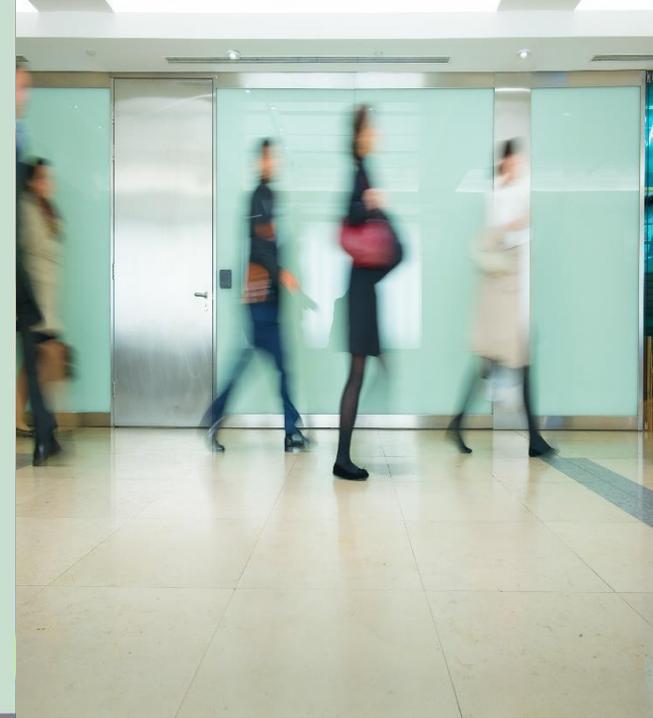
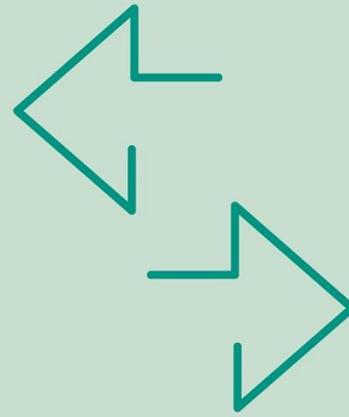


SPA Corporate Performance Report

Q3, 2024-25



SCOTTISH POLICE
AUTHORITY
ÙGH DARRAS POILIS NA H-ALBA

Summary

Corporate Strategy Delivery

Delivery – Delivered 77 per cent against planned activity in quarter three.

23 per cent of planned work in the quarter was re-profiled, reflecting revised timescales/output for these areas of work. 14 per cent of this re-profiled work is expected to be delivered in-year. 9 per cent has been carried over to 2025-26 and will be considered as part of service planning work underway.

The Forward Look summarises where monitoring has identified work planned in quarter four which may need to be re-profiled. Again, this will be considered as part of 2025-26 service planning work underway.

Monitoring shows that 11% work due in quarter 4 was completed ahead of schedule during quarter 3.

Resources

Audit – One Internal Audit plus two HMICS recommendations closed.

Risk – No change from quarter two. All corporate risks within appetite / tolerance.

FOI requests received =31, up 7 from previous quarter. This included 3 reviews – one decision was upheld, one was partially upheld, and one is still in progress. 100 per cent compliance with 20-day response timeline.

SAR requests received =57 (up 9 from previous). This included 53 requests from officers retiring. 98 per cent compliance with 1-month response timeline.

Security Incidents recorded =6 (down 5 from previous). Nil incidents related to SPA Corporate. Nil reporting to ICO required.

People

Staff FTE – Actual =45.82 (Q2=44.80). Overall staff numbers continue to remain lower than budgeted level of 52 FTE.

Mandatory training – A focus for Q4 will be on the completion of mandatory training, information provided during Induction will be clarified to ensure all new starts complete their mandatory training within specified timeframes.

Absence – Both long term and short-term absence had increased by the end of Q3. All historic Return to Work (RTW) conversations were completed during Q3 – future reporting will show number of weeks outstanding for RTW.

Performance

Complaints – continued positive trend with no SPA Corporate related complaints received during Q3.

