

Statistical Update – Q3

1 October 2021 to 31 December 2021



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PIRC CHR Applications

Applications

	Number of Applications		
	Q3 2021/22	Q2 2021/22	Q1 2021/22
Applications Received	67	74	53

Key points:

- We have received 67 applications requesting a complaint handling review during Q3 2021/22. This represents an approx. 26% increase in comparison to Q1 2021/22 and an approx. 10% decrease in comparison to Q2 2021/22;
- YTD, we have received 194 applications for complaint handling review between 1 April and 31 December 2021. This represents an approx. 5% increase in comparison to the number of applications received for the same time period in 2020/21¹ and an approx. 8% decrease in comparison to the number of applications received for the same time period in 2019/20². (i.e. pre-COVID).

Timescales

Initial Case-Papers:

- Police Scotland aim to provide complaint case papers within 14 days;
- During Q3, of the 65 sets of case papers received by the PIRC, the average time spent waiting on the case papers is **14 days**. This is an increase on the 10 day average wait in Q2 and the 13 day average wait for case papers received during Q1;
- **During Q3, Police Scotland met the 14 day timescale in 68% of all case papers requested;**

¹ Between 1 April 2020 and 31 December 2020, the PIRC received 185 applications for a CHR. YTD, we've received 194 applications, which equates to an increase of 4.9%.

² Between 1 April 2019 and 30 December 2019, 210 applications requesting a CHR were received. This represents a decrease of 7.6% between the number of applications received in 2021/22 in comparison to the same time period in 2019/20.



- For cases in which Police Scotland were unable to provide the PIRC the case papers within 14 days during Q3, the average wait was approx. **27 days**³.

Information Requests during Review:

- For CHRs that were concluded during Q3, the average time spent waiting for information while the review was ongoing was **38 days**⁴. This represents an **increase** of approx. **5 days** in comparison to the average waiting time during Q2 and an increase of **15 days** in comparison the average waiting time during Q1⁵;
- In **11 cases** during Q3 (or approx. 31% of all CHRs concluded⁶), the time spent waiting on information from Police Scotland to enable the review to proceed was in excess of **50 days or more**, whereby the average waiting time for information was **95 days**.

On average, the time spent waiting on information for each application we progress during Q3 is as follows:

- Initial receipt of papers: 14 days
- Information awaited during review: 38 days
- Total time: **52 days or 1.7 months**

Of note is that the timescales for Q3 were impacted due to COP26 commitments, whereby an agreement was reached between PIRC and PSD that the initial request for case papers would be paused and the outstanding information requests would not be pursued until the conclusion of COP 26.

Year to date (YTD)⁷, the average time spent waiting on information for each application we progress is currently as follows:

- Initial receipt of papers: 12 days
- Information awaited during review: 32 days

³ Figure based on CHR's that have concluded during 1 October and 31 December 2021.

⁴ Figures based on CHR's that have concluded during 1 October and 31 December 2021.

⁵ During Q1, the average time spent waiting on information whilst the review was ongoing for CHRs that were concluded between 1 April 2021 and 30 June 2021 (inc) was 23.5 days.

⁶ Of the 35 CHRs that were concluded during 1 October and 31 December 2021, 11 of them were delayed by more than 50 days waiting on information from Police

⁷ 1 April 2021 to 31 December 2021 (inc)



- Total time: **44 days or 1.5 months**

Previous YTD's

	2021/22 (YTD)	2020/21	2019/20
Initial receipt of papers	12 days	10 days	14 days
Information awaited during review	32 days	37 days	35 days
Total Time	44 days or 1.5 months	47 days or 1.6 months	49 days or 1.6 months

CHR Reports

Cases Completed - National⁸

	Q3 2021/22	Q2 2021/22	Q1 2021/22
No. of Cases	36	55	70
HoC Reviewed	161	224	260
Average HoC	4.5	4.1	4.0

Key points:

- There have been 36 CHR's completed during Q3;
- While there has been a decrease in the number of CHR's completed YTD 2021/22 in comparison to the same time period in 2020/21, there has been an approx. 8% increase in the number of individual complaints reviewed.

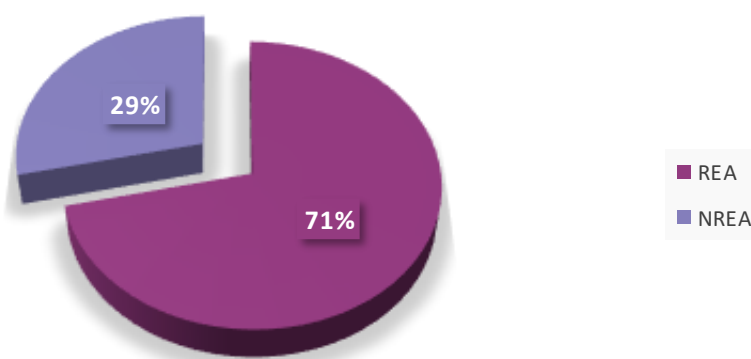
⁸ Refers to cases for which CHR's have been concluded during time-period 1 April 2021 to 30 June 2021 (Q1); 1 July to 30 September 2021 (Q2); and 1 October to 31 December 2021 (Q3). Furthermore, the figures reported relate to CHR's that have been completed. There may be occasions when PIRC require to hold off issuing the CHR report until confirmation has been sought from COPFS that the issuing of the CHR will not prejudice any ongoing criminal proceedings.



