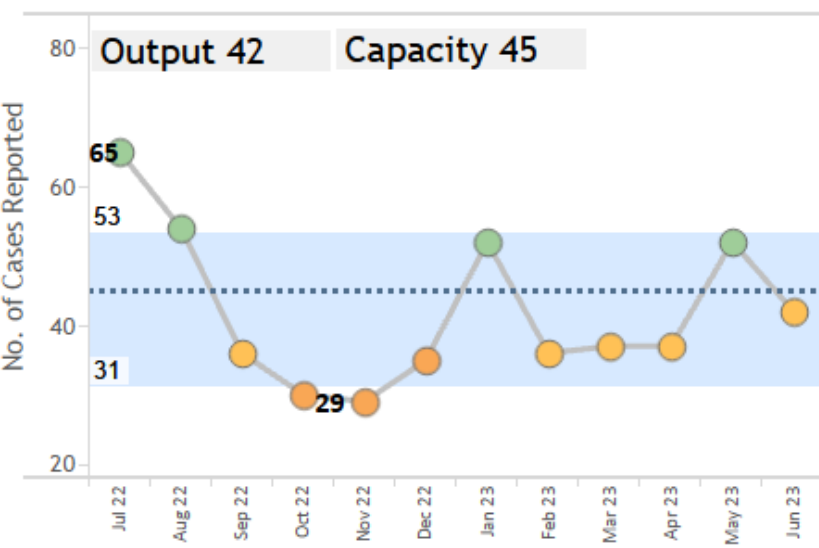
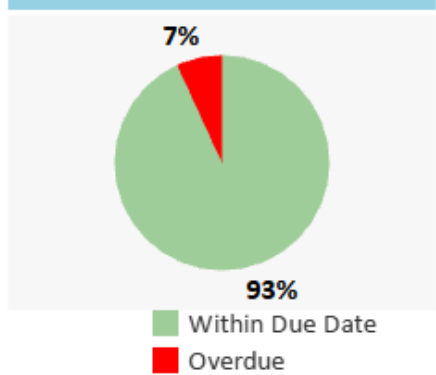


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Compliance to COPFS - Urgent Delivery requests	85-95%	67%	0%	67%
Compliance to COPFS - All delivery requests	85-95%	86%	86%	86%
Compliance to PSoS - Priority 1 delivery requests	75-85%	0%		0%
Compliance to PSoS - Priority 2 delivery requests	75-85%	83%	43%	83%
Compliance to PSoS - Priority 3 delivery requests	65%	76%	73%	76%

Fig 3 OPEN CASEWORK - BY DUE DATE



- Firearms is a low-volume unit therefore compliance can vary due to small data numbers.
- Urgent delivery compliance of 67% for Q1 and 0% for previous Q4 relate to only 3, and 1 cases respectively.
- The majority of casework falls within non-urgent COPFS and PSoS Priority 3 categories where compliance remains high.



