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AUTHORITY
ÙGH DARRAS POILIS NA H-ALBA

Complaints and Conduct Committee Public Rolling Action Log

Action No	Action	Action Owner	Status	Expected Date of Completion	Actual Date of Closure	Update/Comments
MEETING HELD 1 MARCH 2023						
20230301 - CCC- 001	PS Professional Standards Quarterly Performance Report: Bring forward a substantive report in relation to Police Scotland Organisational Learning.	ACC Alan Speirs	OPEN	01.06.23		19.05.23: Report prepared provided overview of Police Scotland's approach to Organisational Learning in respect of Complaints & Conduct matters. The revised quarterly report now includes increased information relating to Organisational Learning and also a new section on Continuous Improvements, providing further information of ongoing prevention and learning activity intended to reduce complaints. Report on agenda at item 9. Propose to close.
20230301 - CCC- 002	PS Professional Standards Quarterly Performance Report: Report back on information around complaints upheld against not	Supt Coleen Wylie	OPEN	01.06.23		19.05.23: A total of 11,395 allegations were closed YTD. Of those, 6.7% were upheld. This represents a

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	upheld in terms of category by category in order to provide members with more detail.					<p>decrease from the PYTD rate of 7.2% and the five year average of 9.3%.</p> <p>Of the 758 allegations upheld YTD, the largest volume categories linked to those were Irregularity in Procedure (284), Service Delivery (171) and Service Outcome (159).</p> <p>The respective sub types involved were Insufficient Enquiry Carried Out (89), Time of Response (117), Lack of Satisfaction with Action Taken (99).</p> <p>Of the 4,659 allegations attached to complaint investigations (criminal and non-criminal) that were subject to full enquiry during 2022/23, 16.0% were upheld.</p> <p>Analysis does not identify any disproportionate prevalence or emerging issues within specific divisions or regions, however this is subject of continued scrutiny and monitoring to allow early engagement where required.</p> <p>It should be noted that the FLR process (YTD %) aims to resolve complaints at the earliest opportunity following interaction or service delivery by officers/staff. Although not included</p>

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						<p>in Upheld figures, this high rate provides assurances that lower level matters are resolved to Complainers satisfaction as promptly as possible.</p> <p>Propose to close.</p>
<p>20230301 - CCC- 003</p>	<p>PS Professional Standards Quarterly Performance Report: Report back more details around what elements of procedure are generating the large number of allegations in relation to irregularity in procedures and what Police Scotland are doing within that space.</p>	<p>ACC Alan Speirs</p>	<p>OPEN</p>	<p>01.06.23</p>		<p>19.05.23: This sub category of Irregularity in Procedure "Other" is the key driver for the category and involves allegations which do not fall under any of the defined sub categories of Irregularity in Procedure, as per the Complaints about the Police SOP.</p> <p>760 allegations within this sub category were dip sampled, The broader findings are:</p> <p>Information – dissatisfaction with advice given by officers, failure to raise incidents, inaccurate information recorded on Police systems, disclosure of personal information and vulnerability information not shared with partner agencies.</p> <p>Lack of Police Action – failure to raise incidents reported, lack of enquiry following reports.</p>

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						<p>Manner – lack of empathy and sympathy shown by officers during the course of enquiries.</p> <p>Property/Search procedures – damage to property, officers entering property uninvited, search of vehicle without legitimate cause.</p> <p>Police Action – complainer dissatisfied having been charged with offence, seizure of property without legitimate grounds, vehicle stops.</p> <p>Propose to close.</p>
<p>20230301 - CCC- 004</p>	<p>PIRC Quarterly Report: Provide the completed audit report is with members ahead of the next committee meeting. In addition, give consideration to the best way to conduct and streamline these audits in future.</p>	<p>Ilya Zharov</p>	<p>OPEN</p>	<p>01.06.23</p>		<p>23.05.23: This report has been shared with members for discussion at Item 6.</p> <p>Propose to close.</p>
<p>20230301 - CCC- 005</p>	<p>Dip Sampling of Police Scotland Complaints: Provide members with some of the historic work in relation to Dip Sampling in order to understand what is being achieved.</p>	<p>Darren Paterson</p>	<p>OPEN</p>	<p>01.06.23</p>		<p>22.05.23: Briefing has been shared with Members to clarify resumption of Business As Usual dip-sampling exercises, subject to agreement with Police Scotland.</p> <p>Propose to close.</p>