Outcome

Reasonable vs Not Reasonable National – Q3⁹

161 COMPLAINTS REVIEWED



Key points:

- During Q3, 71% of all complaints reviewed by the PIRC have been handled by Police Scotland to a reasonable standard¹⁰;
- This is an improvement on the national % of complaints reasonably handled for Q2 (68%) and Q1 (66%);
- Q3 2021/2022 Regional Breakdown:
 - PSD East – 79% REA
 - PSD North – 63% REA
 - PSD West – 65% REA
- YTD 2021/2022:
 - National – 68% REA
 - PSD East – 76% REA
 - PSD North – 69% REA
 - PSD West – 62% REA
- YTD 2020/21 – National – 71% REA
- YTD 2019/20 – National – 59% REA

⁹ Based on CHR's that have been completed. Please refer to footnote 8.

¹⁰ CHR's completed between 1 October 2021 and 31 December 2021 (inc)

CHR Disposal - National YTD

			Q3 2021/22	Q2 2021/22	Q1 2021/2022
Reconsideration Supervised	Direction	–	0	0	0
Reconsideration Unsupervised	Direction	-	2	3	7
Recommendations			48	78	94
Learning Points			27	29	34

Key points:

- There has been a decrease in the number of reconsideration directions, recommendations, and learning points issued during Q3 2021/22 in comparison to Q2 and Q1 2021/22;
- During Q3, Reconsideration Directions account for approx. 4% of all individual heads of complaint that have not been reasonably handled¹¹;
- Implementation Rates – (YTD)¹²:
 - Reconsideration Direction – Unsupervised 25%
 - Recommendations 55%
 - Recommendations Rejected 0%
 - Learning Points 67%
- Outcomes implemented within 56 days – (YTD)¹³:
 - Reconsideration Direction – unsupervised 0%
 - Recommendations 22%
 - Learning Points 26%

¹¹ Of the 46 individual heads of complaint that have not been reasonably handled during Q3, 2 resulted in unsupervised Reconsideration Directions being issued. This equates to 4.3%

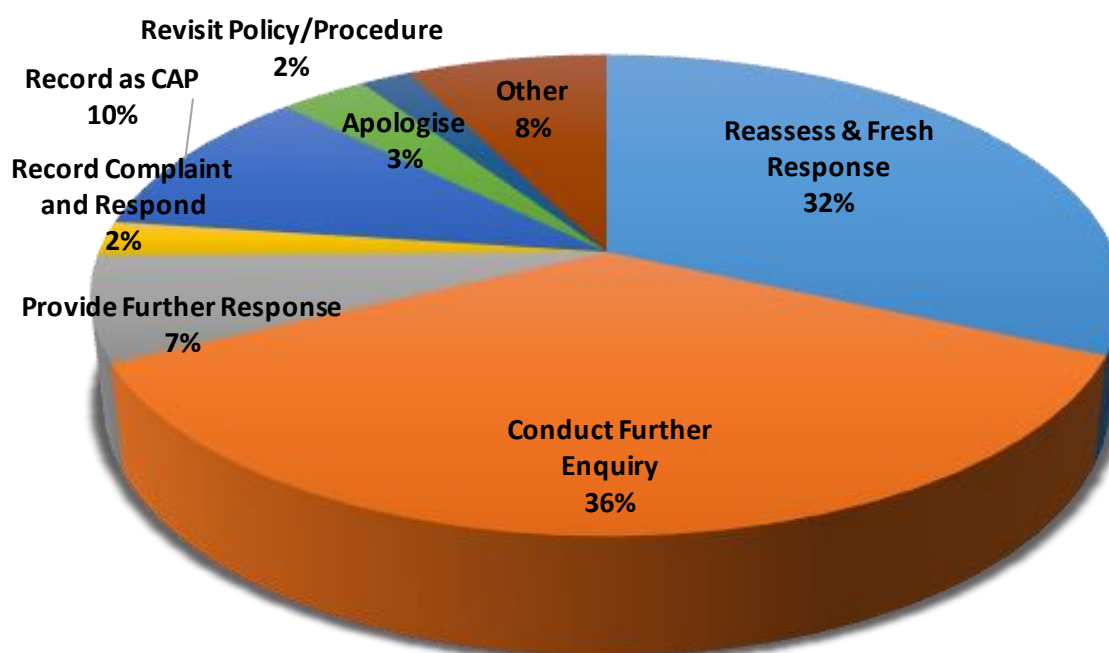
¹² Cognisance has to be given to fact that Police Scotland are afforded 56 days in which to implement outcomes arising from CHR's.

¹³ Figure relates to cases whereby recon direction/recommendation/LP has been implemented within the 56-day timescale that has been set by PIRC. No reconsideration directions have been implemented within 56 days; of the 212 recommendations that have been issued during YTD, 46 were implemented within 56 days; and of the 87 LPs that have been issued during YTD, 23 have been implemented within 56 days.



Recommendations Made – YTD¹⁴

Police Scotland



Key points:

- 36% of the recommendations that have been issued to Police Scotland YTD relates to insufficient enquiry having been carried out into the complaint;
- 39% of the recommendations arise from the quality of the final response letters that Police Scotland send to complainers; and
- 12% of recommendations relate to the manner in which Police Scotland has recorded individual complaints.

¹⁴ 1 April 2021 to 31 December 2021.