



<b>Meeting</b>	<b>Forensic Services Committee</b>
<b>Date</b>	<b>5<sup>th</sup> February 2024</b>
<b>Location</b>	<b>MS Teams</b>
<b>Title of Paper</b>	<b>3.2 Forensic Services Performance Report – Quarter 3 2023/24</b>
<b>Presented By</b>	<b>Vicki Morton, Chief Operating Officer, Forensic Services</b>
<b>Recommendation to Members</b>	<b>For Discussion</b>
<b>Appendix Attached</b>	<b>Forensic Services Performance Report</b>

**PURPOSE**

To present Forensic Services Performance Report, Q3 2023/24 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 Performance Report is presented for Q3 2023/24.
- 1.2 This report captures activity conducted across SPA Forensic Services and aligns to the [Forensic Services Strategy](#) and the Forensic Services Performance Framework.
- 1.3 The report demonstrates Forensic Services delivery over the past quarter through the following:
  - Progress updates on Forensic Service commitments laid out in the annual business plan;
  - Qualitative performance data;
  - Reporting of targets against those set out in the Memorandum of Understanding with Police Scotland and COPFS.

## 2. FORENSIC SERVICES PERFORMANCE REPORT – Q3 2023/24.

- 2.1 Report appended.

## 3. FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications in this report.

## 4. PERSONNEL IMPLICATIONS

- 4.1 There are no personnel implications in this report.

## 5. LEGAL IMPLICATIONS

- 5.1 There are no legal implications in this report.

## 6. REPUTATIONAL IMPLICATIONS

- 6.1 There are no reputational implications in this report.

## 7. SOCIAL IMPLICATIONS

- 7.1 There are no social implications in this report.

## 8. COMMUNITY IMPACT

- 8.1 There are no community implications in this report.

**9. EQUALITIES IMPLICATIONS**

9.1 There are no equality implications in this report.

**10. ENVIRONMENT IMPLICATIONS**

10.1 There are no environmental implications in this report.

**RECOMMENDATIONS**

Members are invited to discuss the information provided in this report.



OFFICIAL

# Forensic Services Report 2023/24: Quarter 3 (Q3)



OFFICIAL

Business area	Page	Business area	Page
Executive Summary	3	Overview – Search & Recovery Scenes	15
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Overall output in Forensic Services in Q3 exceeded demand during a period of significant change across the organisation; while there has been a drop in demand, capacity remained stable across the business. The transformation of the service to the New Operating Model is progressing at pace. Scene Examination, Firearms, Volume Crime DNA and toxicology performance continue to be areas of high focus, as we navigate changes in structure and workflow.

The Post Mortem Toxicology Service continues to show significant improvement - the open caseload has reduced by 67% from a peak of 1340 in July to 445 at the end of Q3. Turnaround times have reduced from 173 days in July to 49 days at the end of December and the target of 35 days for Non-Priority cases is expected to be achieved in January 2024. The 28-day turnaround for priority cases has been met since August 2023.

Performance in Criminal Toxicology analysis continues to show incremental improvement (in spite of some challenges), and are in line with the expectations of the Toxicology Improvement Plan.

Scene Examination incident response is running at 79% for the quarter (81% year to date) against a target of 90% attendance within 24 hours. Timeliness in this area has been impacted by high levels of abstraction associated with training; attainment of competencies post-training; and bedding in of new processes with the recently-established Scenes Tasking Unit. The training has now been completed and it is expected that response times will gradually improve. The Scenes Tasking Unit, as well as “scenes new ways of working” are subject to post-implementation review which will be completed by the year end.

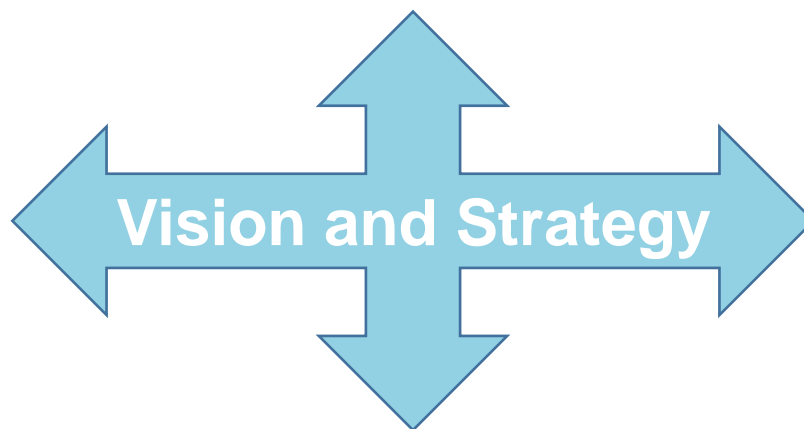
Volume crime DNA is predominantly police investigative Priority 2 casework. Due to workforce availability and changes in work load levels the 21-day turnaround has increased to 41 days. A recovery plan is in place, which has been challenged by unforeseen equipment/software validation and workforce changes in this small team. Urgent 7-day priority work for cases of human identification are being met in spite of the demands being higher in Q3.

Drugs performance, while remaining relatively strong, has been impacted by a variety of issues, including staff turnover and workforce resilience, which has led to a more challenging casework position than in Q2. This has led to a reduction in output and compliance during Q3. Performance is expected to improve throughout Q4 2023/24 into Q1 2024//25 as staffing levels stabilise, however, it will take some time for the full benefit of trained staff to be realised.

Firearms performance has also been impacted during Q3 by significant staff availability issues which have now reduced, so an improvement in operational performance has been seen towards the end of Q3 and is forecast to continue into Q4.

FINANCE	
Balanced budget	●
Deliver FS Efficiencies Plan	●
Deliver Capex Plan	●

CUSTOMER RELATIONSHIPS	
Criminal Toxicology capacity / demand	●
SWFP forecasting	●
HMICS Action Plan (Criminal Toxicology)	●



INTERNAL BUSINESS PROCESSES	
DNA centralisation	COMPLETED
Drug Driving Toxicology Development Plan	●
Best Value Assessment	●

PEOPLE	
People Plan	●
Develop E, D & I plan	COMPLETED
Implement Operating Model	●
Develop Values & Behaviours Framework	●

RAG status key
Started / on track
Started / issues being managed and monitored closely
Started / issues in need of attention

**Changes since Q2 report-**

- Implementing Operating model (amber to green)
- SWFP forecasting (green to amber).

All aspects on track/planned.

RAG status	
<b>COMPLETED</b>	7
Started / on track	7
Started / activity is being closely monitored	1*
Started / activity is in need of attention	0

*\* Understand our physical ICT landscape and develop a plan for networking of all instrumentation and have Forensic Services ready to be paper light. Work undertaken at Moorepark Laboratory will underpin the ICT road mapping work to enable Digital Division to move all instruments and systems on to the network*
















**Business plan activity:** The Forensic Services two-year business plan was approved by the Forensic Service Committee in October 2022 and is in line with delivery timescales, with four further activities completed since the last Forensic Services Committee (October 2023).

The Forensic Services Strategy states that we are networked as much as possible and, if there is the capability to achieve this, take learning from the work setting up Post Mortem Toxicology.


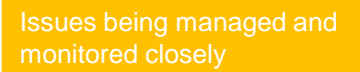

Dialogue continues with Police Scotland Digital Division to determine the way forward to deliver a fit-for-purpose networking capability across Forensic Services, with an initial focus on Post Mortem Toxicology at the Moorpark Laboratory.
















The development of the Forensic Services Core Operating System (COS) will be crucial to moving from EMS to a new solution which will provide paperless capabilities.



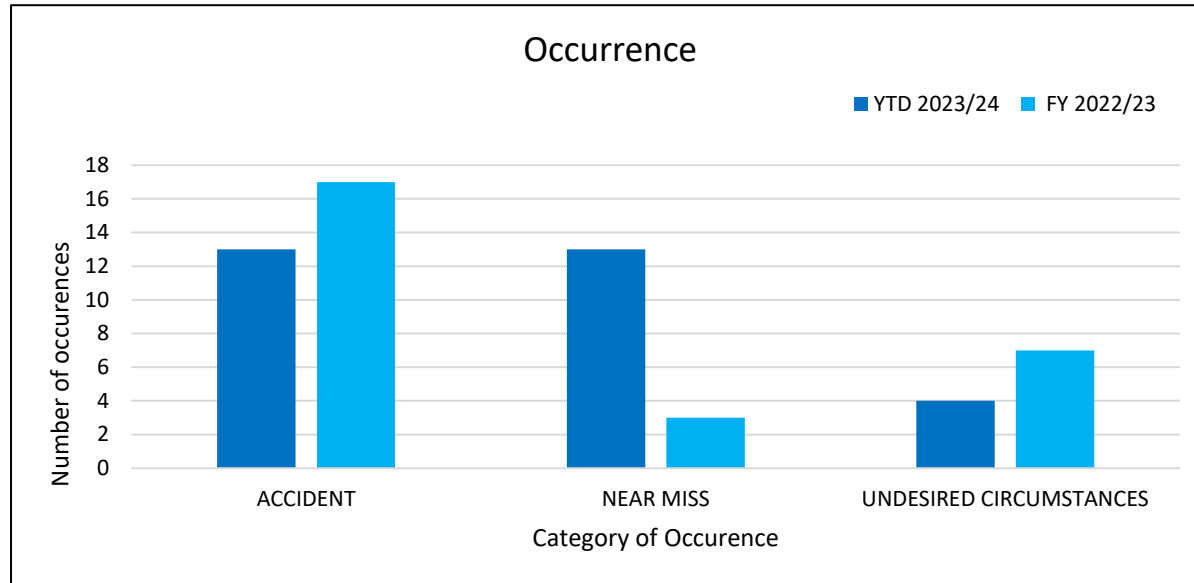
	Activity	Current Quarter status	Previous Quarter status	Year to Date	Comments
<b>Strategic Outcome 1</b>  Our people are supported through a positive working environment, enabling them to provide excellent forensic services	Absence rate				Currently running 0.5% above target. Absence management is being monitored.
	Reporting of injuries, Diseases and Dangerous Occurrences Regulations 2013 - HSE				No RIDDOR incidents reported.
	Management Training				On-going and on track
<b>Strategic Outcome 2</b>  Forensic Services are sustainable, adaptable and prepared for future challenges	Compliance to Business Plan				On track
	Compliance to Operating Model – budget constraints withstanding				On-going at pace and on track

**Rag status key**

-  On track
-  Issues being managed and monitored closely
-  Issues in need of attention

