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Complaints and Conduct Committee Public Rolling Action Log

Action No	Action	Action Owner	Status	Expected Date of Completion	Update/Comments
Meeting Held 4 September 2025					
20250409-CCC-001	PS Performance Report: Consider how Organisational Learning can be developed and incorporated into future committee reporting.	Chief Superintendent Helen Harrison	OPEN	November 2025	06.11.25: No update provided. Propose ongoing
20250409-CCC-002	PIRC Report: Provide an update on reflective learning that was identified by PIRC	Chief Superintendent Helen Harrison	OPEN	November 2025	06.11.25: report provided and attached to action log. Proposed for closure
20250409-CCC-003	Complaints Handling Backlog (Operation Glade): Provide members with an offline briefing on the West Midlands presentation.	T/ACC Lynn Ratcliff	OPEN	November 2025	06.11.25: Discussions ongoing to identify suitable date. Propose ongoing
20250409-CCC-004	Complaints Handling Backlog (Operation Glade): Provide members an update on work being done to retain that resource of civilian investigators, given their impact.	T/ACC Lynn Ratcliff	OPEN	November 2025	06.11.25: Verbal update to be provided. Propose ongoing

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20250409 -CCC-005	Complaints Handling Backlog (Operation Glade): Provide data currently within in the report, in tabular format to assist members on how the composition of different areas is changing.	T/ACC Lynn Ratcliff	OPEN	November 2025	06.11.25: Additional data provided in performance report and op glade paper. Proposed for closure
20250409 -CCC-006	PS Vetting Annual Report/HMICS Assurance Review of Vetting – Progress Update: Provide an update to the next meeting around timescales in achieving the vetting application form.	Chief Superintendent Helen Harrison	OPEN	November 2025	06.11.25: Upgrade to Corevet V5 is currently underway and we are currently undergoing User Acceptance Testing which is progressing well. We are working towards a December 2025 go-live date for Version 5. The updates to the Vetting application form are ongoing, however to deliver this requires the Version 5 upgrade to be implemented and established. Proposed for closure
20250409 -CCC-007	PS Vetting Annual Report/HMICS Assurance Review of Vetting – Progress Update: Provide an update on the delay in relation to consultation noted within Recommendation 3 (Police Scotland should introduce a programme so that officers and staff who hold only Recruitment Vetting are re vetted at least every 10 years).	Chief Superintendent Helen Harrison	OPEN	November 2025	06.11.25: A delay has been experienced due to the requirement to replace the existing Force Vetting Manual of Guidance with a Standard Operating Procedure which is subject to full consultation process and becomes a recognised part of the organisational document set. On 30 October 2025, the vetting SMT attended an extra-ordinary meeting of JNCC Policy and Procedures sub-group where further engagement took place a draft shared of the new Police

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					<p>Scotland Vetting and Supplier Vetting Standard Operating Procedure. This document will be the policy foothold to deliver the new 10-year renewals vetting process across the organisation. The proposed SOP will now proceed to 8 weeks of consultation (2 weeks informal to Diversity Associations, followed by 6 weeks mandatory consultation with Staff Associations and Trade Unions).</p> <p>Further updates will be provided in line with usual reporting.</p> <p>Proposed for closure</p>
20250409-CCC-008	The Code of Ethics for Policing in Scotland: Provide clarity for the rationale for the omissions in relation to Duty of Candour compared to what is in the legislation.	Chief Superintendent Helen Harrison	OPEN	November 2025	<p>06.11.25: This is covered this in the CCC paper re COE/PECSS under Section 3.5</p> <p>Proposed for closure</p>
20250409-CCC-009	The Code of Ethics for Policing in Scotland: Provide the final draft of the code is circulated to members ahead of the next committee meeting for consideration.	Chief Superintendent Helen Harrison	OPEN	November 2025	<p>06.11.25: Following consultation responses, further engagement was undertaken with Human rights advisor and further amendments made.</p> <p>The final draft of the Code of Ethics is currently undergoing internal approval.</p> <p>Propose ongoing.</p>

