

Meeting	Forensic Services Committee
Date	2 February 2022
Location	MS Teams
Title of Paper	Forensic Services Performance Report
Item number	3
Presented By	Fiona Douglas
Recommendation to Members	For Discussion
Appendix Attached	N/A

PURPOSE

To present Forensic Services Performance Report, Q3 2021/22 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 Business Performance Report is presented for Q3 2021/22.
- 1.2 This report captures activity conducted across SPA Forensic Services. This performance evidence also informs the content of the Authority's quarterly Strategic Police Plan Delivery Review and the Annual Review of Policing 2021/22.
- 1.4 The report demonstrates SPA Forensic Services delivery over the last quarter through the following components:
 - Progress updates on Forensic Service commitments laid out in the annual business plan
 - Qualitative performance data.

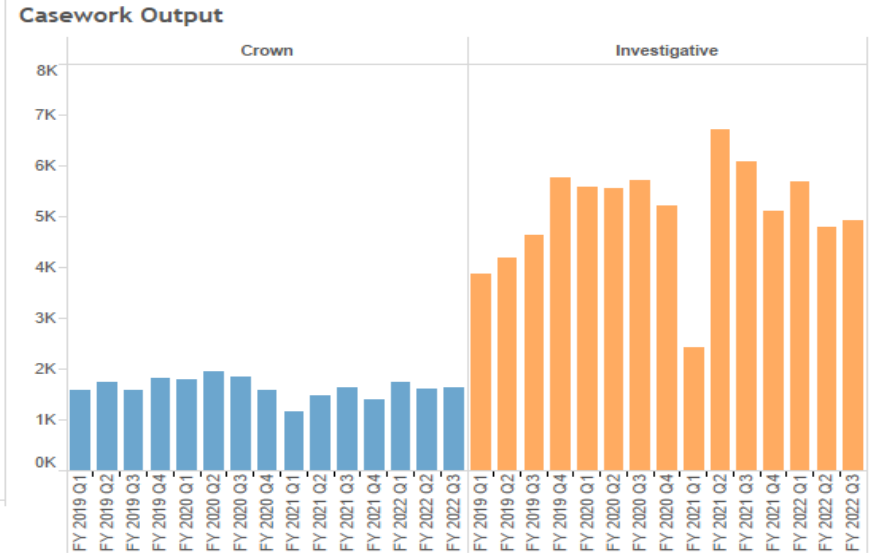
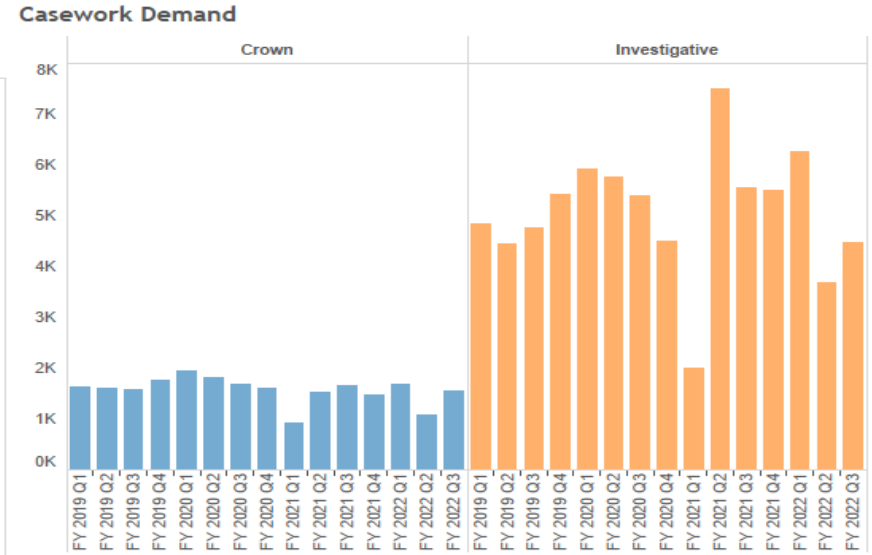
2. EXECUTIVE SUMMARY