	Activity	Current Quarter status	Previous Quarter status	Year to Date	Comments
<p><b>Rag status key</b></p> <p>On track</p> <p>Issues being managed and monitored closely</p> <p>Issues in need of attention</p>					
<p><b>Strategic Outcome 2</b></p> <p>Forensic Services are sustainable, adaptable and prepared for future challenges</p>	All performance data				Overall performance is good with some areas of issue which are detailed in appendix
	Capital and Revenue plan (Inc. efficiencies)				Revenue is on track for a balanced budget. Capex is currently underspent.
<p><b>Strategic Outcome 3</b></p> <p>Forensic Services deliver high-quality, ethical services; and leads in order to advance forensic science</p>	Compliance to UKAS ISO17025				Annual surveillance visits are ongoing.
<p><b>Strategic Outcome 4</b></p> <p>Forensic Services work collaboratively with partners to serve the needs of the public and Criminal Justice in Scotland</p>	Partnership working				Collaborative working within the Biometrics and data governance areas
	Public Confidence in FS				Good feedback from ACC and DCC about work of FS

## Accident/Near Miss statistics for Q2 2023-24



YTD Q1&2 2023/24  
30 Incidents

All 2022/23  
27 Incidents

An Undesired Circumstance is any incident that did not result in an accident or does not meet the criteria for a near miss

Risk Status: **LOW**

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations - RIDDOR 2013 - HSE

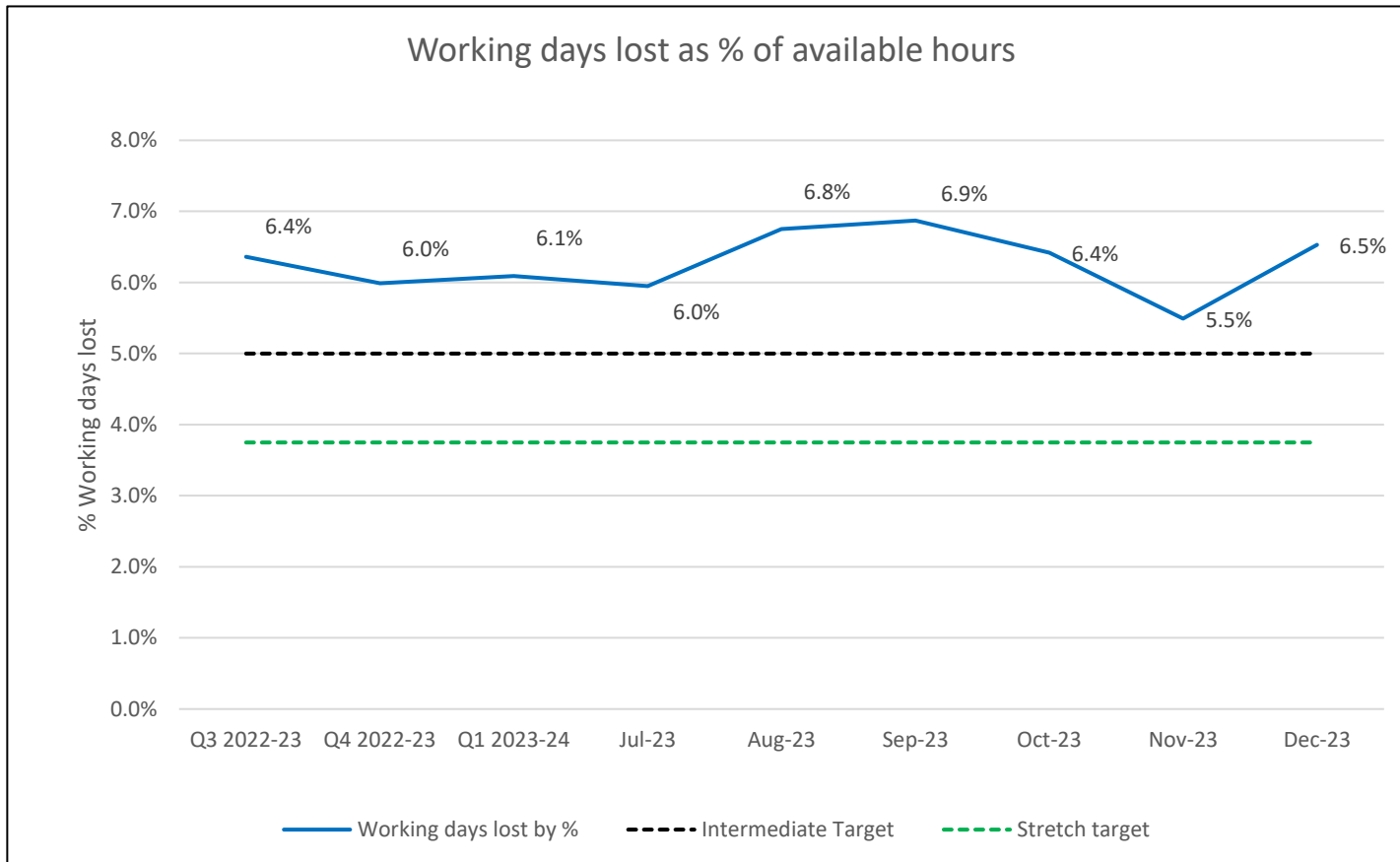
The regulations require responsible persons to report deaths at work, major injuries caused by accidents at work, some work-related diseases, dangerous occurrences and gas incidents.

There are no reportable RIDDOR for Q2.

Q3 data will be available in February and be reported to the next meeting.

The ongoing review of health and safety statistics (accidents/near misses/RIDDOR) has highlighted that there are no significant trends or areas of concern.

- The number of available hours equates to the full-time equivalent for that month multiplied by the number of working days in the month.
- The number of working days lost relates to sickness absence days logged in the People and Development management system.



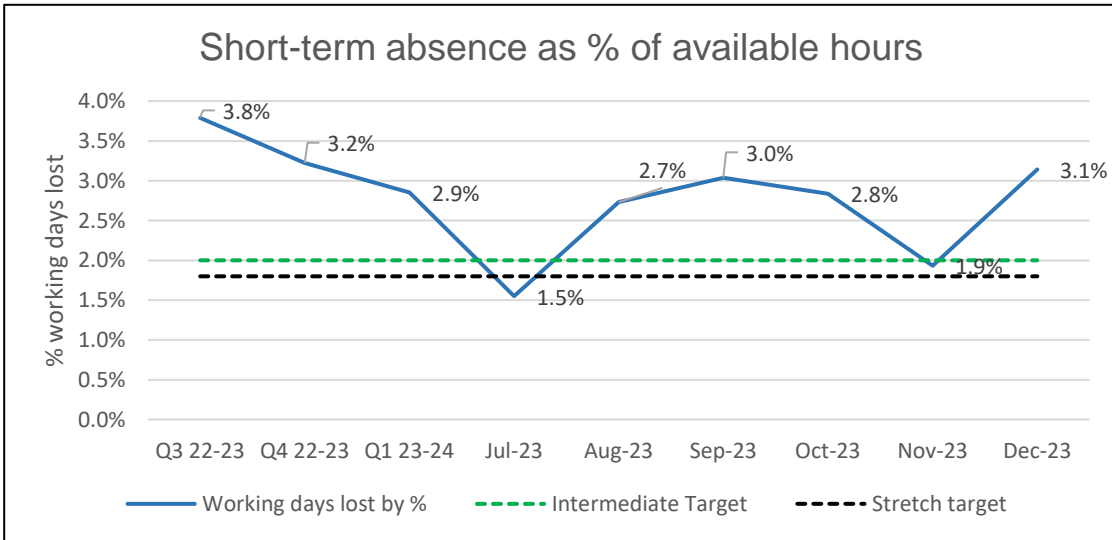
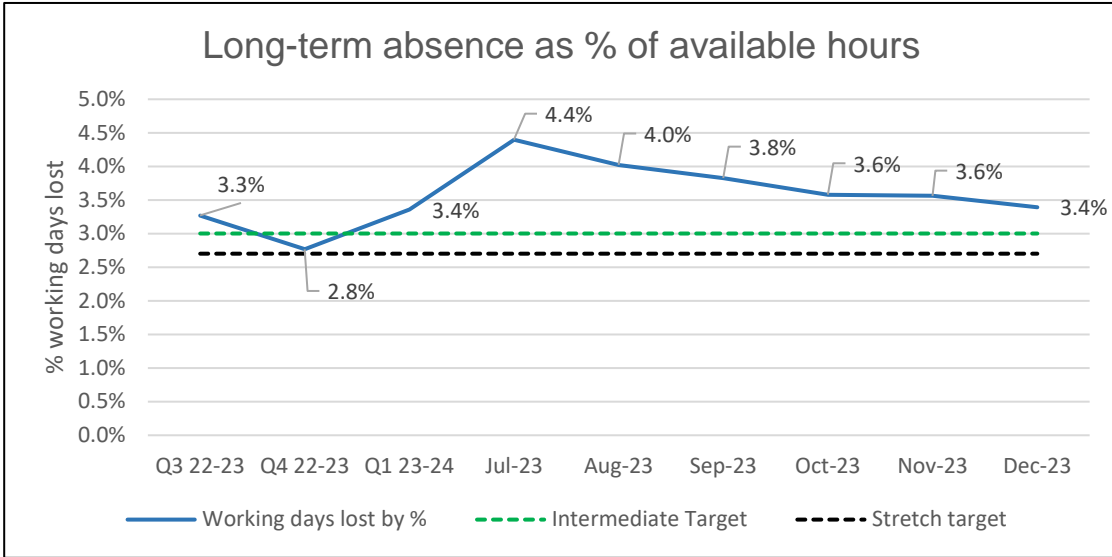
**Target (stretch)**  
5% (3.75%)

Not all absences are attributed to work-related issues.

Q3 trended approximately 1% above the target at 6.1% working days lost. A slight improvement was noted from Q2 to Q3 (working days lost reduced by 0.4%).

December 2023 saw an increase in absence from the previous month, particularly respiratory and digestive disorders. Overall there were no significant trends noted in working days lost, although this is above the target of 5%.

COVID-related absences remain low and accounted for 0.4% of the total absences during Q3.



**LTA target (stretch)**  
3% (2.7%)

**Last FY Av. 3.3%**  
**YTD Av. 3.7%**

A long-term absence (LTA) is defined as any period over 28 working days.

Long-term absence is reducing month-on-month from a peak in July 2023. It should be noted that long-term absence may be due to serious illness and not work-related.