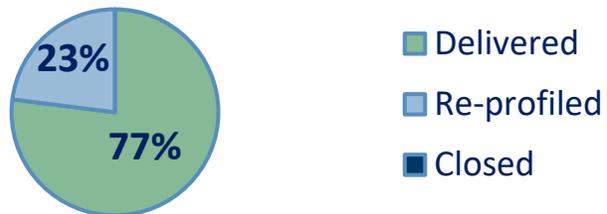
Media Enquiries – reduced to 19 (down 5 on previous). 100 per cent were answered within the requested timeframe.

ICVS – 35 per cent of detainees available at time of visits seen, consistent with previous quarters. Detainee concerns =301 (down 2 on previous). 92 per cent of concerns were resolved at the time of visit (up 15 per cent on previous) – four of the top five types of concern remain unchanged, medical was replaced by food and drink.

Governance Support – 100 per cent of SPA Corporate papers, for public items, were published on time, as per the previous three quarters. Papers submitted on time increased to 71 per cent, from 50 per cent in quarters one and two. Papers circulated on time increased to 86 per cent, from 79 per cent in quarter two. Forensic Services and Police Scotland figures are provided for comparison.

Corporate Strategy delivery

Delivery in Q3 (actual v planned)



Highlights

Comprehensive [review of Corporate Governance Framework](#) delivered ahead of schedule and presented to the Board for approval.

Focus Groups were undertaken to gain qualitative insights into why confidence in policing is lower among some demographic subgroups, and why confidence in the police has fallen among people who were previously confident. [Findings](#) were reported to the Policing Performance Committee in September 2024.

Continued refinement of the oversight of change portfolio. Resources Committee now receive a new and enhanced Change Portfolio Report, and Change Requests are now presented to the Committee as well as End Project Reports. Further refinements will be made as part of continuous improvement activity in 2025-26.

Lead on staff pay negotiations 24-25. Negotiations have now concluded, and an offer accepted.

Scheduled and led committee induction, in conjunction with Committee Chairs, for new Board and Committee members.

Re-profiled work

Review and update of public briefings on Children in Custody and Children and Young People's Contact with Police – re-profiled to Q4 24-25. (COS)

Deliver a regular e-bulletin highlighting the Authority's work for stakeholders and the public – re-profiled to 2025-26 due to External Relations resourcing pressures. (SBM)

Develop policy on social media use for Authority staff – re-profiled to 2025-26 due to External Relations resourcing pressures. (SBM)

Development of engagement strategy – re-profiled to Q4 24-25 due to External Relations resourcing pressures. (SBM)

Work with Police Scotland's Graphics team to update the Authority's corporate branding in line with accessibility requirements; update branding guidelines and associated templates – re-profiled to Q4 24-25 when roll out is anticipated. (SBM)

Summary

23 per cent of planned work was re-profiled, reflecting revised timescales/output for these areas of work.

Of this work, **14 per cent** is expected to be delivered in-year. The Annual Delivery Plan and underlying team plans have been updated to reflect re-profiled work and revised timescales. This will be monitored through team plans and corporate reporting to ELT.

9 per cent has been carried over to 2025-26 and will be considered as part of service planning work underway.

11 per cent of work due in quarter 4 completed ahead of schedule during quarter 3.

Summary continued...

Nil quarter three milestones were closed, i.e. no longer required, superseded or not business critical.

Two milestones were added following a Best Value deep dive into performance. Both are planned to complete in-year.

Forward look to Q4

Refresh the Public Confidence briefing to take account of updated public polling, deep-dive analysis, focus group findings, new SCJS, and learning from the Community Confidence Action Research Project – re-profiled to 2025-26 awaiting publication of the SCJS findings.

Ensure copyright permission for image use; co-ordinate checks for application and annual review of Style Guide; Accessibility and Plain English Guidance – re-profiled to 2025-26 due to External Relations resourcing pressures.

Implement 4Risk – re-profiled to 25-26 due to Police Scotland re-tender for a risk management system. SPA will review implementing when a new contract is in place.

Progress review of operation of Diversity Staff Associations to maximise effectiveness and impact – re-profiled to 2025-26 as additional issues identified.