- Demand for our forensic services is now better aligned to the capacity that is available across all departments with the exception of Toxicology. The recruitment in Biology in 2018, and the subsequent training of those individuals, has now come to fruition.
- Urgent work and target dates were met on time in this quarter in spite of some challenging circumstances. FS reverted to the previous two-metre distancing arrangements because of the impact of the Omicron COVID variant, there was the usual festive reduced capacity, and also engagement with all staff as part of the consultation process.
- The staff consultation and subsequent meetings/discussions has had some impact on output in certain areas of the organisation, this is expected to stabilise once any counterproposals have been submitted.
- Omicron transmissibility has increased the risk of staff contracting the virus. From Nov-21 to Dec-21 there has been an increase in Covid absence from 0.6% to 3.7% with some areas of the organisation more affected than others. This spike in cases is in line with other business areas.

OFFICIAL

- For the remainder of the financial year case timeliness is an area of focus for all areas of the organisation.
- Forensic Services attended a roundtable discussion on Drinks Spiking on the 8th December 2021. Reports indicate that there has been a reduction in reports of spiking cases since October 21.
- High levels of toxicology demand continues to be a risk for Forensic Services. Work is ongoing to develop proposals for long term sustainable toxicology service, in the meantime some cases continue to be outsourced to support service delivery.
- Key Performance Indicators for Forensic Service delivery are being finalised ahead of the next Financial Year for incorporation into the refreshed Memorandum of Understanding.

