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Complaints and Conduct Committee - Rolling 12 month work plan

| MONTH | | FEB '24 | MAR '24 | APR '24 | MAY '24 | JUN '24 | JUL '24 | AUG '24 | SEP '24 | OCT '24 | NOV '24 | DEC '24 | JAN '25 | FEB '25 |
|-------------------------------------|---|------------------|---------|-----------------------------|---------|-----------------|---------|------------------|-----------------|---------|------------------|---------|---------|------------------|
| Complaints & Conduct Committee Date | | 27 th | No mtg | 25 th Private | No mtg | 6 th | No mtg | 27 th | 5 th | No mtg | 14 th | No mtg | No mtg | 27 th |
| Quarterly Reporting Period | | Q3 | | | | Q4 | | | Q1 | | Q2 | | | Q3 |
| Quarterly Reports | Minute of Previous Meeting (Public/private/public version of private meeting) | ✓ | | | | ✓ | | | ✓ | | ✓ | | | ✓ |
| | Action Log | ✓ | | | | ✓ | | | ✓ | | ✓ | | | ✓ |
| | SPA Quarterly Report (private update inc. Update on SPA ongoing complaints) * | ✓ | | | | ✓ | | | ✓ | | ✓ | | | ✓ |
| | SPA Quarterly Report | ✓ | | | | ✓ | | | ✓ | | ✓ | | | ✓ |
| | Committee Workplan | ✓ | | | | ✓ | | | ✓ | | ✓ | | | ✓ |
| | Consideration of specific Complaints* | ✓ | | | | ✓ | | | ✓ | | ✓ | | | ✓ |
| | Independent Review of Complaints Handling, Investigations and Misconduct Issues in Relation to Policing | ✓ | | | | ✓ | | | ✓ | | ✓ | | | ✓ |
| | Post meeting communication* | ✓ | | | | ✓ | | | ✓ | | ✓ | | | ✓ |
| Quarterly Reports | SPA Complaints Quarterly Performance Report (included with SPA Quarterly Report) | ✓ | | | | ✓ | | | ✓ | | ✓ | | | ✓ |
| | Police Scotland Quarterly Performance Report | ✓ | | | | ✓ | | | ✓ | | ✓ | | | ✓ |

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| | incl trend analysis/lessons learned | | | | | | | | | | | | | |
| | HMICS Assurance Review of Vetting – Action Plan | ✓ | | | | ✓ | | | ✓ | | ✓ | | | ✓ |
| | Police Scotland Restricted Duties and Suspended Officers* | ✓ | | | | ✓ | | | ✓ | | ✓ | | | ✓ |
| | PIRC Quarterly Report on PS Handling of Complaints <i>(to include investigations, Statutory Referrals and other information around the recommendations with trackers which provide updates from Police Scotland.)</i> | ✓ | | | | ✓ | | | ✓ | | ✓ | | | ✓ |
| Annual Reports | Review Complaint Handling Procedures | ✓ | | | | | | | | | | | | ✓ |
| | 5 Year Trend analysis Report | | | | | | | | | | | | | |
| | Committee Effectiveness | | | | | | | | | | ✓ | | | |
| | CCC Annual Report | | | | | | | | ✓ | | | | | |
| | Professionalism and Preventions | | | | | | | | | | | | | ✓ |
| | Self-assessment of Committee Performance | | | | | | | | | | ✓ | | | |
| Ad Hoc Reports | PS Professional Boundaries 6 monthly Update | ✓ | | | | | | | | | | | | |
| | Joint SPA/PIRC Audit of PS Complaints | ✓ | | | | | | | | | | | | |
| | Review of Conduct Proceedings | | | ✓ | | | | | | | | | | |
| | SPA/PIRC Joint Audit - update against implementation plan | | | | | | | | | | | | | |
| | Police Scotland - Organisational Learning <i>(how processes work and how that is benefiting Police Scotland)</i> | | | | | | | | | | | | | |
| | Continuous Integrity Screening | ✓ | | | | | | | | | | | | |
| | Key Themes of Complaints - Management Actions | ✓ | | | | | | | | | | | | |
| | Dip Sampling of Police Scotland Complaints <i>(Part of SPA Quarterly Report)</i> | | | | | ✓ | | | | | | | | |
| | Police (Ethics, Conduct and Scrutiny) Bill | | | | | | | | | | | | | |
| | PS Vetting Overview - action 20230106- | | | | | | | | | | | | | |

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| | CCC-009 | | | | | | | | | | | | |
| | Independent Review - corresponding impact measures from PS | | | | | | | | | | | | |
| | Independent Review of Complaints Handling, Investigations and Misconduct Issues in Relation to Policing - Actions take and Agreed Impact | | | | | | | | | | | | |
| | HMICS Assurance Review of Vetting | | | | | | | | | | | | |
| | ACTION LOG: Following the closure of action 20230106-CCC-005 (<i>Consider how diversity information can be drawn on for both officers and complainers in the absence of a system update</i>) - Members were content that this action is closed on the understanding that Police Scotland are to bring forward a wider report within the next 12 months on resulting data. | | | | | | | | | | | | ✓ |
| | ACTION LOG: Following the closure of action 20230106-CCC-005 (<i>Consider how diversity information can be drawn on for both officers and complainers in the absence of a system update</i>) Police Scotland to bring forward a future update on wider Centurion functionality and developments. | | | | | | | | | | | | ✓ |
| | ACTION LOG: Following the closure of 20232208-CCC-006 (<i>Draw out operational improvements within the performance report to show concrete evidence of learning from complaints</i>) Produce an annual report which will incorporate quarterly information and provides narrative on whether the learning process is working. | | | | | | | | | | | | ✓ |
| | ACTION LOG: Following closure of 20242702 - CCC-002 (<i>PS to consider the approach to understanding complainant satisfaction (aside from proportion who seek a review), including exploration of practice elsewhere, with a view to</i> | | | | | | | | | | | | ✓ |

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| | <i>discussing as part of the future deep dive.)</i> Police Scotland to introduce future reporting on feedback received on complainant satisfaction. | | | | | | | | | | | | |
| | PS Performance: deep dive session around action to stem trends in discriminatory behaviour allegations. (June 2024 committee) | | | | | | | | | | | | ✓ |
| | NCHDG - Provide the committee with an update on developments being progressed by the NCHDG. (<i>As agreed at committee on 6th June 2024</i>) | | | | | | | | | | | | ✓ |