**STA target (stretch)**  
2% (1.8%)

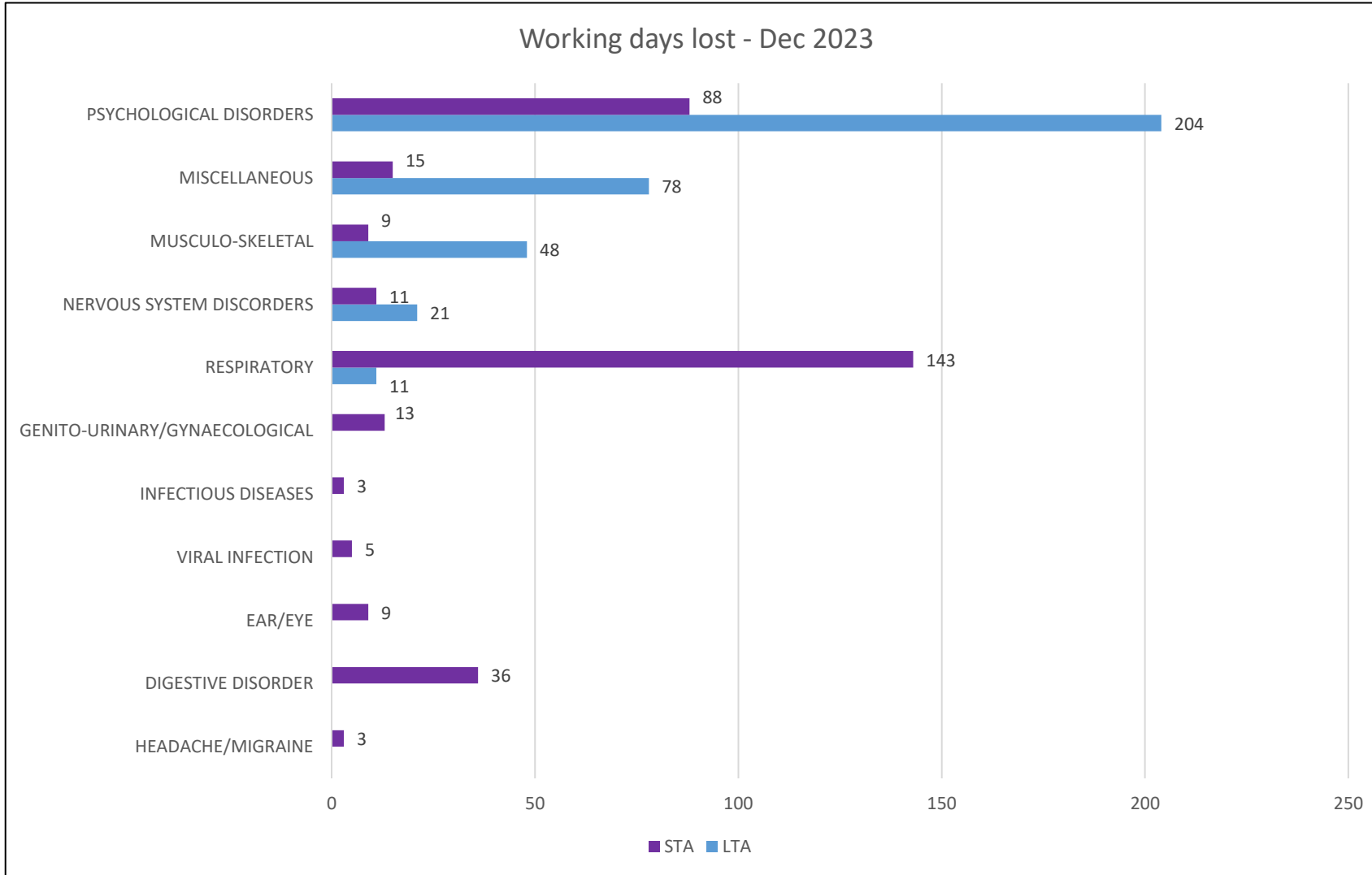
**Last FY Av. 3.5%**  
**YTD Av. 2.6%**

Short-term absence (STA) is any period less than 28 working days.

An increase in short-term absences was seen in December, particularly respiratory and digestive disorder reasons. Further detail is shown in slide 11. The average for Q3 is 2.6%, a 1.2% decrease on the same time last year.

The implementation of the new management structure has resulted in more focus on supporting our people during periods of absence.

# OFFICIAL Our People – Absence categories

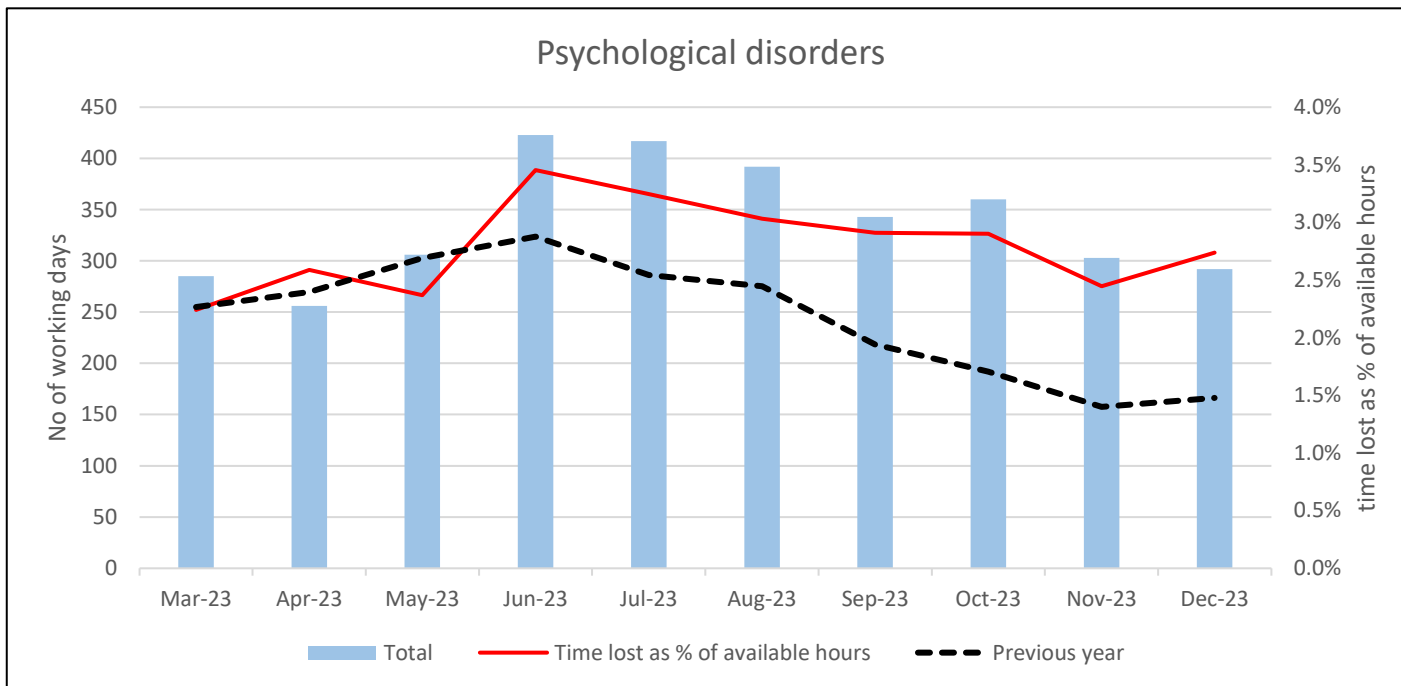


The graph shows data for December 2023 only.

Psychological disorders remains the highest absence reason and has done for the last 3 years. Further details are on the next slide.

The most notable increase in short-term absence reasons in December were related to respiratory and digestive disorders. This is a seasonally-expected trend.

The miscellaneous category remained stable through Q3. This category includes non-disclosure of the reason for absence.



Psychological disorders falls predominantly in the long term absence category.

Psychological disorders is the highest long-term absence reason. It has seen an 18% reduction in working days lost from Q2 to Q3, however still trends higher than the previous year.

As staff return to work they tend to do so on modified, light duties or a phased return to support them back into the workplace.

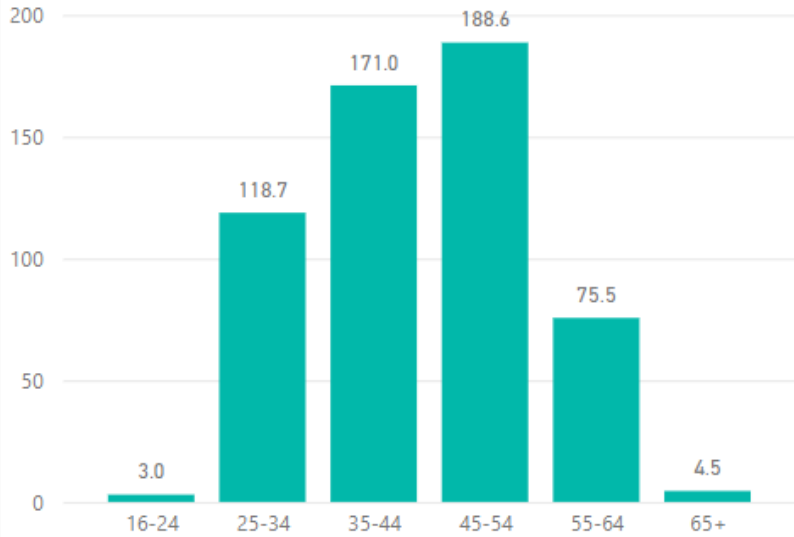
### Mitigations:

All members of Forensic Services staff have substantial welfare support available through the Employee Assistance Programme (EAP). This offers confidential, professional support and guidance 24 hours a day, 365 days a year via a team of trained wellbeing and counselling practitioners. EAP is promoted by managers, the Wellbeing Group and through the new Forensic Services Intranet site.

The psychological supervision project is progressing, with 94% of scene examiners completing the initial counselling conversations to assess baseline levels of psychological wellness. This initial stage of the project has allowed further support to be offered as an early intervention / proactive mechanism to support psychological resilience.

# Our People – Age Profile, Turnover and Ethnicity

**Staff Age Groups**



**This data is as at December 2023**

Forensic Services continue to have a very high staff retention rate (97%) which indicates a **LOW RISK** to service delivery.

Approximately 50% of staff who leave Forensic Services do so due to retirement and are aged 55+. The age profile of the Senior Management Team has been identified as a risk for 2024 onwards- recruitment is currently ongoing following the retirement of a Head of Function. Further work on succession planning across Forensic Services is planned for 2024/25.

1.57% of the workforce (SPA and Forensic Services combined) have identified as being from a Black, Asian, Minority Ethnic (BAME) background.