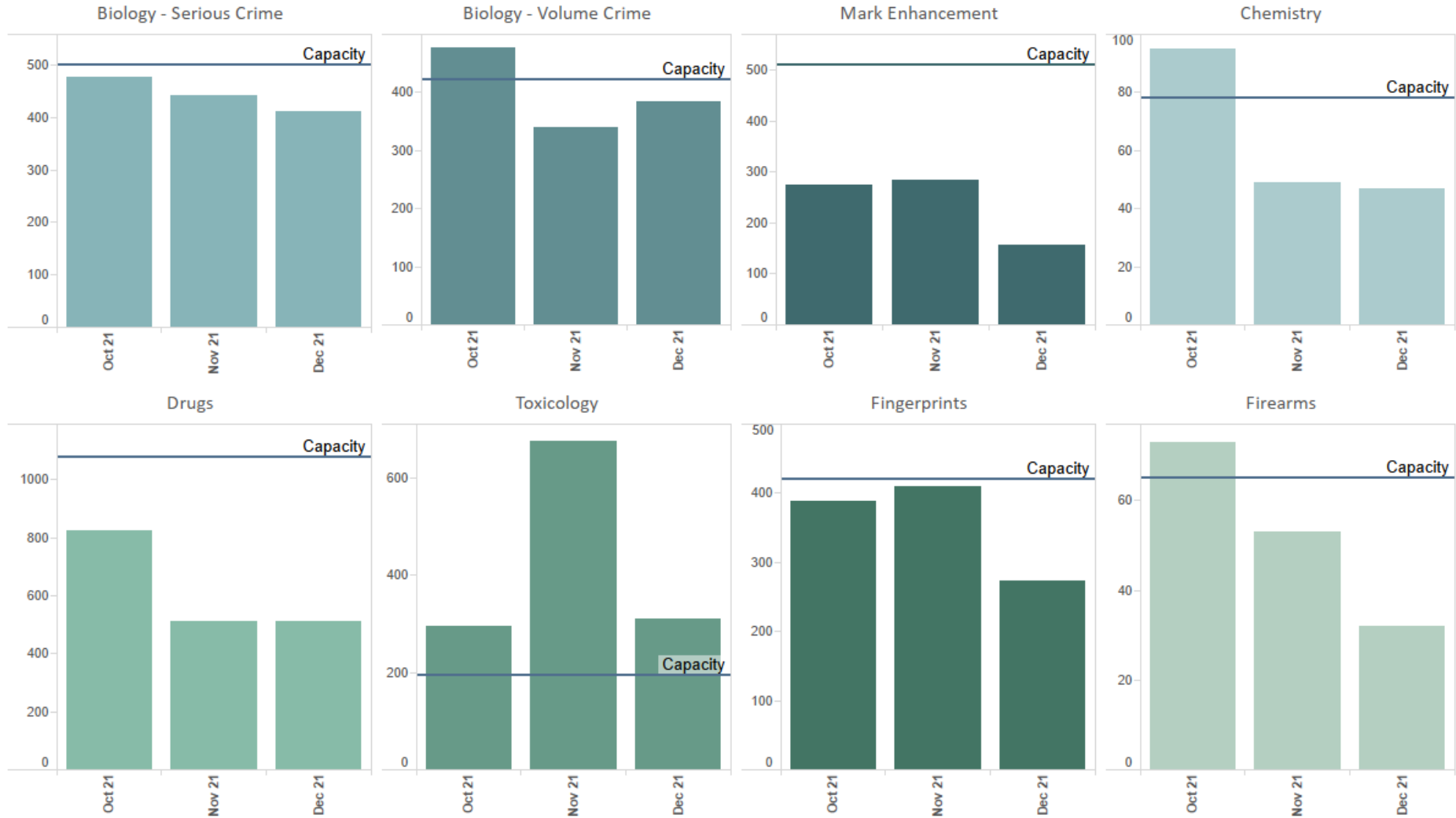
2.1 Forensic Services Overall Position



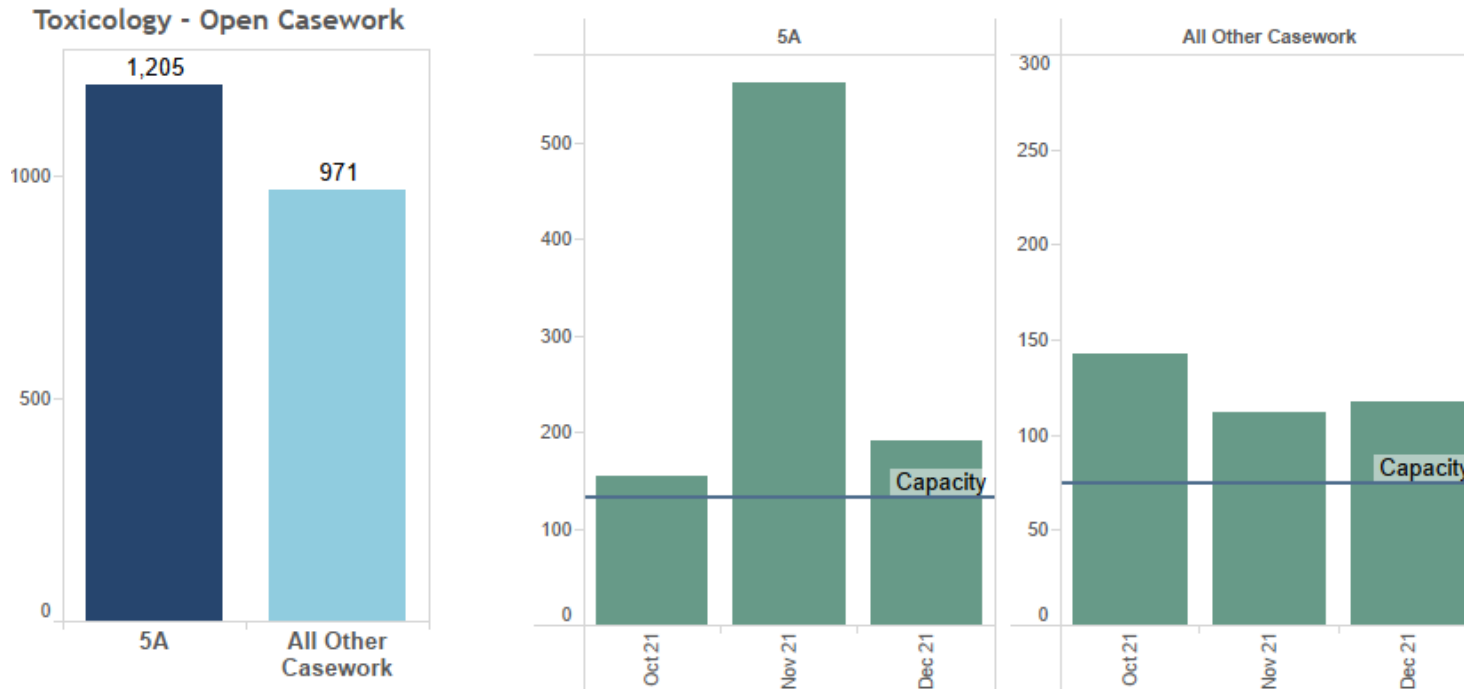
Forensic Services Committee
 Business Performance Q3 Report Cover
 2nd Feb 2022