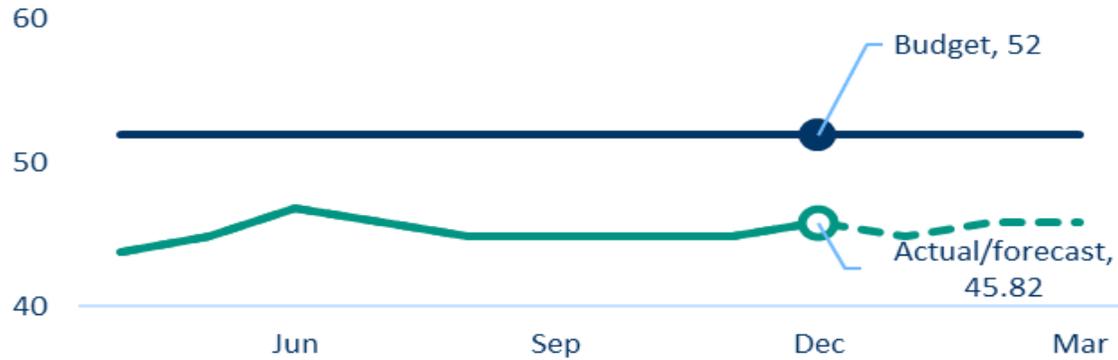
Identify critical roles where single person dependencies and develop succession plans (including but not limited to critical roles) – re-profiled to 2025-26 due to resourcing pressures.

Deliver Information Management roadshows across Forensic Services – re-profiled to conclude in 2025-26 due to resourcing and re-prioritisation.

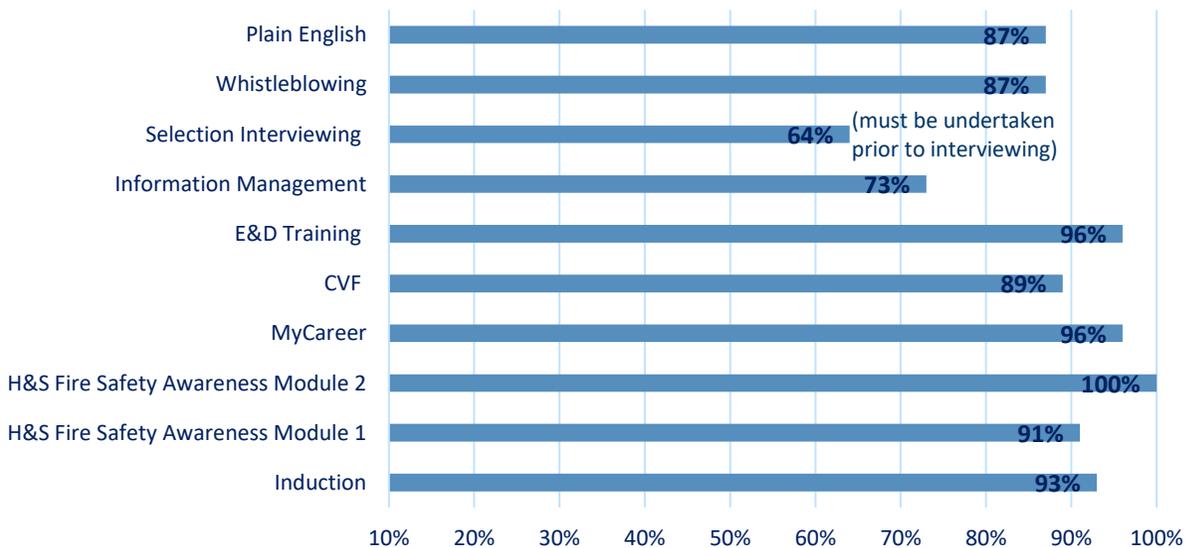
Review of SPA complaints policy & procedure – may need to be re-profiled to 2025-26 due to resourcing pressures.