Age Group	Total Turnover%	FTE	Headcount
25-34	2.09%	2.50	3
35-44	1.19%	2.00	2
45-54	2.18%	4.00	4
55-64	10.07%	7.69	8
65+	32.07%	1.43	2
<b>Total</b>	<b>3.19%</b>	<b>17.62</b>	<b>19</b>

Reason for leaving	Total Turnover%	FTE	Headcount
END OF TEMPORARY CONTRACT	0.09%	0.50	1
REDUNDANCY - VOLUNTARY	0.54%	3.00	3
RESIGNATION - OTHER EMPLOYMENT	0.72%	4.00	4
RESIGNATION - PERSONAL	0.18%	1.00	1
RETIREMENT - 25-30 YEARS	0.36%	2.00	2
RETIREMENT - MEDICAL	0.54%	3.00	3
RETIREMENT - PENSION	0.74%	4.12	5
<b>Total</b>	<b>3.15%</b>	<b>17.62</b>	<b>19</b>



During Q3, UKAS undertook their annual surveillance assessment visit comprising 73 full days of assessment providing assurance of our technical processes and that the Quality Management Systems is fit-for-purpose and being utilised appropriately. UKAS confirmed Forensic Services maintenance of accreditation, subject to the close out of the findings raised by submission of satisfactory evidence. Forensic Services have continued to maintain our scope of accreditation to ISO 17025 for more than 25 years.

During these surveillance UKAS raised a concern regarding Management System audits not being performed as defined by the FS Management System and ISO 17025 Standard. As a result no further Extension to Scope (EtS) applications, other than those already submitted for Criminal Toxicology and DNA in Dundee, will be progressed until UKAS are satisfied with the progress relating to management system audit. This will next be reviewed through the usual submission of evidence on 12 Jan 2024 and in further detail on 09 Apr 2024 when UKAS are in Edinburgh. This has had no impact on current FS activities and plans.

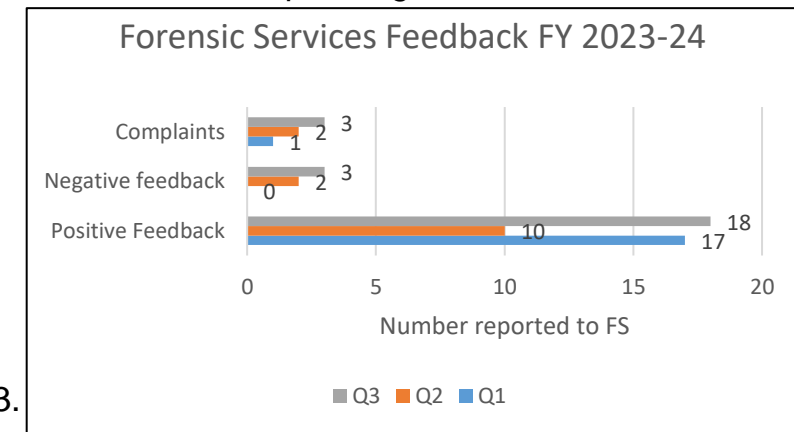
Forensic Services continues to have meaningful conversations with UKAS regarding compliance with UKAS document GEN6 – ‘Reference to accreditation and multilateral recognition signatory status by UKAS-accredited bodies’ and the requirement to document on Forensic Services test reports what activity is accredited/unaccredited. Our internal audit programme is continuing well against plan. Fifteen audits were closed in Q3, all classed as Satisfactory. All corrective and preventive actions have been taken and will be assessed for effectiveness as required by the Forensic Services Standard Operating Procedures.

In Q3, two complaints were received from Police Scotland relating to the newly implemented Scenes Tasking Unit and deployment of Scene Examination staff. The output of Forensic Operations Performance Group (FPOG) feedback will be incorporated into a post-implementation review and reported back in 2024.

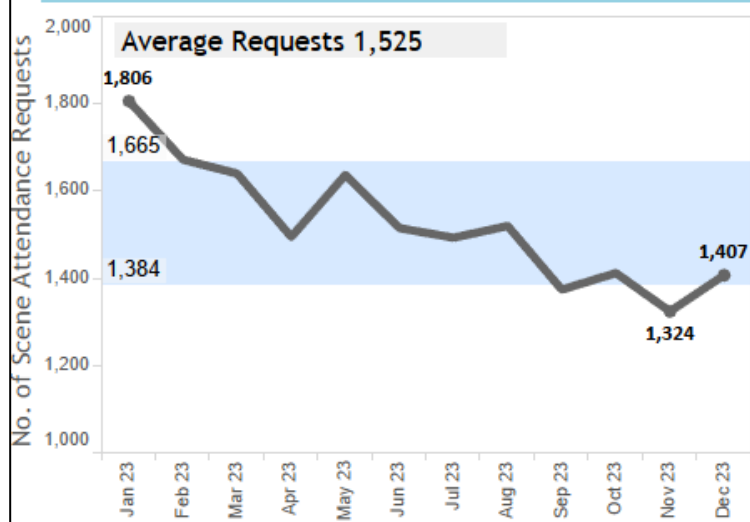
A further complaint and three negative feedbacks were received regarding service delivery and attendance at scenes. Forensic Services received eighteen reports of positive feedback in Q3.

These included service delivery to our Partners in relation to work undertaken for the death of an infant, a child assault case and thanks from Police Scotland Road Policing for criminal toxicology work throughout 2023.

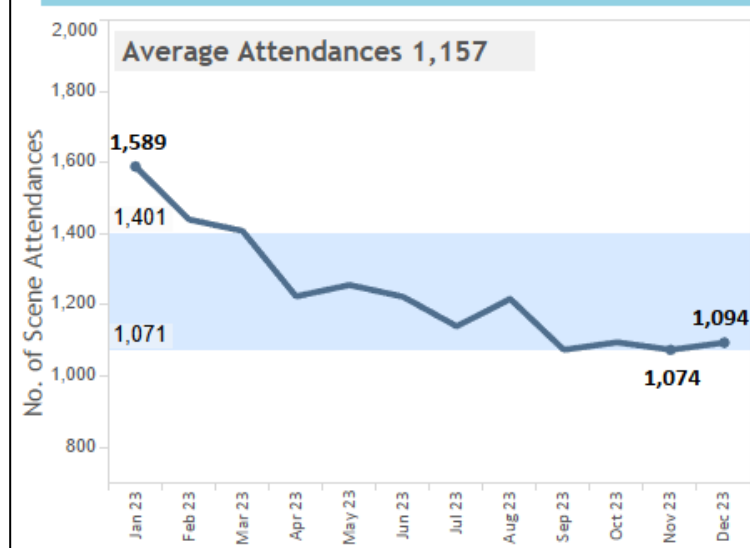
Further positive feedback was received from COPFS for quick turnaround of results as well as from training provided in firearms and fire investigations.



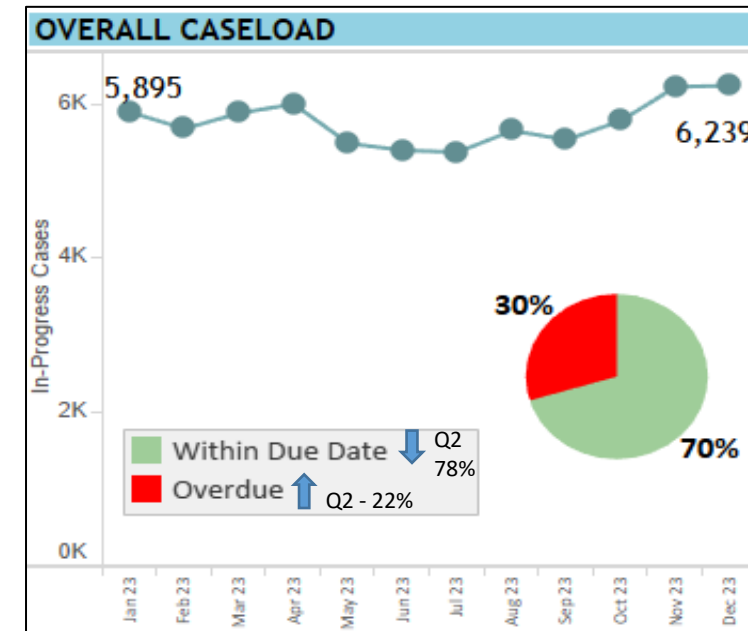
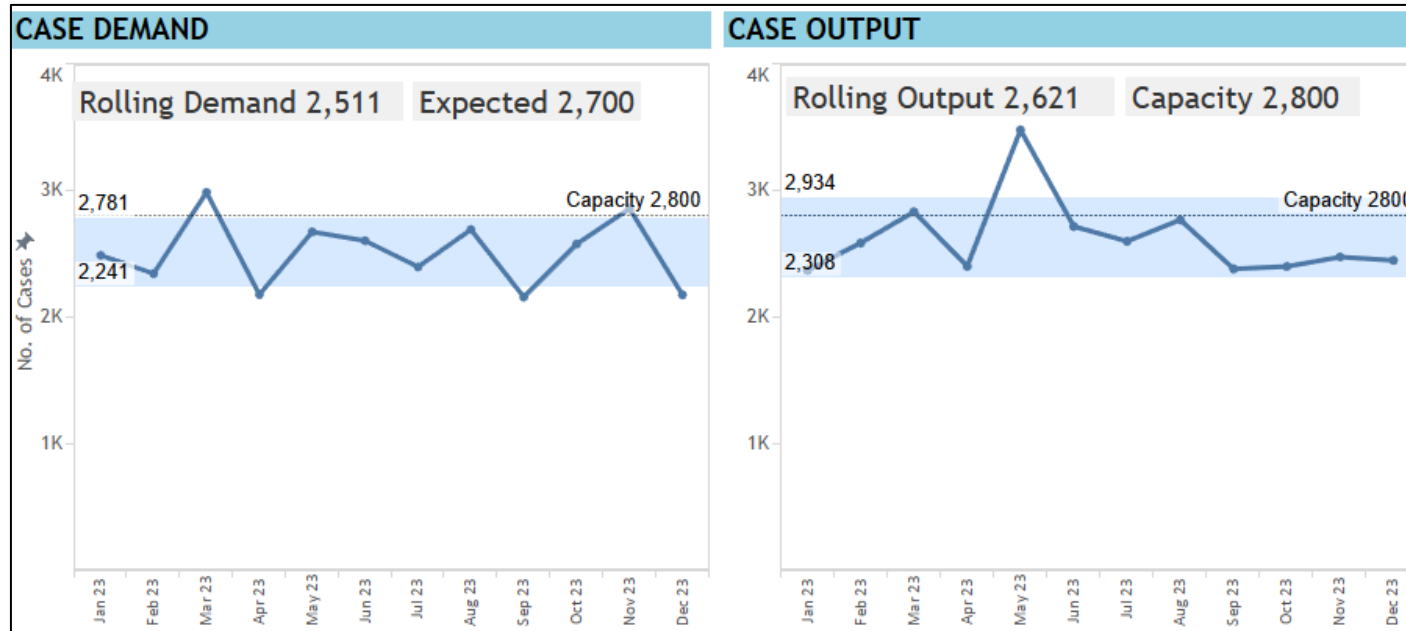
## SCENE EXAMINATION REQUESTS



