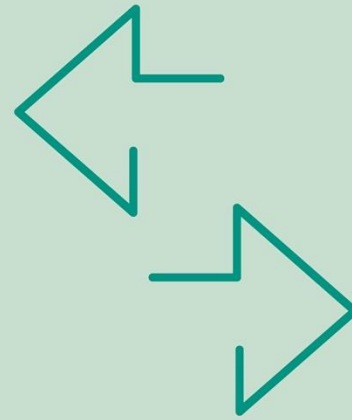


SPA Corporate Performance Report

Q4, 2024-25



SCOTTISH POLICE
AUTHORITY
ÙGH DARRAS POILIS NA H-ALBA

Summary

Corporate Strategy Delivery

Delivered **84 per cent** against planned activity in quarter four.

15 per cent of planned work in quarter four was re-profiled for delivery in 2025-26, reflecting revised timescales and/or output for these areas of work.

2024-25 Performance - overall delivery in Year Two of the Corporate Strategy is **88 per cent**.

Set against a challenging Delivery Plan, this represents positive progress in year for the Authority and builds on the 80 per cent delivery achieved in Year One.

11 per cent of work overall was re-profiled to 2025-26 to reflect a change to the expected delivery date or output of the activity.

Resources

Audit – Two HMICS recommendations closed.

Risk – No change, all corporate risks within appetite / tolerance since quarter two.

FOI requests received =29, down two from previous quarter. This included three reviews – all original decisions were upheld. Compliance with the 20-day response timeline remained at 100 per cent as per previous quarter.

Subject Access Requests received =58, up two from previous quarter. This included 54 requests from officers retiring. Compliance with 1-month response timeline returned to 100 per cent.

Security Incidents recorded =3, down three from previous quarter. No incidents related to SPA Corporate. No incidents required reporting to ICO.

People

Staff FTE – Actual =45.8, unchanged since quarter three. Overall staff numbers continue to remain lower than budgeted level of 52 FTE.

Mandatory training – completion rates increased from quarter three (excluding Plain English) due to focus on completion of Moodle training for all new starts. Further reminders issued to all that have refresher training outstanding.

Absence – significant reduction in short term absence with long term absence remaining static. This will reduce in the next period due to a return to work. Appropriate occupation health support involvement engaged in all long-term absence cases. All return-to-work discussions completed on time as individuals returned following a period of absence. Future reporting will show number of weeks outstanding for RTW.

Performance

Complaints – continued positive trend with no SPA Corporate related complaints received during Q4.

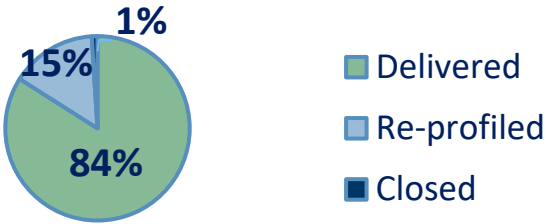
Media Enquiries received =31, up 12 from 19 in the previous quarter. 100 per cent were answered within the requested timeframe.

Independent Custody Visiting – 31 per cent of detainees available at time of visits were seen, consistent with previous quarters.

Governance Support – 100 per cent of SPA Corporate papers, for public items, were published on time, throughout 2024-25. Further detail on Q4 performance is available for internal purposes.

Corporate Strategy delivery

Delivery in Quarter 4 (actual v planned)



Highlights

Final Report, Easy Read and Practitioner Toolkit products from the Community Confidence Action Research Project published at a launch event on 27th February 2025.

Engaged with partners (PIRC/HMICS/IA) in the planning and delivery of relevant audit / inspection activity and supported monitoring of discharge of recommendations.

Developed the Authority’s horizon scanning and longer-term financial information to inform oversight of Police Scotland’s financial plans and informed members with a briefing on the budget settlement.

Developed and delivered new member induction programme and members seminar programme.

Increased our network of benchmarking participants with six new organisations added through the governance benchmarking exercise.

Quarter 4 Summary

- **84 per cent** of quarter four milestones were delivered as planned.
- **15 per cent** of planned work in quarter four was re-profiled for delivery in 2025-26, reflecting revised timescales and/or output for these areas of work.
- **One** quarter four milestone was closed. Work to incorporate unit cost information into the Forensic Services Performance Framework was superseded as a refresh of the Framework included a range of financial measures covering budget spend, efficiencies and benefits realisation.
- Re-profiled work is summarised in reporting to the Audit, Risk and Assurance Committee on Wednesday 21 May 2025 – [Corporate Strategy 23-26 - Q4 and EOY progress summary](#)
- The Annual Delivery Plan for 2025-26 and underlying team plans have been updated to reflect re-profiled work and revised timescales. This will be monitored through team plans and reporting to ELT.