Fig 1 DEMAND

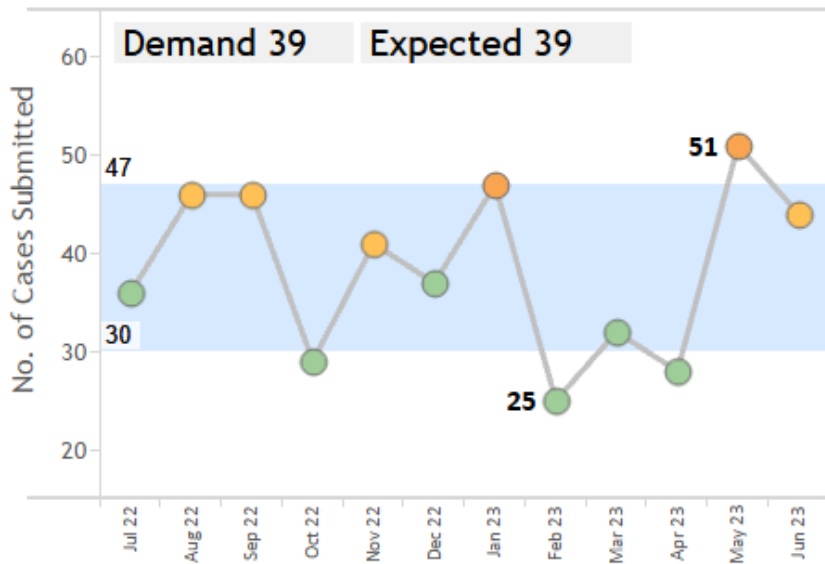


Fig 2 OUTPUT

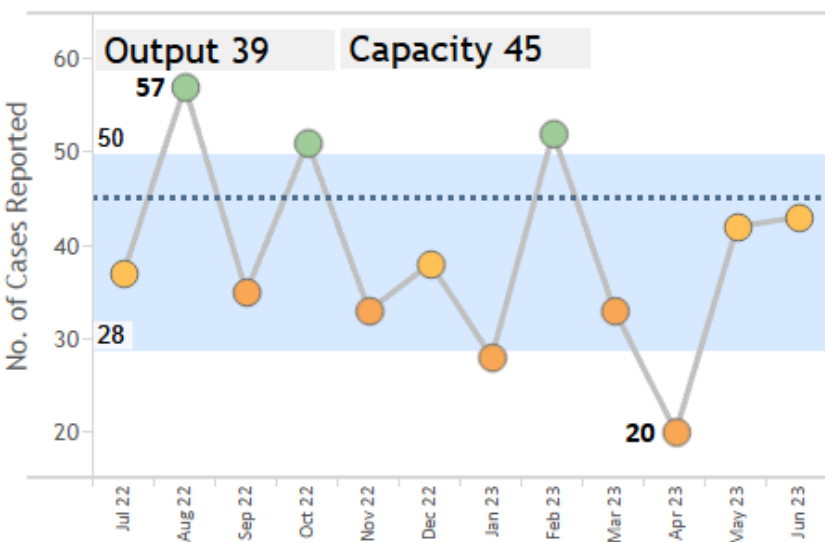
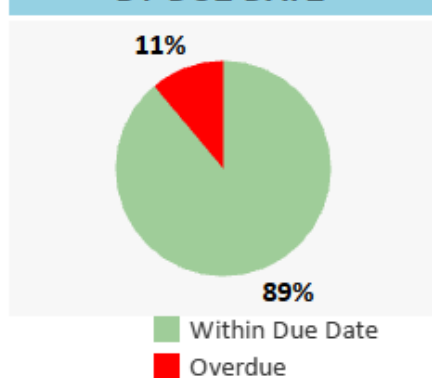


Table 1 MOU DELIVERY

KPI	MOU TARGET	CURRENT Q1 2023-24	PREVIOUS Q4 2022-23	YTD
Compliance to 7 Day Custody Requests from Customer	95% (PSoS submission to lab within 4hrs of request)	100%	100%	100%
Compliance to COPFS - Urgent Delivery requests	85-95%		100%	
Compliance to COPFS - All delivery requests	85-95%	100%	98%	100%
Compliance to PSoS - Priority 1 delivery requests	75-85%	0%		0%
Compliance to PSoS - Priority 2 delivery requests	75-85%	42%	63%	42%
Compliance to PSoS - Priority 3 delivery requests	65%	94%	91%	94%

Fig 3 OPEN CASEWORK - BY DUE DATE



- Chemistry is a low-volume unit therefore compliance can vary due to small data numbers.
- COPFS urgent; PSoS P1 relate to 0 or 1 case per quarter.
- Chemistry are performing below capacity from Q4 to Q1 due to HR and staff resourcing issues, which is being addressed.
- Compliance is high in non-urgent COPFS and PSoS Priority 3 categories where most demand exists, though Priority 2 performance is at a lower level than required.