## SCENE EXAMINATION ATTENDANCES



- The number of scene examination requests raised by Police Scotland has trended below average over Quarters 2 and 3 and in November was below the lower control limit.
- The Forensic Services Scenes Tasking Unit (STU) was established in April 2023 with responsibilities including the triaging of scene requests and the allocation of onward tasks to scene examiners. Triaging aims to assess the request against agreed attendance criteria and reduce failure demand.
- With the triaging process now standardised, the expectation was that there would be an initial rise in the number of requests which would not require a forensic scene attendance.
- 19% of requests have been triaged and resulted in no attendance, compared to 13% prior to the STU being established. This has removed un-necessary examinations carried out by the units and reduced the subsequent casework.
- The combination of fewer requests, and reducing failure demand, has contributed to the reduction in the number of subsequent scene attendances for 2023-24.
- Rolling average attendances are now at 1,157 per month compared with c1,400 per month for the year 2022-23. Pre-attendance assessments are fundamental to ensuring a value-for-money, fit-for-purpose, scene-to-court approach.
- The number of scene attendances appears to be stabilising and, with the significant amount of training now concluded, the compliance to attendance timeliness is expected to improve.



The **demand** graph above represents the predicted monthly demand level at 2,700 cases based on a 5% increase of demand in 2022-23.

The blue shaded area indicates the expected natural variation trend. Any point out with these boundaries will be reviewed and any business risk highlighted.

The **output** graph above represents the predicted monthly capacity level at 2,800 cases and the actual output achieved, including outsourced activity.

As of Q3 this is tracking within natural variation.

The graph above represents the number of cases currently active in Forensic Services.

The pie chart represents the percentage of cases which are on target and those which have passed their delivery date. Delivery dates are calculated from the priority of the case which is assigned by Police Scotland. In spite of an 8% rise of overdue cases from Q2 to Q3, none of these cases are at risk of exceeding statutory time limits. The majority are in the Volume Crime DNA unit and Drugs unit.

# Key Performance Indicators - Timeliness

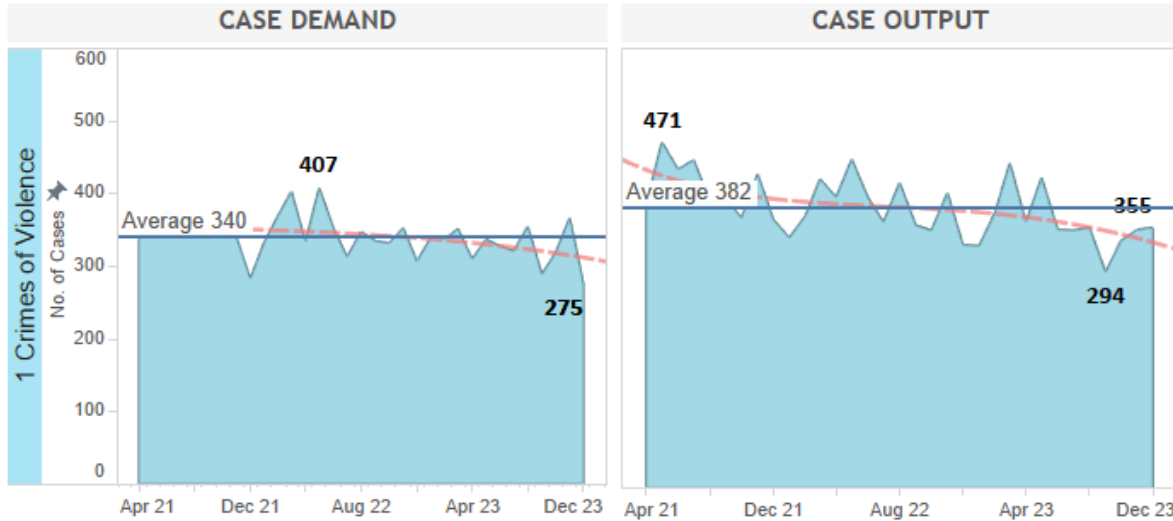
Service Delivery	Target	Current Quarter	Previous Quarter	Year to Date
Seven day custody requests from customer	95%	↔ 96% (148) ●	97% (168) ●	97% (483) ●
COPFS – urgent delivery requests	85-95%	↓ 84% (216) ●	93% (224) ●	89% (639) ●
COPFS – all delivery requests	80-95%	↔ 81% (2,020) ●	86% (2,049) ●	84% (5,340) ●
PSoS – Priority 1 delivery requests	75-85%	↔ 94% (465) ●	93% (373) ●	93% (1,229) ●
PSoS – Priority 2 delivery requests	75-85%	↔ 40% (1,886) ●	49% (1,824) ●	42% (5,613) ●
PSoS – Priority 3 delivery requests	65%	↔ 68% (1,699) ●	78% (2,113) ●	76% (6,204) ●
Scenes attended within 24 hour of request	90%	↔ 78% (3,263) ●	79% (3,435) ●	80% (10,397) ●
Drug Driving Section 4 & 5A turnarounds	95%	↓ 94% (435) ●	96% (360) ●	92% (971) ●
Post Mortem Toxicology Priority Turnaround Time	28 days	↔ 28 days (83) ●	25 days (172) ●	25 days (311) ●
Post Mortem Toxicology Non-Priority Turnaround Time	35 days	↑ 49 days (1,218) ●	130 days (775) ●	49 days (2,245) ●

Rag status key

On track
Issues being managed and monitored closely
Issues in need of attention

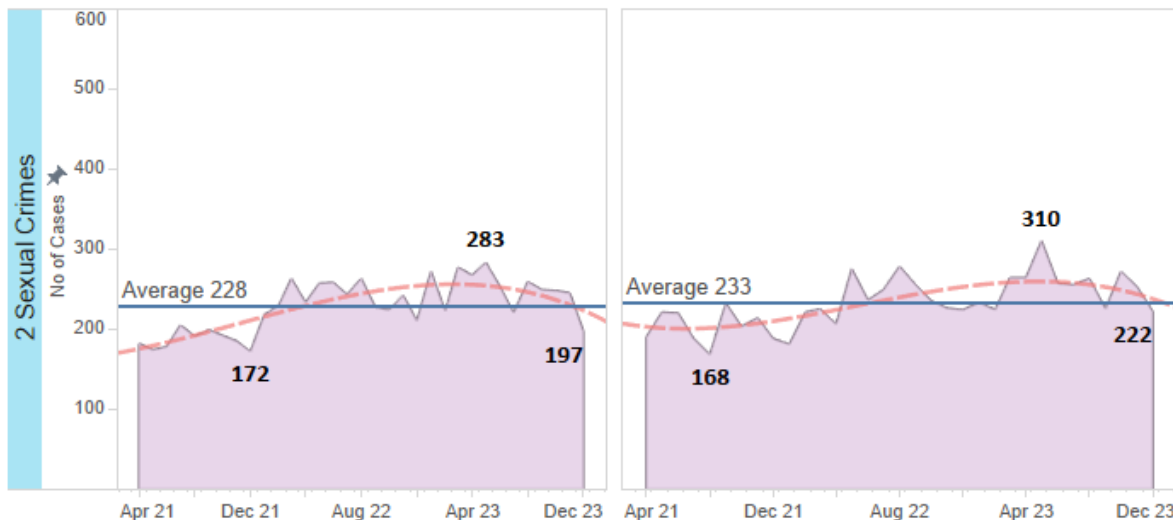
# OFFICIAL Crime group profile – 3-year trend

**LEGEND** — Average monthly cases over the last 3 financial years      - - - - - Rolling trend direction



**Demand : Output Balance** On Track

- Crimes of violence include murder, attempted murder, robbery and serious assault.
- Demand for these cases has remained relatively static over the long term
- Year-to-date demand is marginally below 2022-23 levels across the business but remains high for Biology-related casework. Group 1 and 2 tend to account for a greater proportion of high priority fast reaction cases.
- Output levels have matched new demand, and have reduced open casework levels compared with previous years.

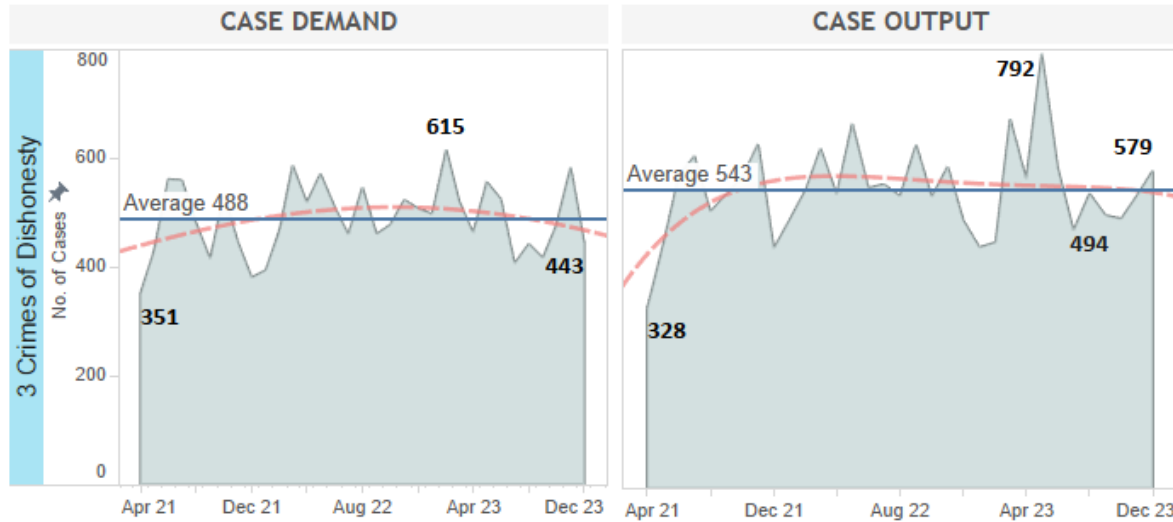


**Demand : Output Balance** On Track

- Rapes and sexual assaults are categorised within Group 2 - Crimes of indecency.
- Group 2 has seen a sustained increase in demand for more than five years. While this trend now appears to have stabilised there is no indication that this is at a final plateau. The reduction of some sexual crime types observed in PSoS recorded crime figures has not yet been reflected in the demand profile for Forensic Services.
- In spite of increased demand pressures, particularly for the Biology unit, output has seen a stepped improvement to align with demand.