People

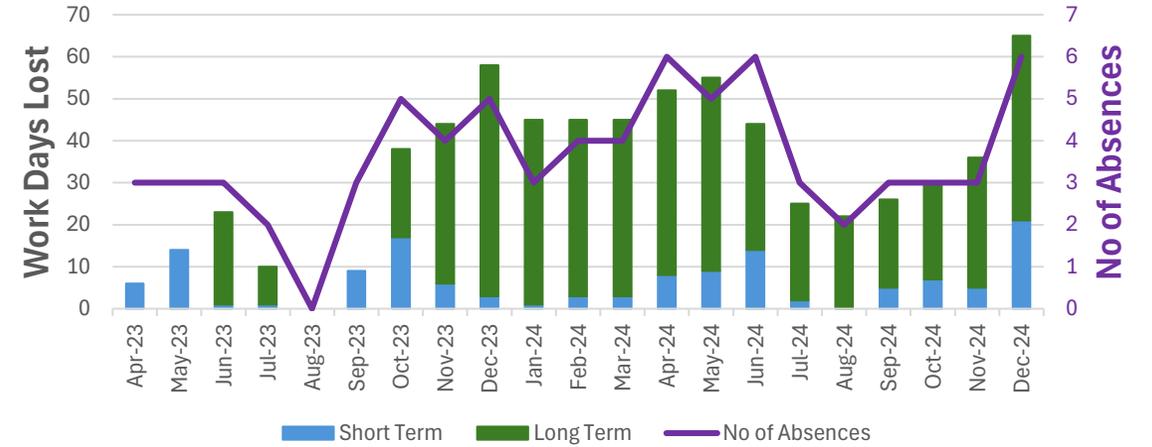
Staff FTE



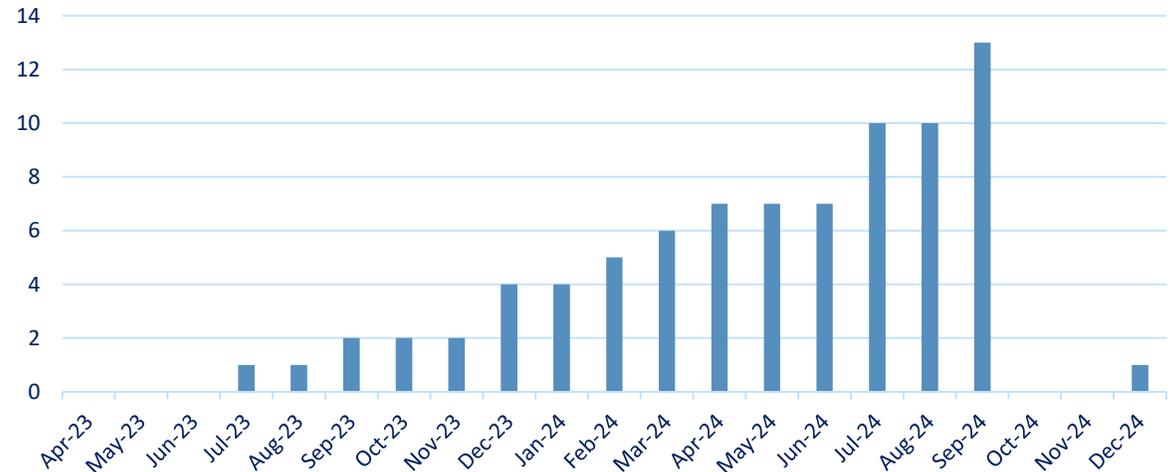
Mandatory training - completion (showing only staff required to complete training)



Absence



Outstanding return to work conversations



Finance, Audit & Risk, IM

Budget

	Full Year			
	Budget	Q3 FC	Var	
	£000	£000	£000	%
Staff	3,766	3,353	413	11.0
Non-pay	2,911	2,738	172	5.9
Income	(1,088)	(1,089)	2	0.2
Total	5,589	5,002	587	10.5