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OFFICIAL

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Meeting Held 5 June 2025					
20250506 -CCC-001	PS Performance: Report back to the committee on key trends and data in relation to the high level of complaints in Dumfries & Galloway and Tayside and how Police Scotland are responding to this.	Chief Superintendent Helen Harrison	OPEN	4 Sept 2025	<p>26.08.25: Verbal update to be provided at the meeting.</p> <p>06.11.25: Continuing to monitor overall volumes.</p> <p>Propose Ongoing</p>
20250506 -CCC-002	PS Performance: Review how Police Scotland can improve performance within Irregularity in Procedure.	T/ACC Lynn Ratcliff	OPEN	4 Sept 2025	<p>26.08.25: Verbal update to be provided at the meeting.</p> <p>06.11.25: Information included in most recent version of the Standard. Other work on going to improve visibility and engagement with divisions focusing on high volume/impact themes.</p> <p>Proposed for closure.</p>
20250506 -CCC-003	PS Performance: Take forward a piece of work that to have a closer look at Front Line Resolution (FLR) to identify how a greater level of success can be achieved, particularly by looking at other sectors out with policing and how they handle complaints to assist Police Scotland to gain a higher level of resolution.	Superintendent James Mann	OPEN	4 Sept 2025	<p>26.08.25: Benchmarking across other organisations is ongoing.</p> <p>06.11.25: Work remains ongoing</p> <p>Propose ongoing.</p>

OFFICIAL

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20250506 -CCC-005	Operation Glade: Take forward an audit in the backlog of complaints, share the Terms of Reference for this audit with members and provide an update to the next committee.	DCC Alan Speirs	OPEN	4 Sept 2025	<p>26.08.25: Audit is ongoing. Update to be provided at a future meeting.</p> <p>06.11.25: Audit has been completed, and Draft final report has been reviewed by stakeholders and responses returned.</p> <p>Propose ongoing.</p>
Meeting Held 27 February 2025					
20252702 - CCC-003	Workplan: Work with Police Scotland colleagues to produce a proposal for Member consideration in respect of the frequency of reports, noting an opportunity to spread reporting over the year and make agendas more focused.	Darren Patterson	ONGOING	<p>5 June 2025</p> <p>Sept 2025</p>	<p>28.05.2025 - SPA officials have met with PS to discuss principles for future reporting, covering both content of standing quarterly/annual reports and scheduling of agreed additional reports. Following receipt of proposals from PS, SPA officials will share with Members seeking agreement to implement.</p> <p>04.09.2025: PS and SPA Officials should discuss a number of thematic reports to understand when these reports can come forward to committee and bring clear dates in relation to the work plan for the next committee meeting.</p> <p>06.11.25: No update provided.</p> <p>Propose ongoing.</p>

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Meeting Held 14 November 2024					
20241411 - CCC-001	Performance: Link in with Policing Together colleagues and report back on the level of investigation in relation to allegation outcomes for discriminatory behaviour. Within this feedback include data linkages (user satisfaction, complaints and protected characteristics) to gain an understanding of what is being recorded, particularly during stop and search and vehicle stops.	Chief Superintendent Helen Harrison	ONGOING	Feb-2025 5 June 2025 Sept 2025	<p>21.02.25: Policing Together progressing dip sample review of relevant investigations. Awaiting feedback and will provide update at next meeting.</p> <p>28.05.25 - Review by Policing Together is still on going.</p> <p>26.08.25: No update provided.</p> <p>06.11.25: Verbal update will be provided at the meeting by CS Harrison.</p> <p>Propose for closure</p>
20241411 - CCC-002	Performance: PSD staff to link in with SPA staff to take forward a dip sampling piece of work in relation to discrimination to ensure an extra level of assurance in this area.	Chief Superintendent Helen Harrison/ Darren Paterson	ONGOING	Feb-2025 5 June 2025 Sept 2025	<p>21.02.25: From Police Scotland – awaiting results of action 1 and will then progress further discussion.</p> <p>28.05.2025 - This action awaits the outcome from 20241411-CCC-001 (above).</p> <p>26.08.25: No update provided.</p> <p>06.11.25: No change to last update</p> <p>Propose ongoing</p>

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