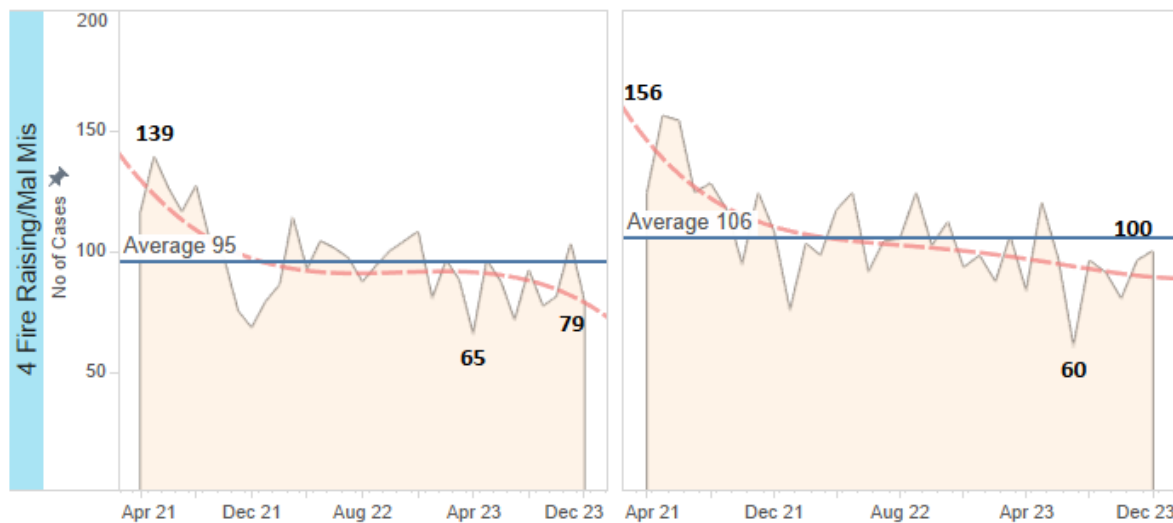
# OFFICIAL Crime group profile – 3-year trend

**LEGEND** — Average monthly cases over the last 3 financial years      - - - - - Rolling trend direction



## Demand : Output Balance On Track

- The crimes of dishonesty Forensic Services focus on are housebreakings and thefts of (or from) motor vehicles.
- Although shoplifting, common theft, and fraud are very-high volume Group 3 offences for Police Scotland, there is a smaller demand on Forensic Services.
- Although it increased over the past three years, current demand remains approximately 20% below historic trends following a 40% reduction in the first year of the Covid-19 pandemic.



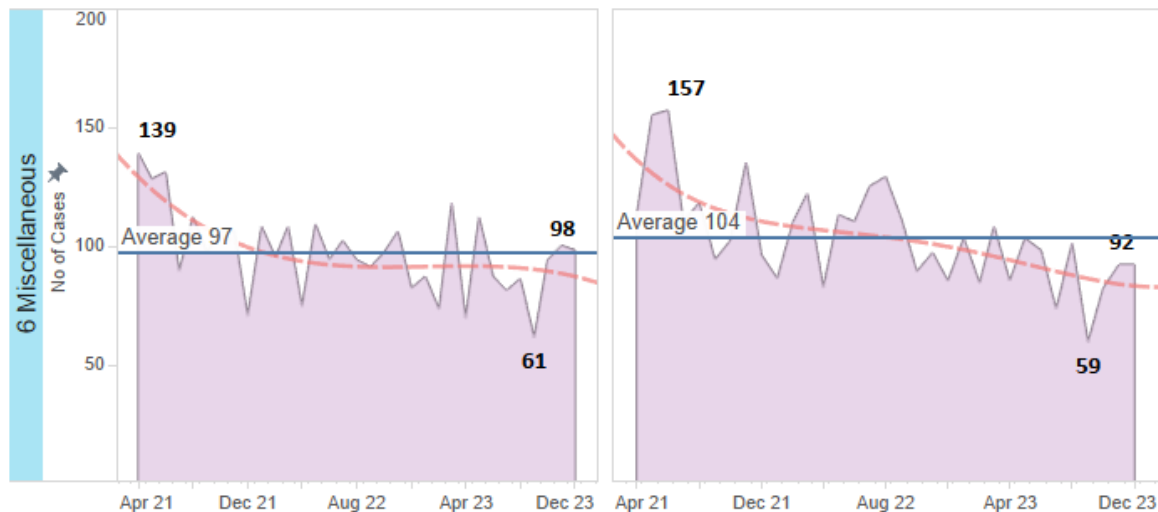
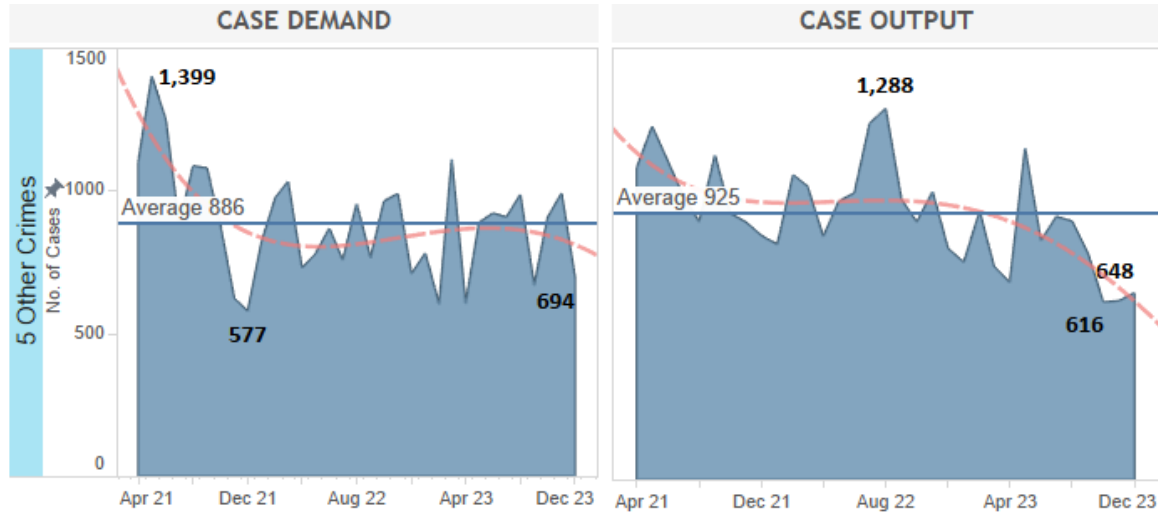
## Demand : Output Balance On Track

- Group 4 Forensic Services casework mostly relates to fire-raising and vandalism.
- There is a low-volume of cases in this category with around 100 cases per month – fewer than 5% of the total demand.
- Demand and output levels are at a good balance.

**NB: note differing axis scales between Groups 3 and 4 charts due to case demand levels**

# OFFICIAL Crime group profile – 3-year trend

**LEGEND** — Average monthly cases over the last 3 financial years      - - - - - Rolling trend direction



## Demand : Output Balance

Issues being managed and monitored closely

- Group 5 crime is the highest by volume in Forensic Services with more than 95% offences relating to possession, supply, or production of drugs.
- The reduction in demand since 2020 has allowed Forensic Services to reduce significantly the case load in the drugs unit from a peak of more than 3,500 cases.
- Workforce availability has contributed to the low output levels evident in Quarters 2 and 3, which has led to a recent increase in caseload levels.

## Demand : Output Balance

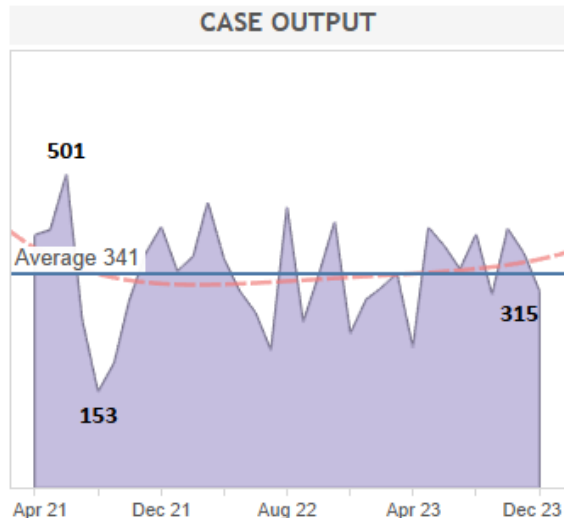
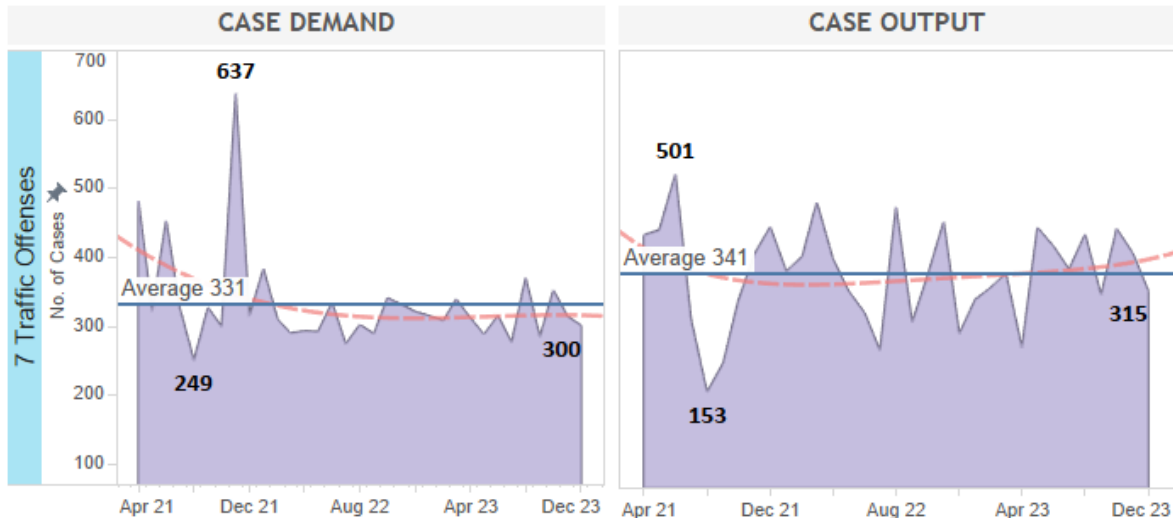
On Track

- Group 6 has a low-volume of cases and has seen demand reduce over the last year.
- This category reflects the 'miscellaneous offences' grouping used by the Scottish Crime Recording Standard. In Forensic Services, around 40% of these cases relate to firearms offences and they also include stalking/threatening abusive behaviour and common assault.
- Firearms-related demand has seen a rise for the current year-to-date, which, together with workforce availability issues, has impacted upon the unit - showing a decrease in output for this area.