Audit and Risk

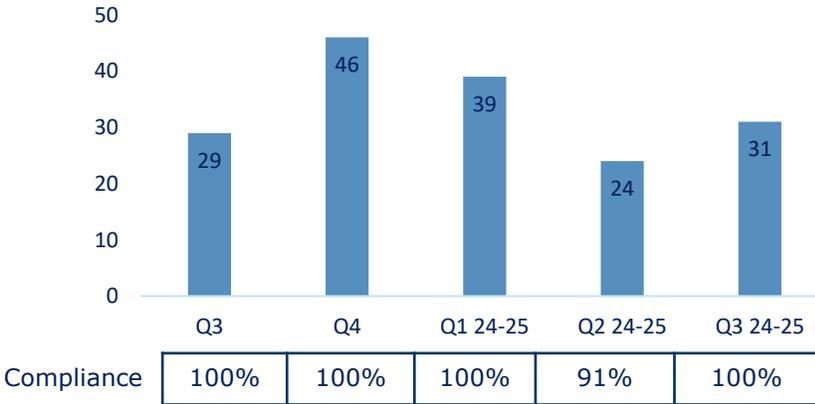
Audit recommendations

Nine new IA and one new HMICS recommendation.
One IA plus two HMICS recommendations closed.

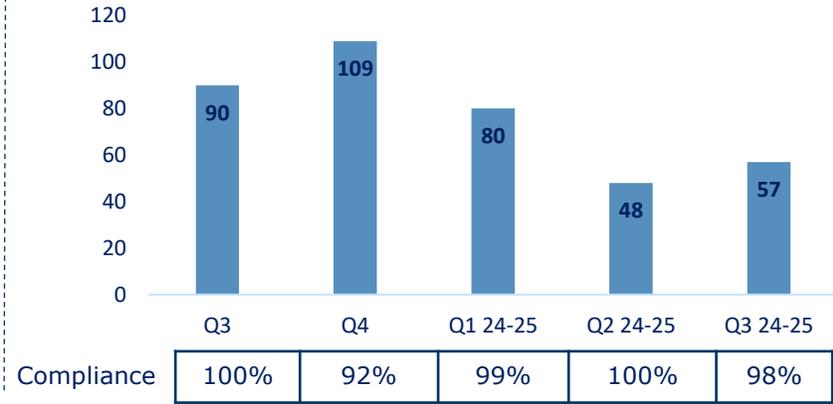


Information Management

FOI received & compliance with 20-day response timeline

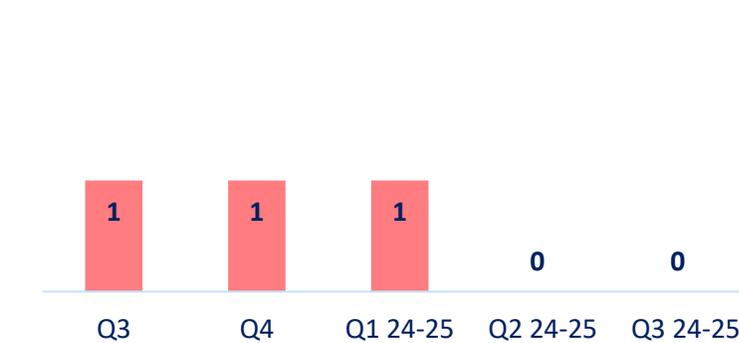


SAR received & compliance with 1-month response timeline

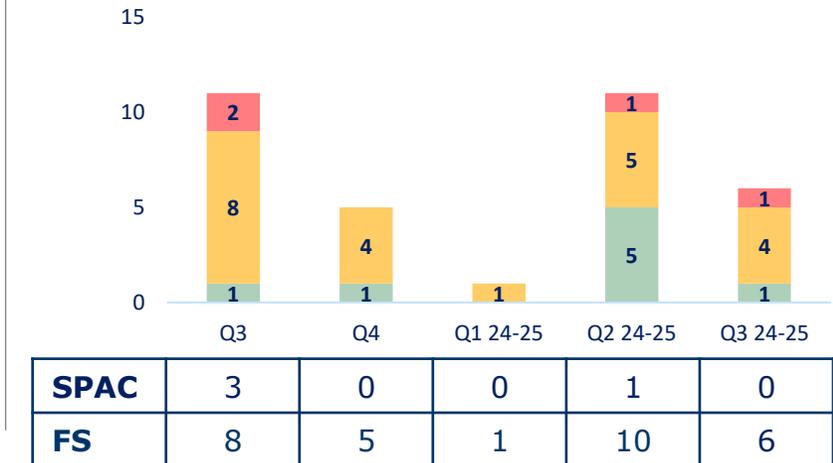


Risks out with appetite / tolerance

All risks currently remain within appetite/tolerance



Security incidents



	Q3	Q4	Q1 24-25	Q2 24-25	Q3 24-25
SPAC	3	0	0	1	0
FS	8	5	1	10	6

Performance

Service Back

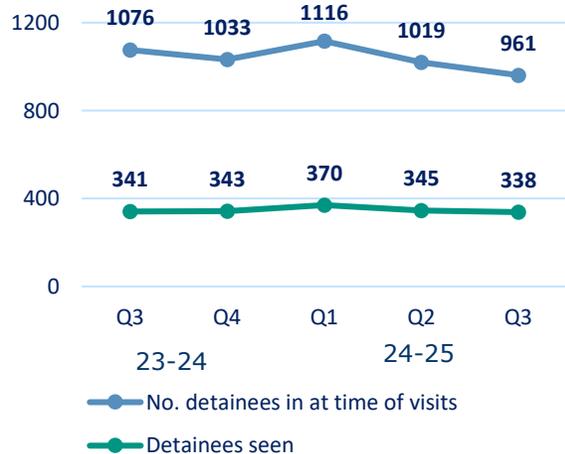
ICT - Flexible and effective response from ICT Business partner / team in relation to software updates impacting on business and members.