End of Year Summary

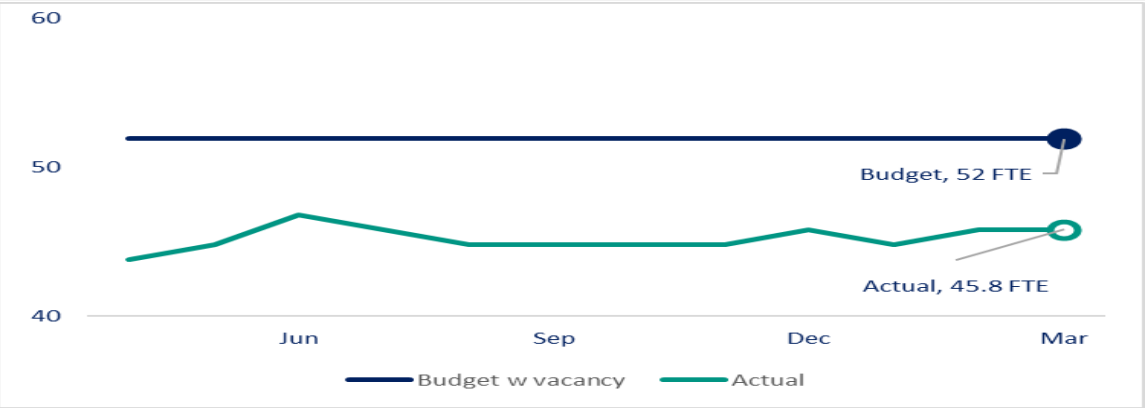
- Overall delivery in Year Two of the Corporate Strategy is **88 per cent**.
- Set against a challenging Delivery Plan, this represents positive progress for the Authority and builds on 80 per cent delivery achieved in Year One.
- **11 per cent** of work was re-profiled to 2025-26 to reflect a change to the expected delivery date or output of the activity.
- **1 per cent of** milestones were closed, i.e. no longer required, superseded or not business critical.
- End of year performance will be reported to the Audit, Risk and Assurance Committee on Wednesday 21 May 2025 – [Corporate Strategy 23-26 - Q4 and EOY progress summary](#)

Forward look to Year Three

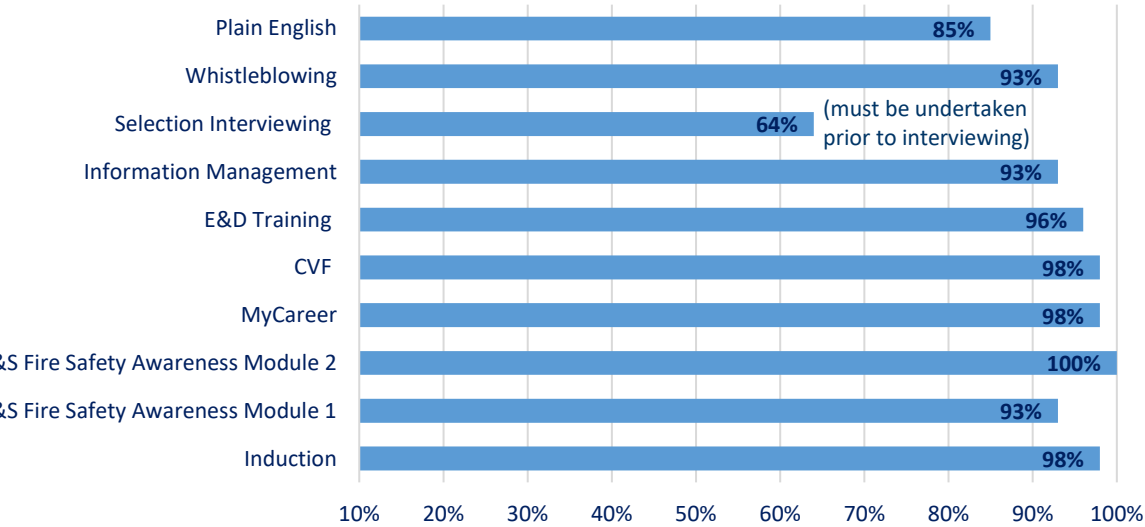
- The annual delivery plan for 2025-26 is now in place, developed in consultation with the full Corporate team.
- The plan reflects a focus on key priority areas and commitments and progress will be reported quarterly to the Audit Risk and Assurance Committee.