**NB: note differing axis scales between Groups 3 and 4 charts due to case demand levels**

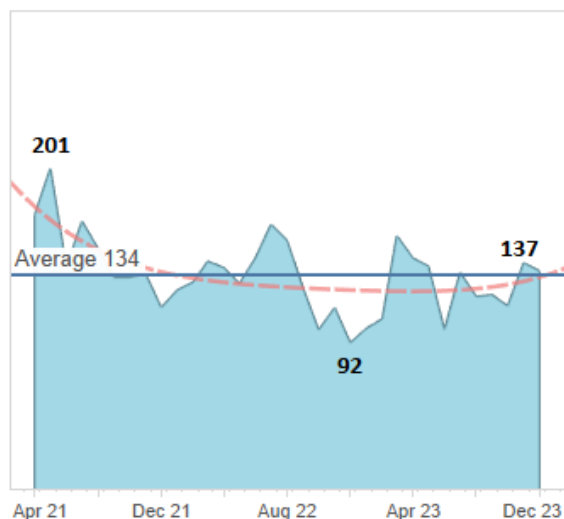
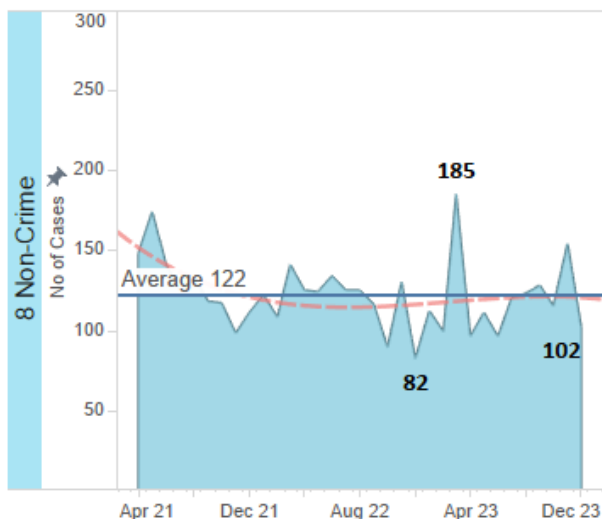
# OFFICIAL Crime group profile – 3-year trend

**LEGEND** — Average monthly cases over the last 3 financial years    - - - - - Rolling trend direction



**Demand : Output Balance** On Track

- Approximately 70% of Group 7 demand relates to Section 4 and 5A of the Road Traffic Act (related to drug driving).
- Demand for these has increased by more than 2,000 cases a year following implementation of Section 5A legislation in Scotland in October 2019. A further 10-15% relate to Section 5 – drink driving. Others relate to dangerous driving and road traffic collisions.
- Case output is currently aligned with demand, due to outsourcing contracts put in place to manage the unanticipated levels of Section 5A demand. Excluding this outsourcing output would have meant the unit running output deficit of c120 cases per month since April 2021.
- Capacity in the Criminal Toxicology department continues to be developed with a view to the unit being able to manage up to 230 drug driving cases per month internally from 2024-25.



**Demand : Output Balance** On Track

- Group 8 activity relates to non-criminal incidents. This can include drug-related deaths, sudden or unexplained deaths, other fatal incidents, and missing persons.
- Demand and output are in balance. Demand is stable overall although it can be subject to high variation between months.

**NB: note differing axis scales between Groups 3 and 4 charts due to case demand levels**



OFFICIAL

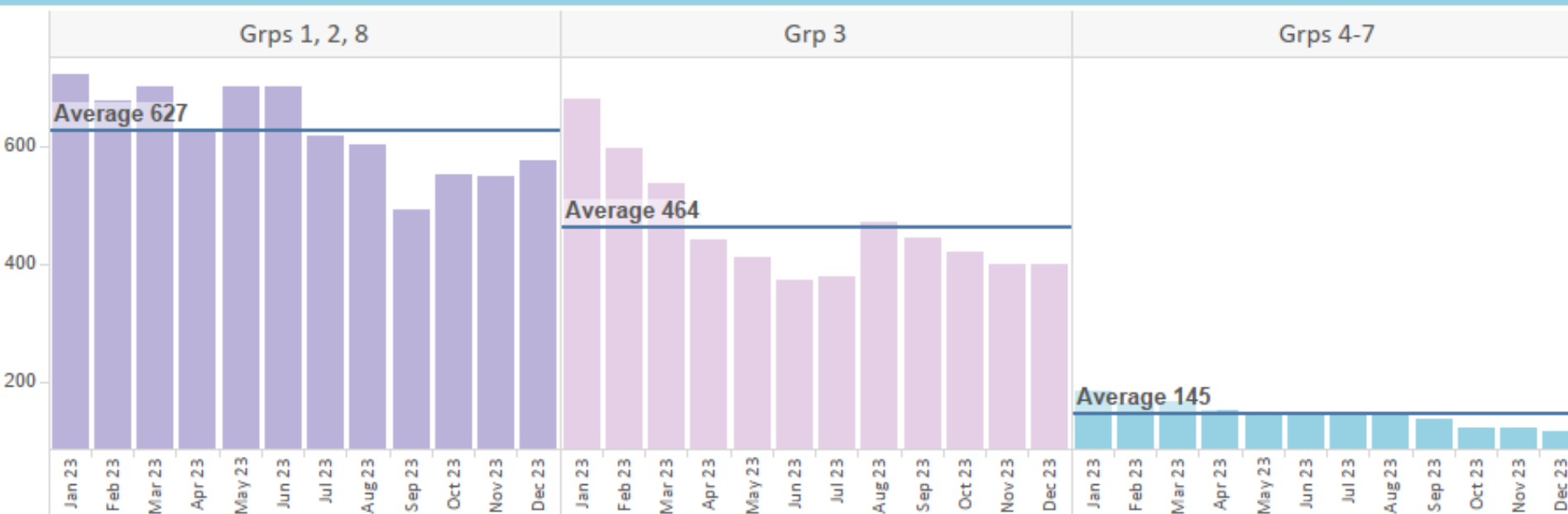
# Quarter 3 Performance - Appendix



# OFFICIAL Service delivery – Scene examination

SERVICE DELIVERY TARGET		CURRENT Q3 2023-24	PREVIOUS Q2 2023-24	YTD
Compliance to Scenes Attended within 24 hours of request	90%	79%	80%	81%

## SCENE EXAMINATIONS BY CRIME TYPE



The target for scene examination requests to be attended within 24 hours is 90% - unless a specified date is agreed in advance of attendance.

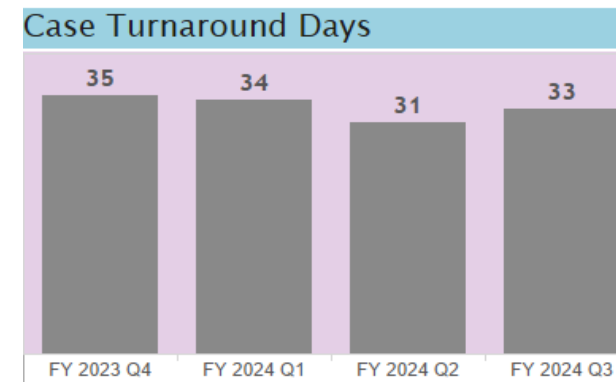
Although overall performance is failing to meet the 90% target, it is important to note that in Group 1, 2 and 8 – relating to the most serious crime and incidents – that performance has consistently met the 90% target.

During Q1, the new ways of working and shift pattern were implemented and staff training took place.

An anticipated dip in performance was expected during Q2 and Q3 due to these changes with improvement expected Q4 and Q1 2024-25.

SERVICE DELIVERY TARGETS		CURRENT Q3 2023-24	PREVIOUS Q2 2023-24	YTD
Seven Day Custody requests	95%	98% 93	100% 97	99% 281
COPFS - Urgent Delivery requests	85-95%	87% 45	95% 48	91% 129
COPFS - All delivery requests	80-95%	84% 647	92% 632	88% 1,780
PSoS - Priority 1 delivery requests	75-85%	85% 120	83% 81	85% 258
PSoS - Priority 2 delivery requests	75-85%	66% 241	72% 271	68% 714
PSoS - Priority 3 delivery requests	65%	59% 256	67% 212	63% 711

Measured in calendar days:  
 COPFS - 7 day custody: typically less than 5 days to complete  
 Other COPFS – customer determined.  
 Set by PSoS:  
 Priority 1: 7 days or less to complete  
 Priority 2: 8-60 days to complete  
 Priority 3: 60 to 150 days to complete



During Q3 Biology staff supported the internal Volume Crime DNA Unit improvement plan. This has had a slight effect on overall Biology casework timeliness, however, all priority targets (7-day custody; all COPFS casework; Police Scotland Priority 1 cases) have been met and are being managed well.

There is ongoing work to review samples submitted against useful results to determine if there are any areas where there is always a lower expected value returned. This will lead to case samples being triaged appropriately and a reduction in failure demand.

# Volume Crime DNA Unit (VCU)

SERVICE DELIVERY TARGETS		CURRENT Q3 2023-24	PREVIOUS Q2 2023-24	YTD
Seven Day Custody requests	95%	100% 8	100% 19	100% 38
COPFS - Urgent Delivery requests	85-95%	100% 1	N/A	100% 1
COPFS - All delivery requests	80-95%	98% 125	90% 110	95% 296
PSoS - Priority 1 delivery requests	75-85%	67% 3	50% 6	56% 9
PSoS - Priority 2 delivery requests	75-85%	14% 978	15% 768	13% 2,920
PSoS - Priority 3 delivery requests	65%	23% 33	69% 11	39% 92

Measured in calendar days:

COPFS - 7 day custody: typically less than 5 days to complete

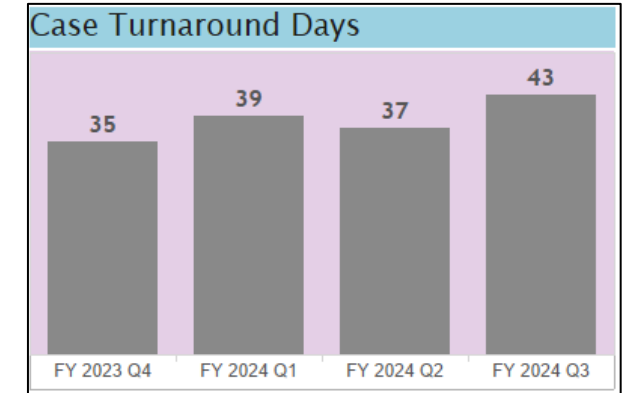
Other COPFS – customer determined.