Forensic Services - Laboratory Capacity

Charts illustrate new requests for casework opened per month



2.2 Forensic Services - Toxicology



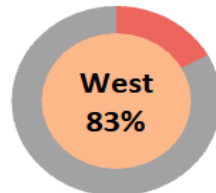
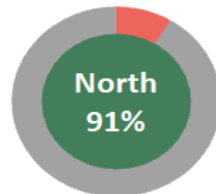
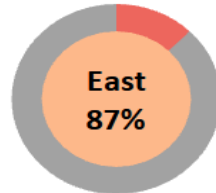
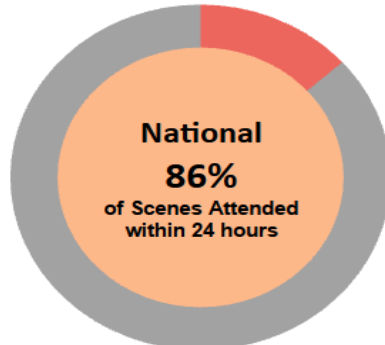
Demand for toxicology services remains significantly above capacity. However, the number of open cases Q2 to Q3 indicated an increase of 1% within the Section 5A work and 21% increase in all other casework.

The November spike of open cases coincides with an increase in Business Support focus adding cases to the management system. The actual submission demand has been stable.

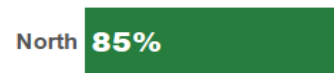
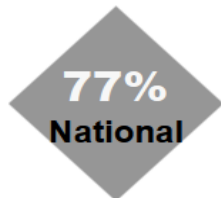
Toxicology demand continues to be a risk area for FS. Tox has spent the past 2-3 months successfully gaining a steady foundation in terms of the Section 4 caseload in order to progress Section 5A service delivery.