Estates, Procurement, and ICT teams actively supporting the planned relocation of SPA Corporate team to Dalmarnock, led and co-ordinated for Police Scotland by the Estates team. Estates and ICT have ongoing regular engagement with SPA Corporate staff to ensure that the new office space, meeting rooms, and ICT are fit for purpose.

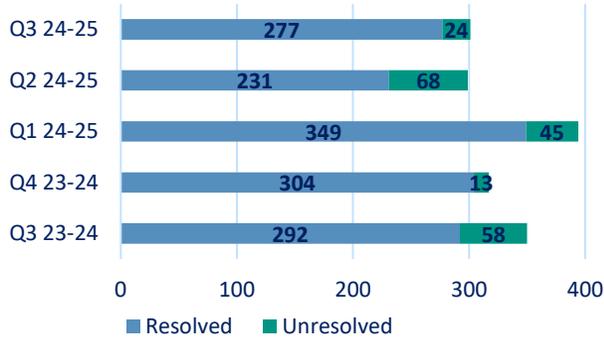
Procurement team are supporting:
Appointment of a new contract for AV provision for the Authority. This process is live, with the closing date for applications 20 January 2025.
New polling provision, which is in tender development stage.

ICVS

Detainees seen



Detainee concerns

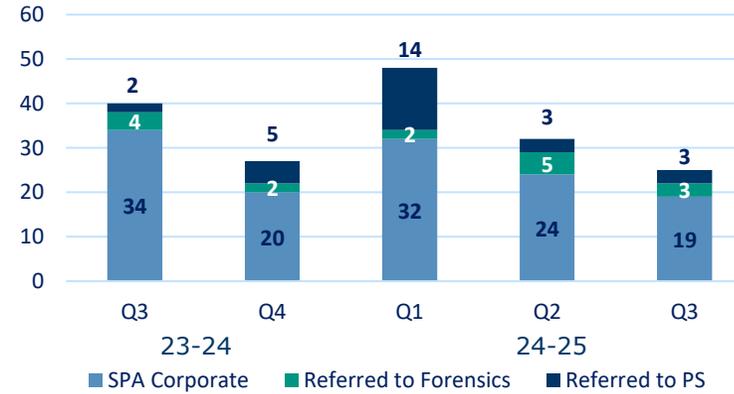


Top 5 concerns

Reading/writing material (43); Named person notified (37); Solicitor update (36); Letter of rights received (29); Food and drink (28)

Service Standards

Media enquiries



Complaints (relating to SPA Corporate)

Q1	0
Q2	0
Q3	0
Q4	

2023-24 = nil
2022-23 = nil

Governance Support

Compliance with Standing Orders – Board/Committee reports on time