Fig 1 DEMAND - ALL TOXICOLOGY

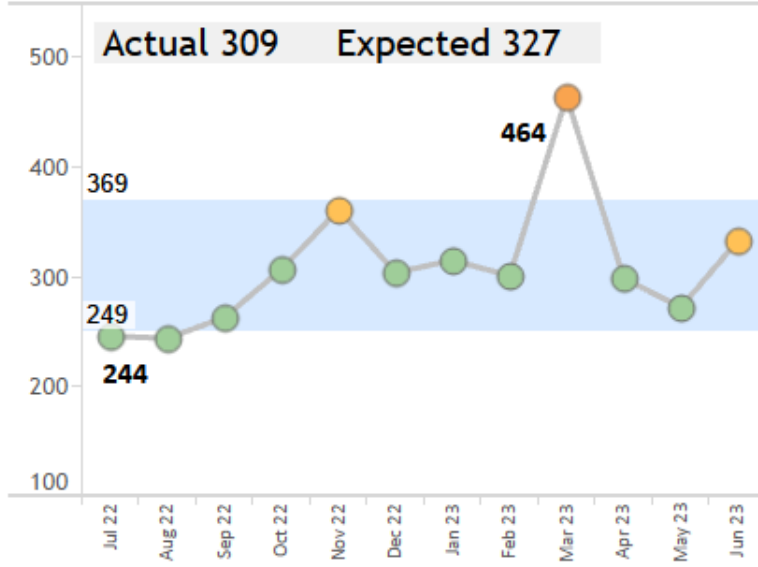


Fig 2 OUTPUT - ALL TOXICOLOGY

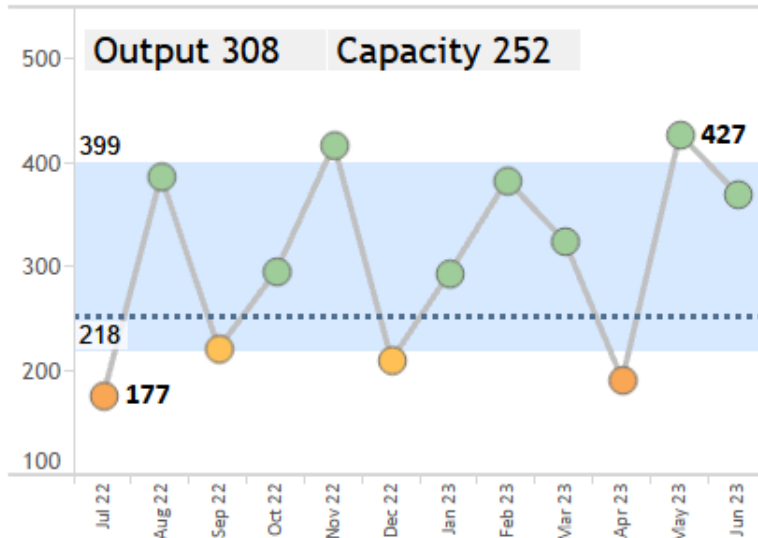
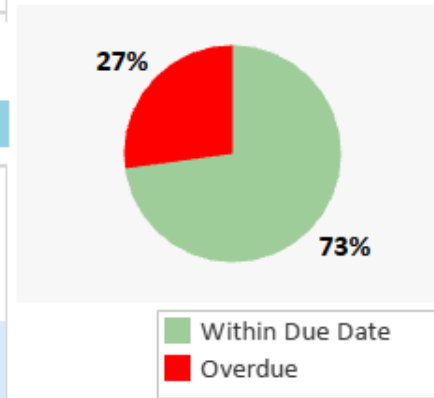


Table 1 MOU DELIVERY

KPI	MOU TARGET	CURRENT Q1 2023-24	PREVIOUS Q4 2022-23	YTD
Compliance to COPFS - All delivery requests	85-95%	26%	37%	26%
Compliance to PSoS - Priority 2 delivery requests	75-85%	0%	100%	0%
Compliance to PSoS - Priority 3 delivery requests	65%	73%	32%	73%

Fig 3 OPEN CASEWORK - BY DUE DATE



- Toxicology demand and output in balance through combination of SPA reporting and ongoing outsourcing provision.
- SPA capacity to scale up by Q4 through recruitment and development work.
- Compliance for Section 5A rising significantly between quarters (+78%); Section 4 pace of improvement has been slower.
- Recovery plan for Section 5 *drink* driving casework (falling within PSoS priority 3) is in order, contributing to the +40% improvement in this category.

Table 2 DRUG DRIVING SERVICE LEVEL AGREEMENTS

KPI	MOU TARGET	CURRENT Q1 2023-24	PREVIOUS Q4 2022-23	YTD
Section 5A Compliance to 90 day turnaround - from Receipt of Case	95%	87%	9%	87%
Section 4 Compliance to 120 day turnaround - from Receipt of Case	95%	44%	10%	44%

Fig 4 OPEN CASEWORK
DRUG DRIVING
- BY DUE DATE



■ Within Due Date
■ Overdue

- Toxicology demand and output in balance through combination of SPA reporting and ongoing outsourcing provision.
- SPA capacity to scale up by Q4 through recruitment and development work.
- Compliance for Section 5A rising significantly between quarters (+78%); Section 4 pace of improvement has been slower.
- Recovery plan for Section 5 *drink* driving casework (falling within PSoS priority 3) is in order, contributing to the +40% improvement in this category.