Forensic Services - Scene Examination Unit Quarterly Performance Q3 21-22

Timeliness Scenes attended within 24hrs of request



Evidence Recovery Rates
Non-Photographic scenes resulting in an item recovery

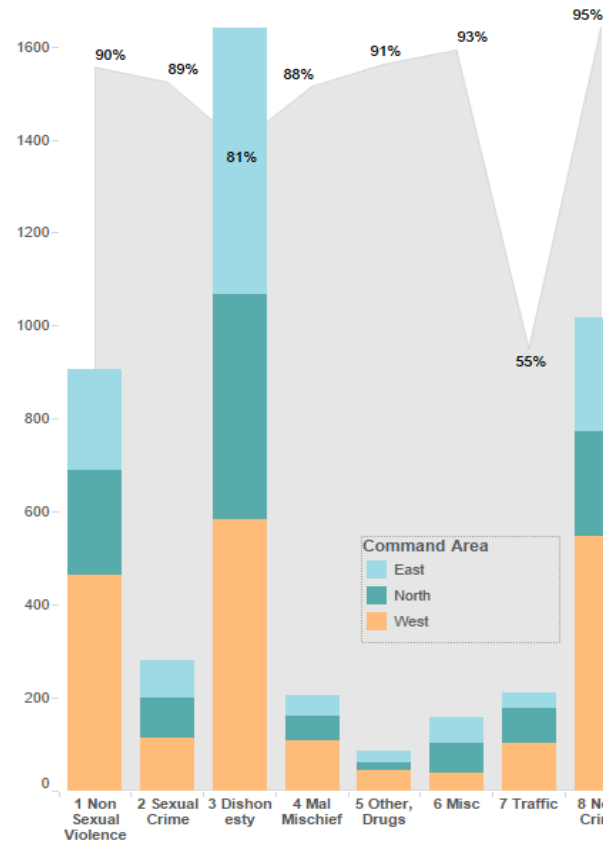


4,438 Scenes Attended This Quarter

4,422 Scenes Attended Q3 previous year

Crime Group

Number of Scenes Attended / % within 24hrs of request



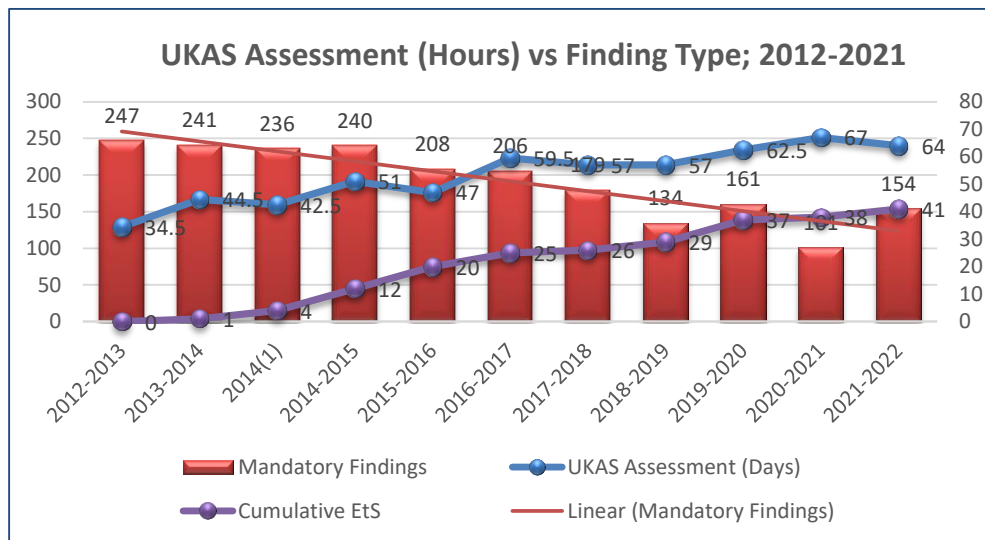
The percentage of scenes attended within 24 hours remains consistently between 86 and 88%.

Once Covid abstractions reduce and new staff are trained it is expected that service delivery will improve to the 90% target.

2.3 Forensic Services – Quality Management System & Accreditation

Summary

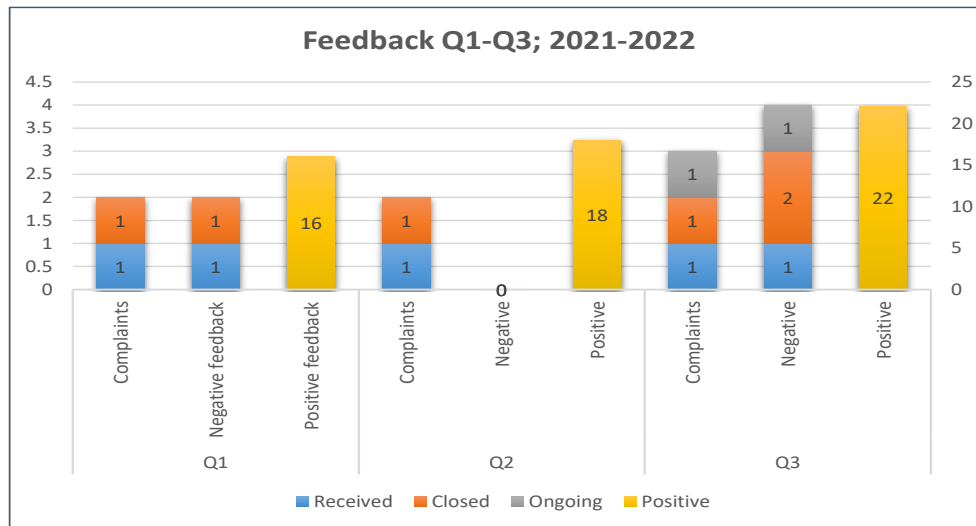
- The annual UKAS accreditation assessment programme ended on Friday 17 Dec 2021, concluding this year’s full re-assessment of the Forensic Services Management System.
- This year there has been 64 days of concurrent UKAS assessment across all 4 Forensic Services laboratory sites, with a further 5.75 days of extension to accredited scope activity.
- Overall FS has seen a reduction in the assessment time required as a result of harmonised processes and procedures as well as achievement of multi-site accreditation in 2018.
- Forensic Services is continuing to support colleagues in the Police Scotland Cyber team in their recruitment of Quality staff to take forward ISO 17025 accreditation.



