



Meeting	Forensic Services Committee
Date	07 Aug 2025
Location	Webex
Title of Paper	Forensic Services Customer Survey Update
Presented By	Craig Donnachie, Head of Quality & Assurance
Recommendation to Members	For Discussion
Appendix Attached	No

PURPOSE

To present the results of Forensic Services Customer Survey 2025 for Committee consideration.

1. BACKGROUND

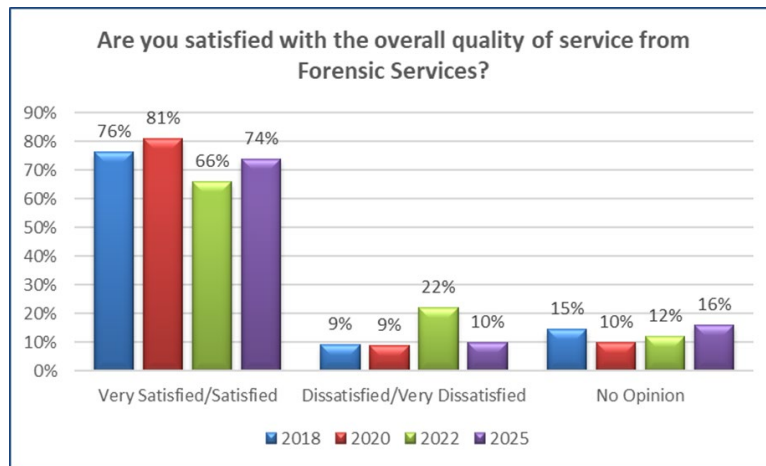
- 1.1 ISO Standard 17025: 2017 clause 8.6.2 requires the laboratory to seek feedback, both positive and negative, from its customers. The feedback that Forensic Services receives, including any complaints, is reported internally and to the SPA FS Committee.
- 1.2 The feedback received is analysed and used to improve the management system, laboratory activities and customer service through corrective and preventive actions. This ensures customer led continuous improvement.
- 1.3 Examples of the sources of feedback also include customer satisfaction surveys through application of Forensic Services Standard Operating Procedure FS-QUA-0007 – Customer Service and Feedback.
- 1.4 The Forensic Services customer survey is conducted approximately every 24 months using an online survey platform with a question set designed to provide comparable feedback on the services provided to Police Scotland, COPFS and PIRC.
- 1.5 The response from the Customer Survey is discussed by the FS SMT and action plans documented by the Heads of Function to address any relevant issues raised. Where practicable, the action plan will feed directly into the Forensic Services planning process.

2. FURTHER DETAIL ON REPORT TOPIC

- 2.1 The 2025 survey ran from 01/05/2025 to 31/05/2025 and was sent to colleagues in Police Scotland, COPFS & PIRC, with support in place to further disseminate the survey throughout their organisations.
- 2.2 140 responses were received by the end of May 2025, with 91% provided by Police Scotland, 9% by COPFS and nil response from PIRC.
- 2.3 Police Scotland provided feedback from most Divisions, in particular G-division (Greater Glasgow), A-division (North East) as well as E-division (Edinburgh) and N-division (Highlands & Islands).
- 2.4 Similarly, COPFS provided feedback from most Local Court areas including Grampian, Highlands & Islands, the National High Court Function, North Strathclyde and Specialist Casework Unit.

3. SELECTED HIGHLIGHTS FROM THE FEEDBACK

- 3.1 62% of respondents were satisfied or very satisfied with the response time from requesting scene attendance and / or deployment of forensic staff to Crime Group 1 or 2 crimes with only 16% reporting being dissatisfied or very dissatisfied.
- 3.2 However, for Crime Group 3-7 crimes and non-crime, 36% of respondents were satisfied or very satisfied with 24% being dissatisfied or very dissatisfied. 40% of respondents stated they were neither satisfied or dissatisfied.
- 3.3 The dissatisfaction for group 3-7 crimes and non-crime reflects the legacy feedback which led to the change to the Forensic Services operating model over the last few years. It effectively demonstrates that due to limited investment it has not been possible to achieve the full benefits from the agreed business case.
- 3.4 82% of respondents were satisfied or very satisfied with the activities performed at the scene by Scene Examiners.
- 3.5 The feedback on the timeliness of availability of results from the laboratory was not positive with only 37% of respondents stating they were satisfied or very satisfied. 36% reported being dissatisfied or very dissatisfied with the remaining 26% being neither.
- 3.6 Customers fed back that the content of the Forensic Services report was very positive with 76% of respondents noting they were satisfied or very satisfied.
- 3.7 Crucially, 93% of respondents felt it was very important or important that Forensic Services work is performed to a recognised International Quality Standard and third-party assessed to provide independent assurance of quality and accreditation standards.
- 3.8 Overall, 76% were satisfied or very satisfied with the range of services provided by Forensic Services, and 74% with the overall quality of service.



- 3.9 The feedback received is consistent with previous years but highlights the requirement for further focus on the effective implementation of the Forensic Services Operating Model as agreed through the business case in 2021. Further investment will allow the full benefits of the model to deliver improvements in Group 3-7 crimes where respondents were most dissatisfied with the service provided, as well as improving on timeliness of laboratory results.
- 3.10 The results of this Customer Survey have been provided to the FS SMT for necessary action and to address the areas requiring improvement.
- 3.11 The Customer Survey is next scheduled to be issued in Q1; 2027-2028.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications in this report.

5. PERSONNEL IMPLICATIONS

- 5.1 There are no personnel implications in this report.

6. LEGAL IMPLICATIONS

- 6.1 There are no legal implications in this report.

7. REPUTATIONAL IMPLICATIONS

- 7.1 There are no reputational implications in this report.

8. SOCIAL IMPLICATIONS

8.1 There are no social implications in this report.

9. COMMUNITY IMPACT

9.1 There are no community implications in this report.

10. EQUALITIES IMPLICATIONS

10.1 There are no equality implications in this report.

11. ENVIRONMENT IMPLICATIONS

11.1 There are no environmental implications in this report.

RECOMMENDATIONS

Members are invited to discuss the information provided in this report