Set by PSoS:

Priority 1: 7 days or less to complete

Priority 2: 8-60 days to complete

Priority 3: 60 to 150 days to complete

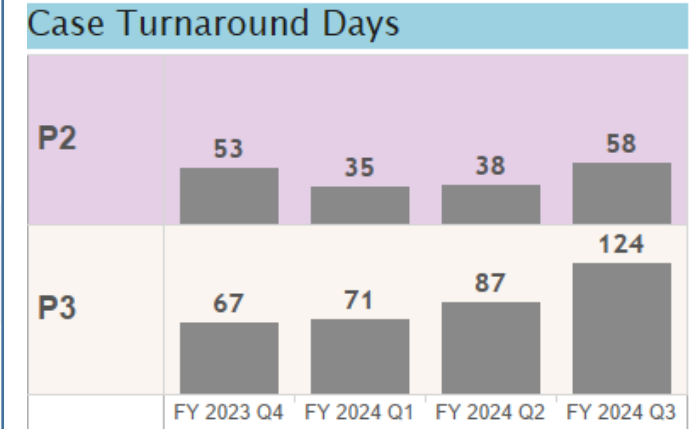


The majority of cases within the VCU are Priority 2 police investigative cases (85%) and are currently being reported within 5-6 weeks, above the target of 3 weeks (21 days). Steps are being taken to improve performance - such as the use of resources from other areas of Biology.

Further implementation of the new Operating Model aims to improve the turnaround times for acquisitive crime which is the majority of crime in this unit. Demand in the VCU fluctuates greatly particularly due to proactive police operations and initiatives, including Serious Organised Acquisitive Crime.

SERVICE DELIVERY TARGETS		CURRENT Q3 2023-24	PREVIOUS Q2 2023-24	YTD
Seven Day Custody requests	95%	100% 1	100% 1	100% 9
COPFS Urgent Requests – no Q3 casework in this category				
COPFS - All delivery requests	80-95%	50% 41	81% 29	72% 115
PSoS Priority 1 Requests – no Q3 casework in this category				
PSoS - Priority 2 delivery requests	75-85%	14% 3	33% 3	44% 11
PSoS - Priority 3 delivery requests	65%	38% 44	47% 52	57% 168

Measured in calendar days:  
 COPFS - 7 day custody: typically less than 5 days to complete  
 Other COPFS – customer determined.  
 Set by PSoS:  
 Priority 1: 7 days or less to complete  
 Priority 2: 8-60 days to complete  
 Priority 3: 60 to 150 days to complete



This team has a unique skill set and has a small number of staff. Service delivery was impacted in Q3 by an unplanned reduction in capacity, which reached a peak in mid-Q3. Workforce availability is being actively managed and the recruitment of an additional member of staff in this area is progressing with a planned starting date early in Q1 24/25 when training and competence assessments will commence. The team has had some complex and novel cases submitted, e.g. 3D printed guns, which has required additional capacity to complete. Due to these challenges, casework remains prioritised on urgent work-Police Scotland scene attendances and/or laboratory submissions, in addition to priority work from COPFS. As a result of the improved staffing position, an increase in performance is forecast in Q4 2023/24 to Q1 2024/25.

# OFFICIAL Criminal Toxicology (excluding drug driving)

SERVICE DELIVERY TARGETS		CURRENT Q3 2023-24	PREVIOUS Q2 2023-24	YTD
COPFS - All delivery requests	80-95%	53% 28	29% 33	34% 94
PSoS - Priority 2 delivery requests	75-85%	8% 12	13% 8	7% 27
PSoS - Priority 3 delivery requests	65%	70% 177	70% 162	71% 524

This table covers Criminal Toxicology casework (excluding Drug Driving, which is reported separately).

Drink Driving casework performance remains strong (these cases are included within 'PSoS – Priority 3 delivery requests') at 99% for Q3 (with relatively high volume).

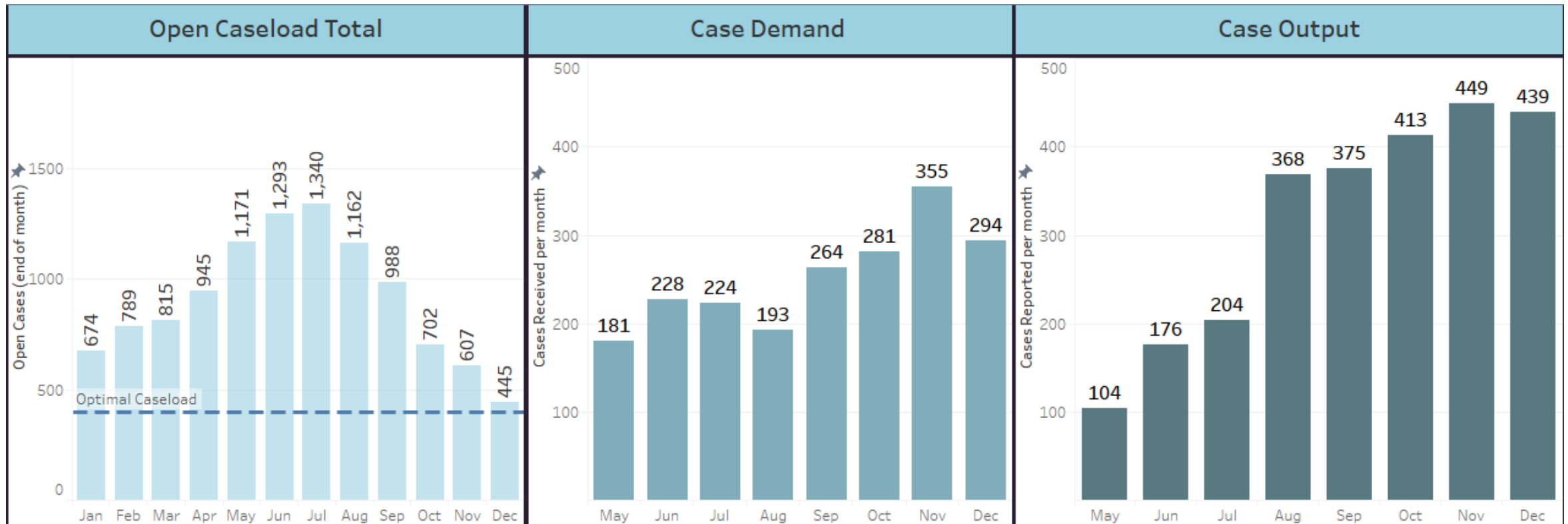
This has contributed to the overall compliance level for 'PSoS – Priority 3 delivery requests' of 70% for Q3.

Over the past 21 months, with the focus by necessity on Drug and Drink Driving casework, the levels of compliance have been stronger in those areas.

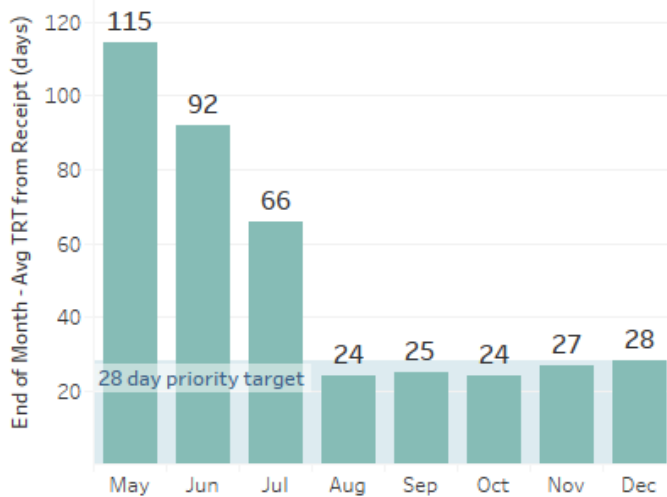
Performance of COPFS cases, which includes other Criminal Toxicology casework, has improved significantly since Q2 with the improvement tracking as forecast in the improvement plan.

Performance of 'PSoS – Priority 2 delivery requests', which includes other Criminal Toxicology (with very small numbers) has remained broadly stable and, with the COPFS cases, are now the principle area for improvement in Criminal Toxicology. The performance in this area is skewed due to the low volume of cases involved. The volume of these types of cases are relatively small, when compared with 'PSoS – Priority 3 delivery requests', or Drug Driving cases.

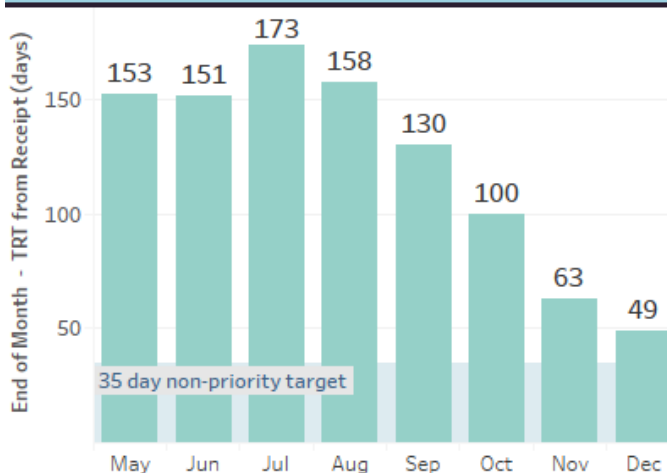
The open caseload has reduced by 67% - from a peak of 1340 in July - to 445 cases at the end of Q3. Output levels have more than quadrupled since May 2023 as capacity has been scaled up. We will continue targeting 400-480 cases per month into January. Demand has risen, now that the Post Mortem Toxicology outsourcing plan has concluded, with the demand expected to range from 300-350 cases per month.



## Target 1: Priority Turnaround Times



## Target 2: Non-Priority Turnarounds



Priority cases are being delivered within their 28-day turnaround target. Non-Priority cases are being managed downwards, now that the Priority work and output levels are delivering as required. It is expected that the Non-Priority turnaround target of 35 days will be achieved from January 2024 (cases received December 2023 reported on target). The modelling is based on output trajectories of 100 or 120 cases a week. The trajectories of the models have converged over the past two months. Both models are significantly above the levels of approximately 350 cases per month the service was designed for - and so are particularly vulnerable to abstraction such as unplanned absence, network and instrumentation issues.

## Forecast Comparison - age of reported cases based on week submitted to lab