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20230301 - CCC-006	Dip Sampling of Police Scotland Complaints: Give further consideration to this piece of work offline in order to make this piece of work more meaningful and to avoid duplication of effort.	Darren Paterson	OPEN	01.06.23		22.05.23: Briefing has been shared with Members to clarify resumption of Business As Usual dip-sampling exercises, subject to agreement with Police Scotland. Propose to close.
20230301 - CCC-007	Continuous Integrity Screening: Provide a progress report of this work to the next committee meeting	ACC Alan Speirs	OPEN	01.06.23		19.05.23: Agenda item no. 8 - "Professional Boundaries" paper provided, which includes ongoing activity regarding Continuous Integrity Screening.
MEETING HELD 15 NOV 2022						
20221511 - CCC-003	PS Professional Standards Quarterly Performance Report: Provide a summary of number of instances of application of Early Intervention & how effectiveness of programme is measured in terms of reduced complaints	CS Catriona Henderson	ONGOING	1-3-23 1-6-23		27.02.23: A total of 70 officers have been subject to the Early Intervention Process during the YTD period. 81.4% resulted in an officer notification, delivered by an Early Intervention Officer and involves discussion and reflection of the complaints received, addressing any factors influencing these. 17.1% resulted in a Divisional Intervention Meeting. In the outstanding 0.5%, the officer resigned prior to the Early Intervention.

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						<p>EIP is triggered solely from complaints data. A review is underway to consider developing a Proactive Support and Intervention Programme (PSIP) to consider information from a variety of other sources with a focus on welfare, prevention and intervention to enable enhanced support to be provided to officers / staff. This work is in the very early stages.</p> <p>01.03.23: Members Sought a timeframe around when members would receive an update/interim review. ACC Speirs could not provide an estimate but agreed to provide an interim report to the next committee.</p> <p>19.05.23: A total of 87 officers have been subject to the Early Intervention Process during the YTD period. Following assessment, the vast majority (81.6%) resulted in an officer notification, which is delivered by Divisional management and involves discussion and reflection of the complaints received, addressing any factors influencing these. Almost all of the remainder resulted in a Divisional Intervention Meeting (17.2%), with a further one case resulted by an officer having resigned prior to the Early Intervention.</p>

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						<p>It should be noted that the vast majority of officers subject to the Early Intervention Process YTD have not previously been subject to this process since 01/04/2014 (78.4%). 18 officers had previously been through the process on one or more occasions.</p> <p>It should be noted that the EIP takes into account all Complaints made about an officer within a 12 month period whether the Complaint is upheld or not, and implementing the process does not necessarily follow that a complaint was upheld or there were individual shortcomings, however ensure proactive approach to identifying need for early and proportionate action.</p> <p>Further assessment is required over a longer period of time to fully assess the effectiveness of EIP, and whether this has attributed towards reduced complaints concerning officers' subject of the process.</p> <p>Propose to close.</p>

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<p>20221511 - CCC-004</p>	<p>PS Professional Standards Quarterly Performance Report: Presentation of data – Look to transfer narrative data into graphics to allow a more visual overview.</p>	<p>CS Catriona Henderson</p>	<p>ONGOING</p>	<p>1-3-23 1-6-23</p>		<p>27.02.23: There are limitations to the types and styles of graphics currently used. Other options will be explored when the upgrade to Centurion is complete.</p> <p>01.03.23: The Chair asked for a proposed change in report by the next committee. ACC Speirs advised that PS are a couple of system updates away from achieving this information. Although confident that there will be there first interim update to Centurion before the next committee, however, less confident that the second update will be complete and advised that there was no specific timescale in place for this update. FM asked if there was a need for a period of 3-6 months of reporting on the new system before members see anything or will there be an expectation of looking into the past an doing a further analysis. ACC Speirs is hopeful that analysts will be able to draw greater data however it will take some time for the product to mature. Once the second update is complete the benefits should come through.</p> <p>19.05.23: New format provided, for discussion.</p>

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<p>20221511 - CCC-006</p>	<p>PS Professional Standards Quarterly Performance Report: Provide information on work to understand/address impact of totality of complaints on workforce.</p>	<p>CS Catriona Henderson</p>	<p>ONGOING</p>	<p>1-3-23 1-6-23</p>		<p>27.02.23: The nature of the matters reported inevitably leads to implications for both individual and wider personnel matters. These are considered on a case by case basis to ensure welfare, conduct and both individual and organisational learning opportunities are identified and addressed.</p> <p>01.03.23: The Chair sought clarity on whether there was a possible insight from HR colleagues in terms of whether there is any understanding to what the impacts are more widely. Members also considered if this is an area that should be reported into the people committee. Members therefore asked PS to consider what information was being taken to other committees to ensure this area was being clearly mapped out. Members agreed this action should remain open.</p> <p>19.05.23: Discussion ongoing with P&D colleagues, confirming if this is included in the force's consideration/response to wellbeing concerns via the Health & Wellbeing Advisory group which reports to the People Committee, ongoing.</p>