Post Mortem Toxicology

Fig 1 DEMAND

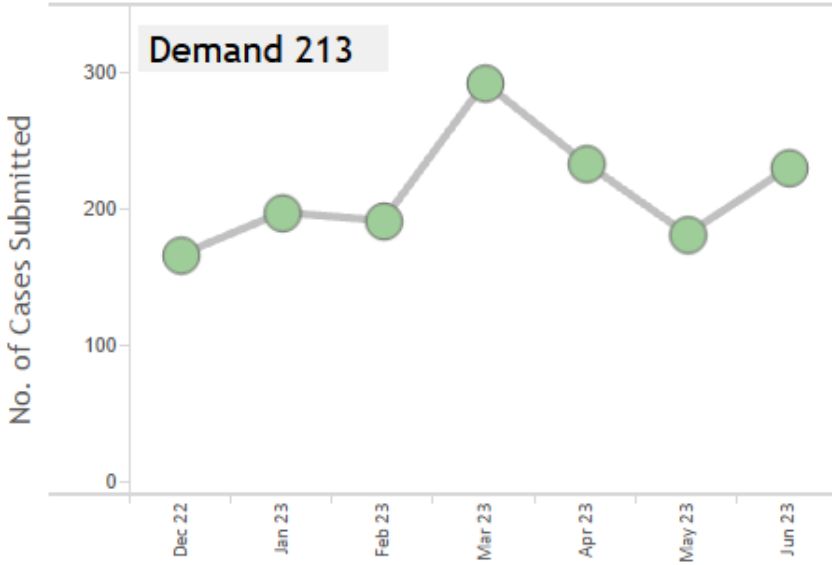


Fig 3 OPEN CASEWORK BY DUE DATE

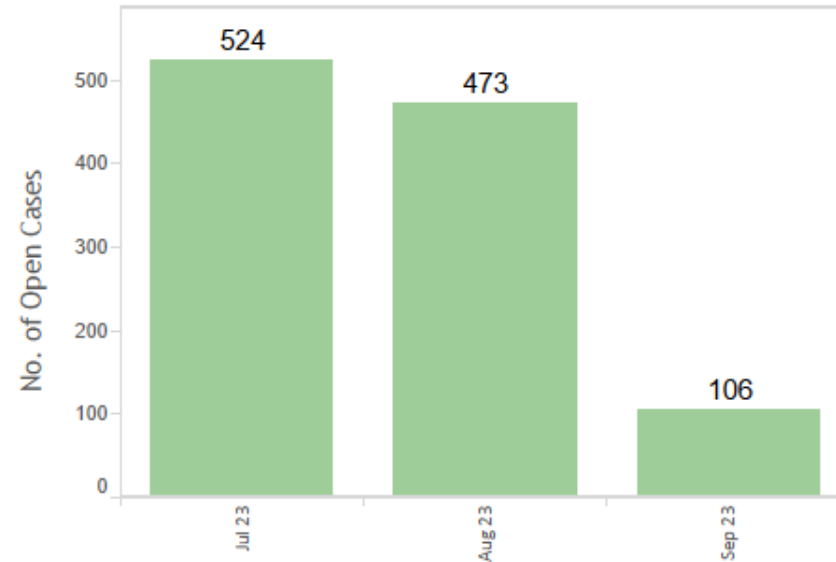


Fig 4 OUTPUT TURNAROUND TIMES

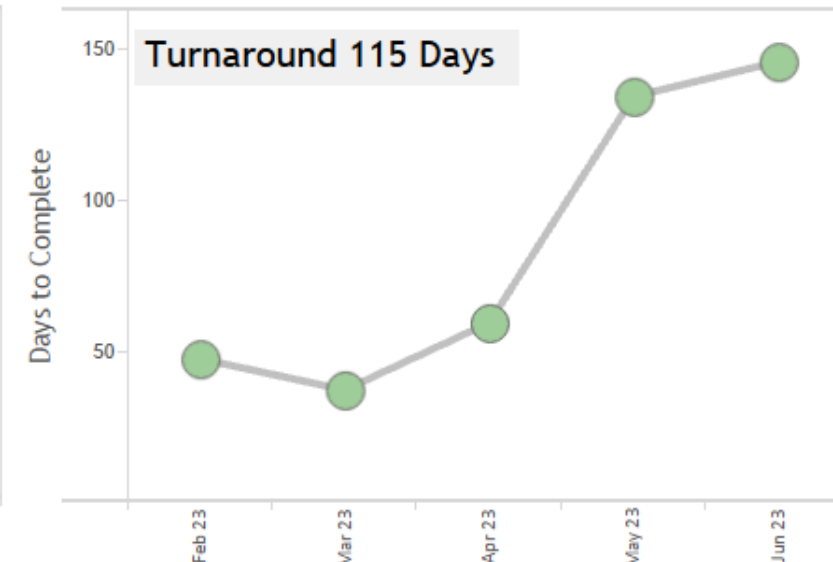
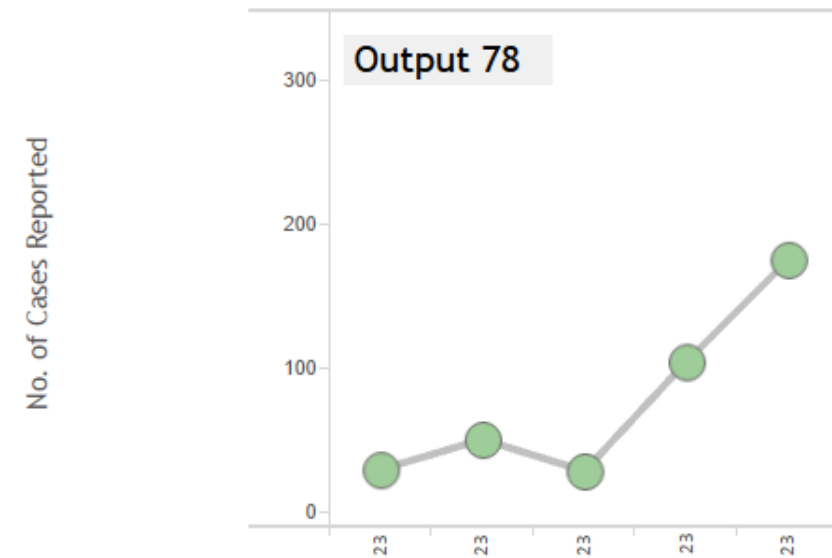


Fig 2 OUTPUT



- The transition to Forensic Services is on track having joined in December 2022 with all scientific methods being validated and signed off
- The data relates only to Forensic Services casework and is still under development.
- Separate outsourcing provision has been in place prior and will continue to run in parallel with Forensic Services until the end of August.
- As Post Mortem Toxicology services enters a business-as-usual state there will be a focus on reducing turnaround times from the current rolling average of 115 days.
- For priority cases submitted from mid July 2023 onwards the turn round time will be less than 28 days as per target
- For non priority cases the target of 35 days will be achieved by mid October 2023