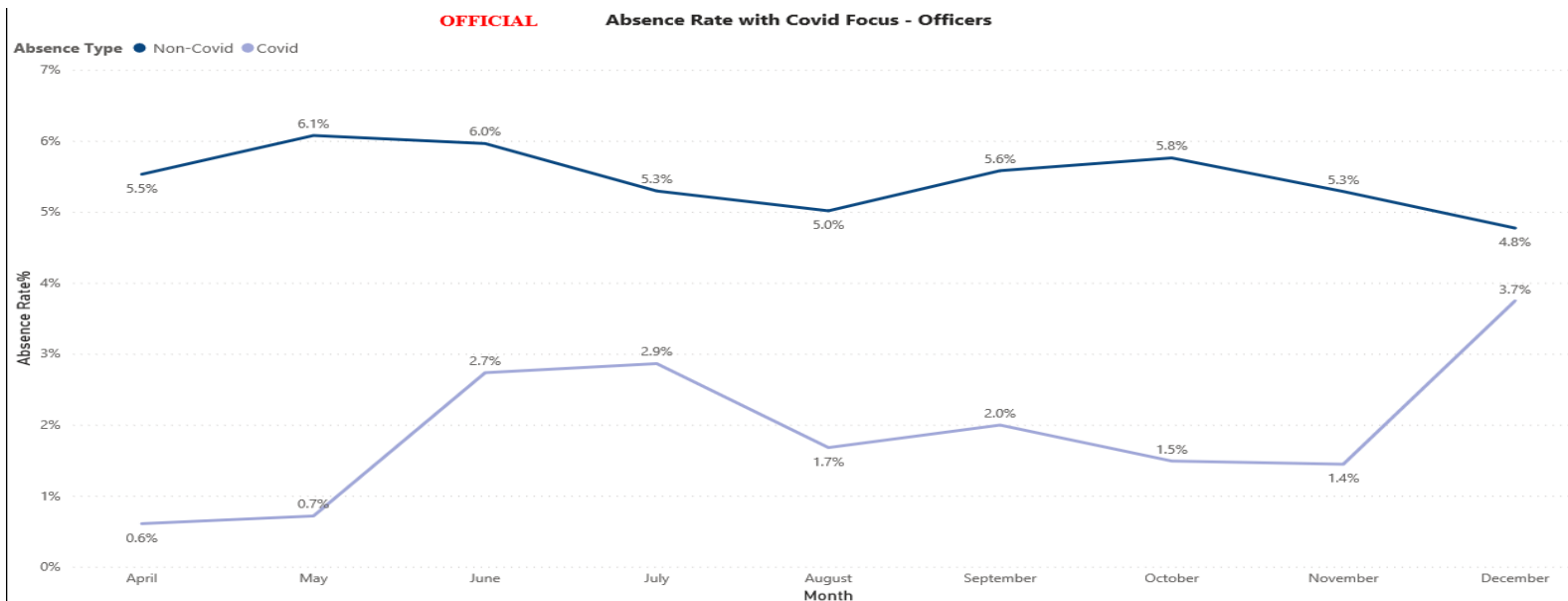
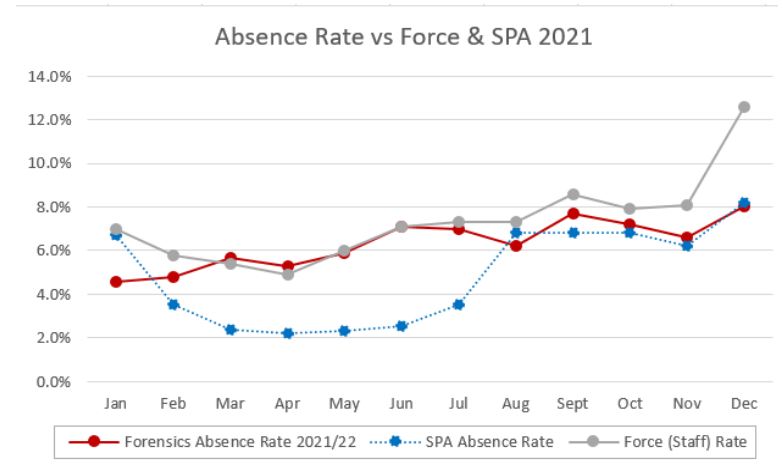
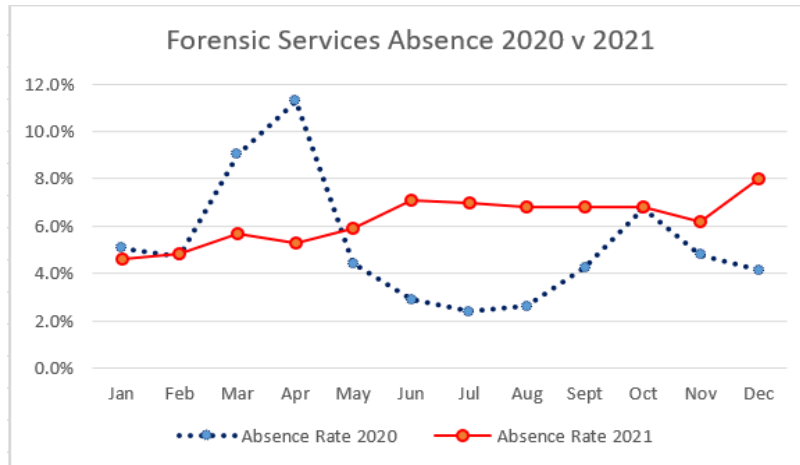
Forensic Services Committee
Business Performance Q3 Report Cover
2nd Feb 2022