People

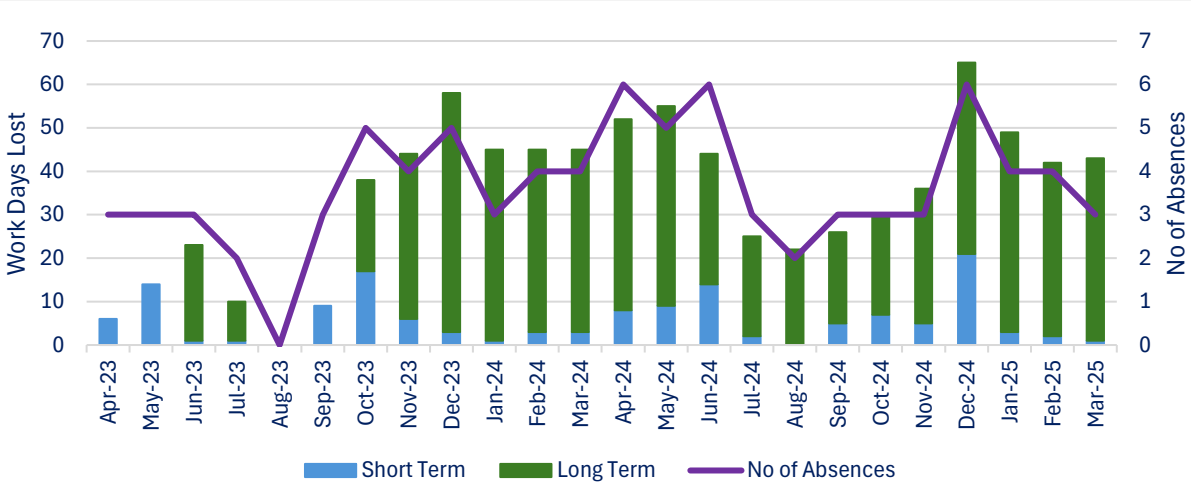
Staff FTE



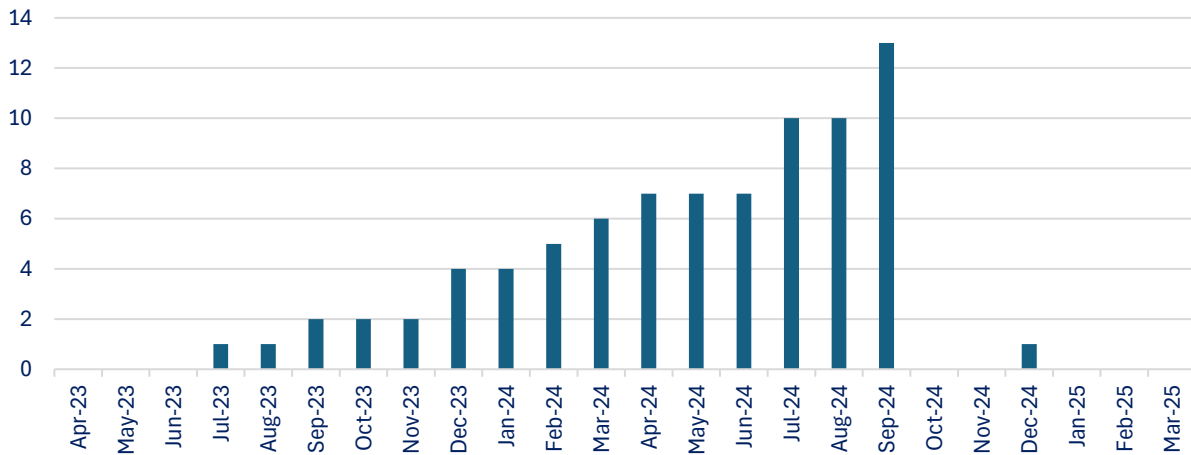
Mandatory training - completion (showing only staff required to complete training)



Absence



Outstanding return to work conversations



Finance, Audit & Risk, IM

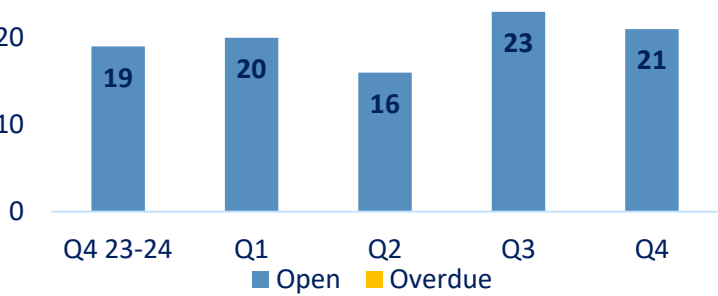
Budget

- Final year-end figures are not available until mid-May as part of the year end reporting timeline.
- However, the provisionally expected overall overrun figure for 2024/25 is expected to be circa £4.8m. This is an **underspend to budget of £800k** and an underspend to Q3 forecast of **£200k**.