Criminal Justice Samples

Fig 1 CRIMINAL JUSTICE SAMPLES PROCESSED

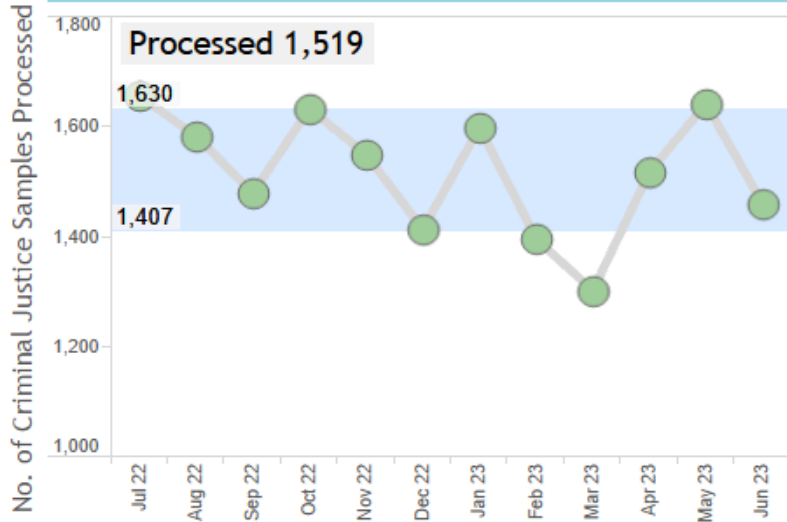


Fig 2 TURNAROUND COMPLIANCE

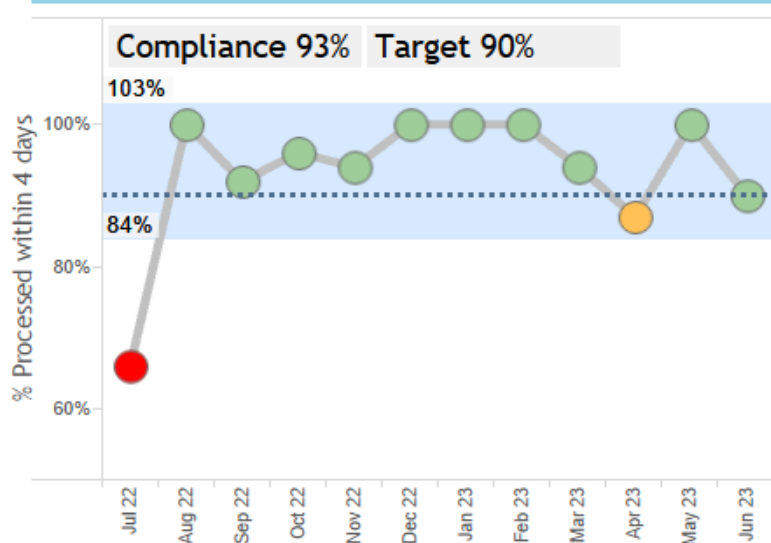


Table 1 MOU DELIVERY

KPI	MOU TARGET	CURRENT Q1 2023-24	PREVIOUS Q4 2022-23	YTD
Compliance to CJ DNA samples completed	Within four days from lab submission	92%	98%	92%

Approximately 3000 reference DNA samples are submitted per quarter to the unit.

Around 2% of these samples are not mouth swab samples.

The top 'other sample' type being muscle/body tissue.

Approximately 500 samples were loaded to the database in Q1 with a 61% overall hit rate against other scenes of crime samples present on the database.