Complaints and Feedback

- Complaints and both positive and negative feedback is recorded in compliance with the ISO 17025 Standard.
- The Head of Quality met with SPA Complaints colleagues on 12 Nov 2021 to improve internal reporting procedures.
- The graph below shows the feedback received, investigated and closed during Q1- Q3; 2021-2022.
- None were reportable to the SPA Complaints & Conduct Committee, with all relating to service delivery to COPFS.
- All complaints or negative feedback recorded in the Management System will have corrective and preventive action documented following Standard Operating Procedures.
- Effectiveness of the action taken will be reviewed through the internal audit process and in turn through Management System Review meetings.



2.4 Forensic Services Absence



Forensic Services Committee
Business Performance Q3 Report Cover
2nd Feb 2022

3. FINANCIAL IMPLICATIONS

There are no financial implications in this report.

4. PERSONNEL IMPLICATIONS

There are no personnel implications associated with this paper.

5. LEGAL IMPLICATIONS

There are no legal implications associated with this paper.

6. REPUTATIONAL IMPLICATIONS

There are no reputational implications associated with this paper.

7. SOCIAL IMPLICATIONS

There are no social implications associated with this paper.

8. COMMUNITY IMPACT

There are no community impact implications associated with this paper.

9. EQUALITIES IMPLICATIONS

There are no equality implications associated with this paper.

10. ENVIRONMENT IMPLICATIONS

There are no environmental implications associated with this paper.

Recommendations

Members are asked to note the information in this report.