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						Propose ongoing.
20221511 - CCC-009	<p>Independent Review of Complaints Handling, Investigations and Misconduct Issues in Relation to Policing: Following a period of time since closure, provide an analysis around the desired impact of closed recommendations.</p>	Darren Paterson / CS Catriona Henderson	ONGOING	1-3-23 1-6-23		<p>27.02.23: Police Scotland - It is suggested that such analysis is taken forward when all recommendations have been discharged and a sufficient period has elapsed in order to gauge impact accurately and meaningfully.</p> <p>Dialogue with the Scottish Government confirms that this is not the appropriate time to conduct such analysis and any future assessment of impact will be led by them and through the appropriate governance framework, either replicating or similar to, the current structure.</p> <p>SPA - It is the intention to provide details on long-term planned impact measures in respect of closed recommendations to the Committee meeting in June 2023.</p> <p>22.05.22: Per previous update provided at meeting on 01 March 23, propose this is commenced once all recommendations are discharged via the established governance and reporting structure.</p>

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MEETING HELD 31 MAY 2022						
<p>20223105 - CCC- 006</p>	<p>PIRC Quarterly Report on Police Scotland Handling of Complaints: Take forward a piece of work which will look at improving the 14 day deadline of submitting paperwork to the PIRC.</p>	<p>ACC Alan Speirs</p>	<p>ONGOING</p>	<p>18-08-22 15-11-22 01.03.23 01.06.23</p>		<p>10.08.22: Joint PSOS and PIRC practitioners' forum scheduled for early Sept 2022. Update will be provided to committee at next meeting.</p> <p>27.02.23: A number of PSoS and PIRC Short Life Working Groups have emerged since the Workshop in September and work remains ongoing. It is anticipated that the SLWG's will be concluded in the next quarter and will include a review of the Memo of Understanding.</p> <p>19.05.23: The review of the MOU remains ongoing and it is proposed that this will include an additional section detailing the processes between the PIRC Reviews team and PSD, including provision of information to inform Complaint Handling Reviews (CHRS). Monthly meetings are now held between PSD and PIRC Admin teams to ensure regular monitoring of outstanding requests and a new 'Status Enquiry' pro forma has been introduced to streamline processes. Whilst it is recognised that further progress could still be made, a steady improvement has been noted</p>

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						over the past 3 years, as expected, since the introduction of the new PSD Operating model. Joint working will continue to monitor and improve compliance with timescales. Propose to close.
20223105 - CCC- 008	Joint Audit SPA/PIRC Update Report: Provide the committee with the final report on completion of the Audit.	Ilya Zharov	ONGOING	18-08-22 15-11-22 01.03.23 01.06.23		09.08.22: There is no tangible update due to the audit still being ongoing. 18.08.22: On track to publish the audit report by the end of Q2 2022/23. PIRC advised that the CCC should be provided with the report at its meeting in November. 07.11.22: Due to absences within the audit team, there has been slippage of the drafting of the report. Additional resource has been identified and this work is being prioritised 27.02.23: Verbal Update being provided at committee on 1 st March 2023. Propose ongoing.
MEETING HELD 25 NOV 2021						
20211125- CCC- 001	Police Scotland Professional Standards Quarterly Performance Report: Bring forward a report focusing on organisational learning and how that is communicated throughout	ACC Speirs	ONGOING	31-5-22 18-8-22 15-11-22 01.03.23		21.02.22: Report delayed as per agenda setting meeting on 01 February 2022, item to be brought to committee on 31 May 2022.

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	Police Scotland. This report will be added to the work plan to come forward on a 6 monthly basis.			01.06.23		<p>16.05.22 – Organisational Learning section of the Q4 report has been enhanced to reflect updates from analytical work and actions.</p> <p>PSD have adopted an IT system (4Action) which will improve the effectiveness of monitoring organisational learning, identifying themes and trends and ensuring the effectiveness of actions/training. A 'Go live' date for the first feedback report is anticipated circa mid-June, which will seek to form the basis of analytical feedback for a number of meeting streams.</p> <p>31.05.22: Further consideration to be had around how this information is fed back to the committee. Members agreed for the action to remain ongoing to allow further discussions to take place.</p> <p>09.08.2022: agreed at agenda planning, work remains ongoing.</p> <p>04.11.22 - Organisational Learning was addressed at the SPA Workshop held on 20 October 2022. Police Scotland are currently reviewing Organisational Learning from all business areas, and how this is communicated throughout the</p>

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						<p>organisation with the assistance of Azets. This review is currently ongoing, and upon its conclusion, PSD will report back to SPA with the most appropriate platform to report findings on a 6 monthly basis.</p> <p>27.02.23: The review concluded and final report submitted with 8 recommendations for PSOS. These are being considered and scoping work being undertaken to establish activities ongoing across divisions/departments to capture, implement and monitor impact of learning. PSD Organised Learning is included in all divisional commander reports and any learning from CHR's is circulated to all practitioners on a monthly basis.</p> <p>19.05.23: This action appears to have been superseded by Action no. 1 of meeting on 01 March 2023, paper prepared providing update in relation to both actions (Agenda item no. 9)</p> <p>Propose to close.</p>

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