Audit and Risk

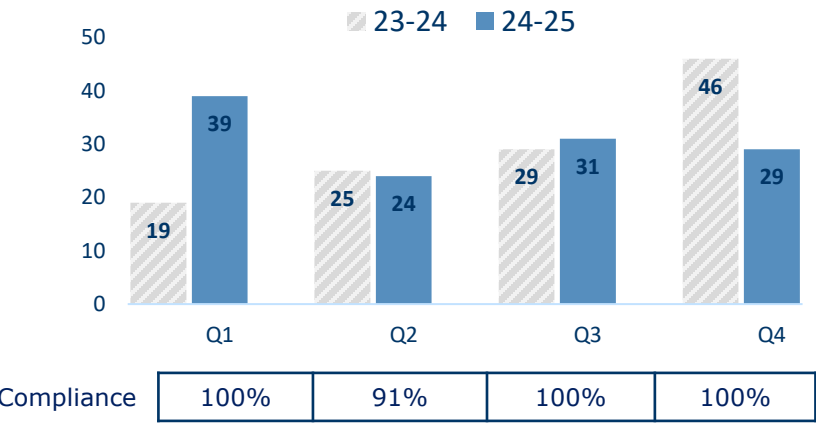
Audit recommendations

No new recommendations.
Two HMICS recommendations closed.
Awaiting confirmation of proposed closure of one HMICS and seven Internal Audit recommendations .