Scene Examination

Fig 1 SCENE EXAMINATION REQUESTS

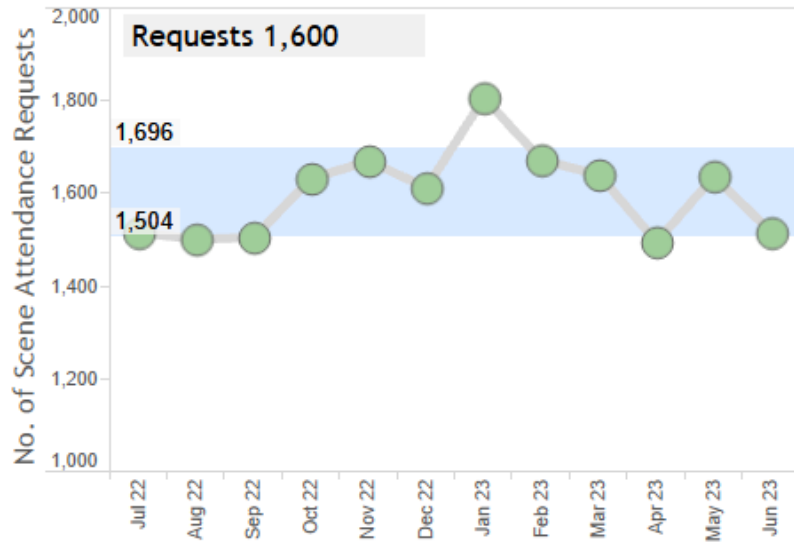


Fig 2 SCENE EXAMINATION ATTENDANCES

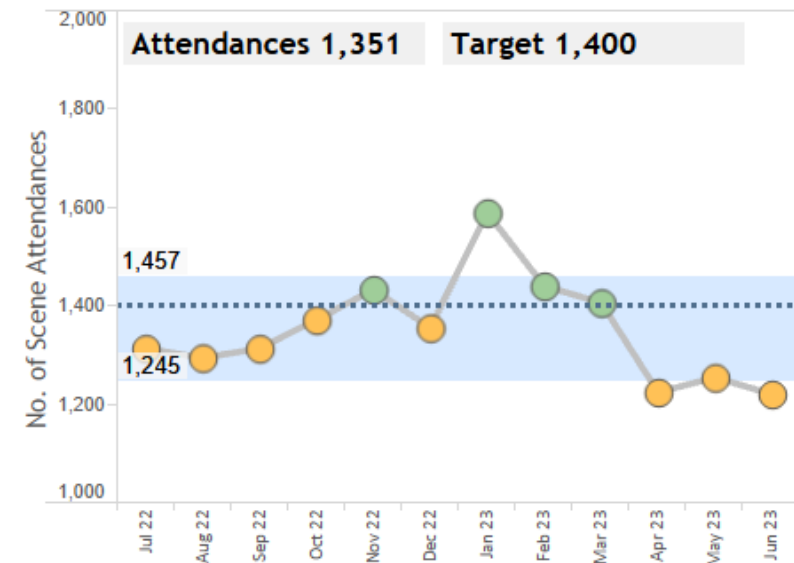
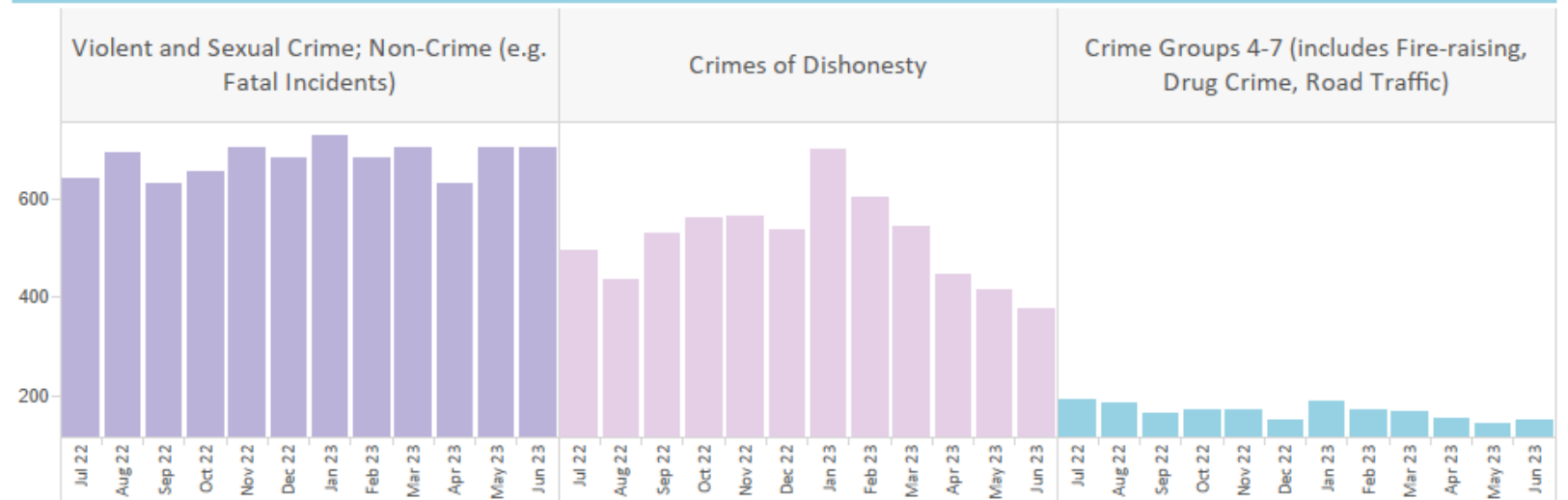


Table 1 MOU DELIVERY

KPI	MOU TARGET	CURRENT Q1 2023-24	PREVIOUS Q4 2022-23	YTD
Compliance to Scenes Attended within 24 hours of request	90%	83%	83%	83%

Fig 3 SCENE EXAMINATIONS BY CRIME TYPE



- The introduction of the tasking unit has seen a reduction in requests/attendances between Q4 and Q1. This has been noted primarily in crimes of dishonesty (Group 3).
- Their transition to the new way of working is in progress resulting in a dip in attendance compliance. This is expected to improve in coming months.
- The request cancellation rate has increased from 13% Q4 to 19% Q1.