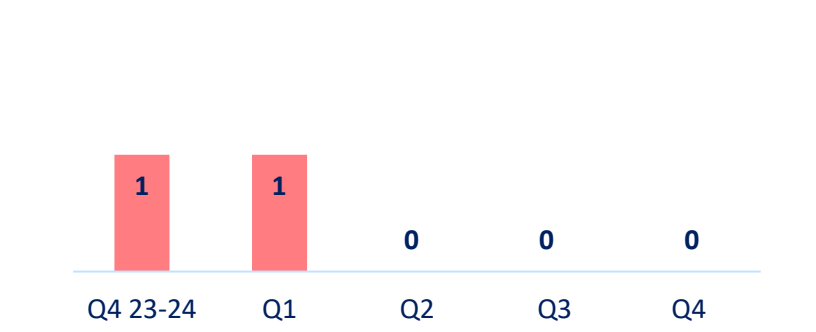
Information Management

FOI received & compliance with 20-day response timeline

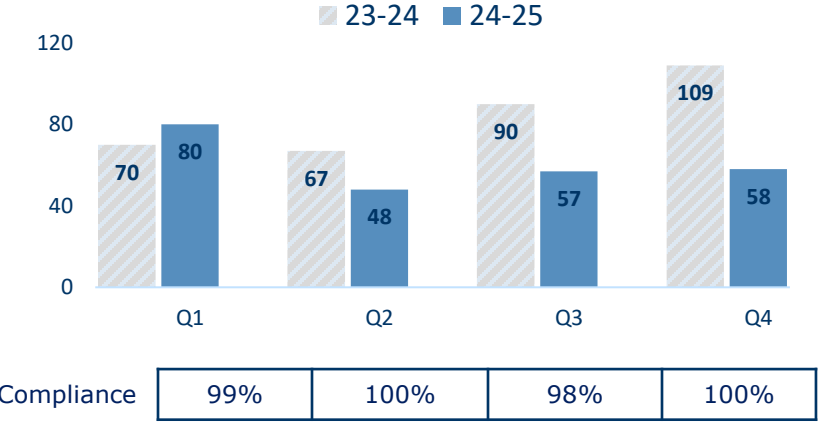


Risks out with appetite / tolerance

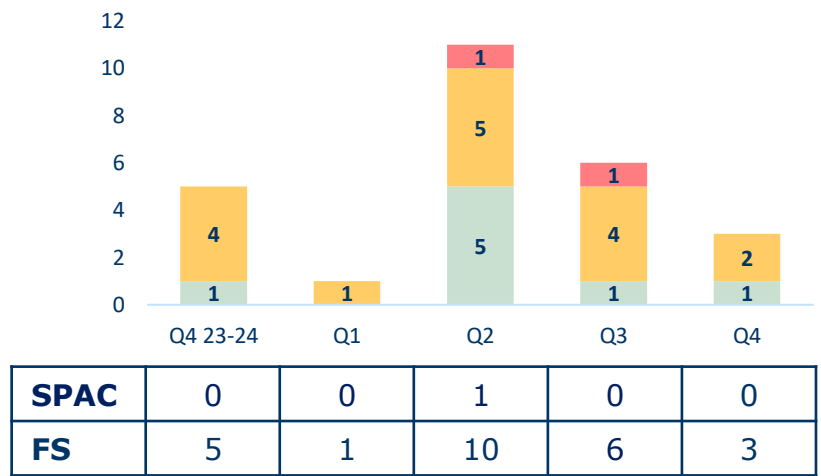
All risks continue to remain within appetite/tolerance



SAR received & compliance with 1-month response timeline



Security incidents



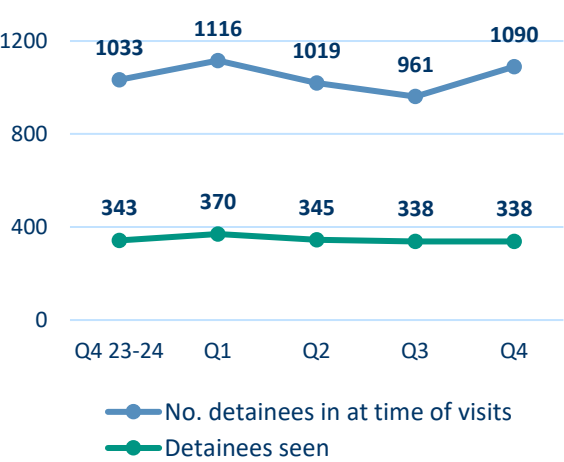
Performance

Service Back

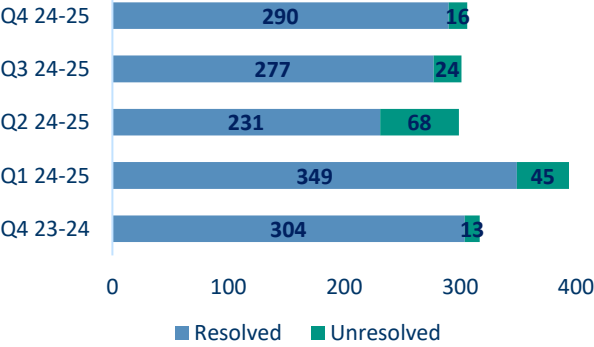
- Procurement - supported the appointment of the Authority’s Audio Visual livestreaming service provider. The process completed with a provider confirmed at the start of April 2025.
 - Estates, IT, and Administration Services supported the final phase of relocating the Authority’s Corporate Team to Dalmarnock.
- The teams planned the move in conjunction with Authority staff, ensured delivery of agreed office plans and meeting room spaces, facilitated building access for staff and members, scheduled removal of kit from Pacific Quay, and negotiated with Scottish Government on arrangements to end the lease on Pacific Quay.
- The move was put back by two weeks to be completed in Q1 of 2025-26 to allow for additional furniture, fittings and kit to installed.

ICVS

Detainees seen



Detainee concerns

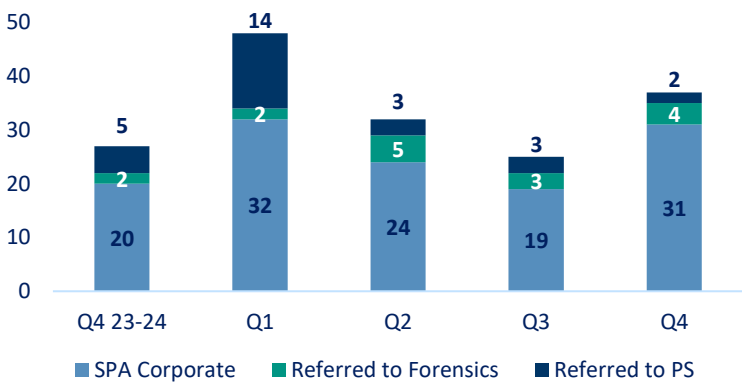


Top 5 concerns

Reading/writing material; Letter of rights received; Medical; Solicitor update; Named person notified

Service Standards

Media enquiries



Complaints (relating to SPA Corporate)

Q1	0
Q2	0
Q3	0
Q4	0

2023-24 = nil
2022-23 = nil

Governance Support

Compliance with Standing Orders – Board/Committee reports on time

