

Statistical Update – Q2

1 July 2021 to 30 September 2021



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PIRC CHR Applications

Applications

	Number of Applications		
	Q2 2021/22	Q1 2021/22	% Change
Applications Received	74	53	+39.6%

Key points:

- We have received 74 applications requesting a complaint handling review during Q2 2021/22. This represents an approx. 40% increase in comparison to Q1 2021/22;
- Collectively, we have received 127 applications for complaint handling review between 1 April and 30 September 2021. This represents an approx. 8% increase in comparison to the number of applications received for the same time period in 2020/21 and an approx. 5% decrease in comparison to the number of applications received for the same time period in 2019/20¹. (i.e. pre-COVID).

Timescales

Initial Case-Papers:

- Police Scotland aim to provide us with the case papers within 14 days;
- During Q2, of the 51 sets of case papers received by the PIRC, the average time spent waiting on the case papers is **10 days**. This is an improvement on the 13 day average wait for case papers received during Q1;
- **During Q2, Police Scotland met the 14 day timescale in 77% of all case papers requested;**

¹ Between 1 April 2021 and 30 September 2021 (inc), the PIRC received 127 applications requesting a CHR. Between 1 April 2020 and 30 September 2020 (inc), 118 applications requesting a CHR were received. This represents a 7.6% increase in the number of applications received in 2021/22 in comparison to the same time period 2020/21. Between 1 April 2019 and 30 September 2019, 134 applications requesting a CHR were received. This represents a decrease of 5.2% between the number of applications received in 2021/22 in comparison to the same time period in 2019/20.



- For cases in which Police Scotland were unable to provide the PIRC the case papers within 14 days during Q2, the average wait was approx. **20 days**.

Information Requests during Review:

- For CHRs that were concluded during Q2, the average time spent waiting for information while the review was ongoing was **33 days²**. This represents an **increase** of approx. **10 days** in comparison the average waiting time during Q1³;
- In **10 cases** during Q2 (or approx. 18% of all CHRs concluded⁴), the time spent waiting on information from Police Scotland to enable the review to proceed was in excess of **50 days or more**, whereby the average waiting time for information was **84 days**.

On average, the time spent waiting on information for each application we progress during Q2 is as follows:

- Initial receipt of papers: 10 days
- Information awaited during review: 33 days
- Total time: **43 days or 1.4 months**

Year to date (YTD)⁵, the average time spent waiting on information for each application we progress is currently as follows:

- Initial receipt of papers: 12 days
- Information awaited during review: 28 days
- Total time: **40 days or 1.3 months**

Previous YTD's

	2020/21	2019/20
Initial receipt of papers	10 days	14 days
Information awaited during review	37 days	35 days
Total Time	47 days or 1.6 months	49 days or 1.6 months

² Figures based on CHR's that have concluded during 1 July 2021 and 30 September 2021 (inc)

³ During Q1, the average time spent waiting on information whilst the review was ongoing for CHRs that were concluded between 1 April 2021 and 30 June 2021 (inc) was 23.5 days.

⁴ Of the 55 CHRs that concluded during 1 July and 30 September 2021, 10 of them were delayed by more than 50 days waiting on information from Police Scotland. This equates to 18.2%.

⁵ 1 April 2021 to 30 September 2021 (inc)



CHR Reports

Cases Closed - National⁶

	Q2 2021/22	Q1 2021/22	% Change
No. of Cases	55	70	-21.4%
HoC Reviewed	224	260	-13.9%
Average HoC	4.1	4.0	+2.5%

Key point:

- There have been 55 CHR's issued during Q2, which represents a decrease of approx. 21% in comparison to the number of CHR's issued in Q1;
- However, there has been an approx. 8% increase in the number of CHR's concluded and an approx. 30% increase in the number of individual complaints reviewed YTD 2021/22 period in comparison to same time period in 2020/21.

⁶ Refers to cases for which CHR's have been issued and not when recs/recons have been implemented during time-period 1 April 2021 to 30 June 2021 (Q1) and 1 July to 30 September 2021 (Q2) (inc).

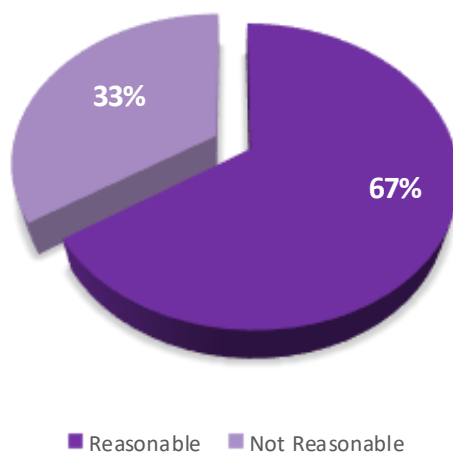


Outcome

Reasonable vs Not Reasonable

National – Q2

224 COMPLAINTS REVIEWED



Key points:

- During Q2, 67% of all complaints reviewed by the PIRC have been handled by Police Scotland to a reasonable standard⁷;
- This figure is relatively consistent with the national % of complaints reasonably handled for Q1 2021/2022 (i.e. 66%);
- Q2 2021/2022 Regional Breakdown:
 - PSD East – 74% REA
 - PSD North – 73% REA
 - PSD West – 60% REA
- YTD 2021/2022:
 - National – 67% REA
 - PSD East – 73% REA
 - PSD North – 71% REA
 - PSD West – 61% REA
- YTD 2020/21 – National – 70% REA
- YTD 2019/20 – National – 55% REA

⁷ Cases closed between 1 July 2021 and 30 September 2021 (inc)



CHR Disposal⁸ - National YTD

			Q2 2021/22	Q1 2021/2022	% Change
Reconsideration Supervised	Direction	-	0	0	-
Reconsideration Unsupervised	Direction	-	3	7	-57%
Recommendations			78	94	-17%
Learning Points			29	34	-15%

Key points:

- There has been a decrease in the number of reconsideration directions, recommendations, and learning points issued during Q2 2021/22 in comparison to Q1 2021/22;
- During Q2, Reconsideration Directions account for approx. 11% of all individual heads of complaint that have not been reasonably handled⁹;
- Implementation Rates – (YTD)¹⁰:
 - Reconsideration Direction – Unsupervised 10%
 - Recommendations 46%
 - Recommendations Rejected 0%
 - Learning Points 46%
- Outcomes implemented within 56 days – (YTD)¹¹:
 - Reconsideration Direction – unsupervised 0%
 - Recommendations 20%
 - Learning Points 22%

⁸ CHR's that have been issued 1 April 2021 to 30 June 2021 (Q1) and 1 July to 30 September 2021 (Q2)

⁹ Of the 73 individual heads of complaint that have not been reasonably handled during Q2, 3 resulted in unsupervised Reconsideration Directions being issued. This equates to 10.9%

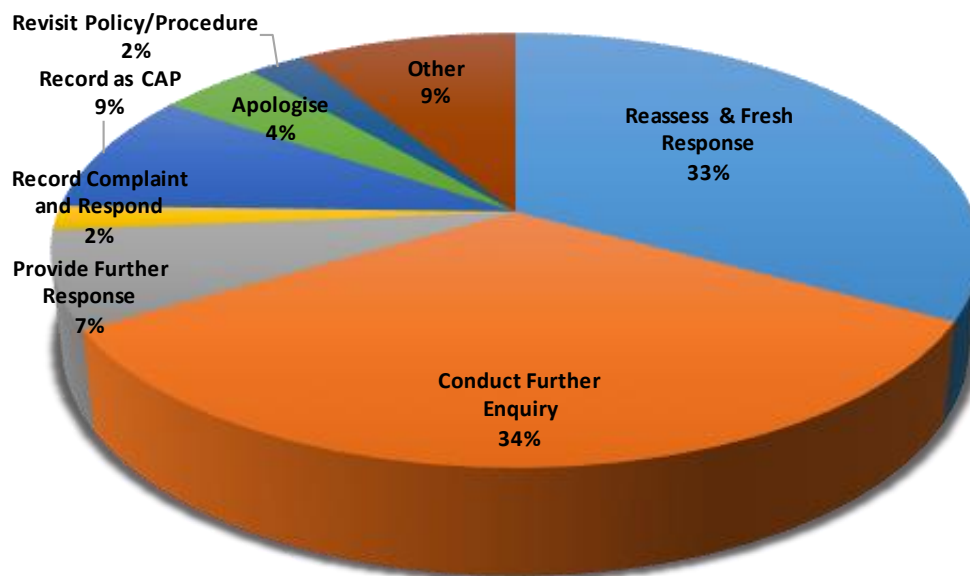
¹⁰ Based on CHR's that have been issued between 1 April 2021 and 30 September 2021. Cognisance has to be given to fact that Police Scotland are afforded 56 days in which to implement outcomes arising from CHR's.

¹¹ Figure relates to cases whereby recon direction/recommendation/LP has been implemented within the 56-day timescale that has been set by PIRC. No reconsideration directions have been implemented within 56 days; of the 172 recommendations that have been issued during Q1& Q2, 34 were implemented within 56 days; and of the 63 LPs that have been issued during Q1 & Q2, 14 have been implemented within 56 days.



Recommendations Made – YTD¹²

Police Scotland



Key points:

- 34% of the recommendations that have been issued to Police Scotland YTD relates to insufficient enquiry having been carried out into the complaint;
- 40% of the recommendations arise from the quality of the final response letters that Police Scotland send to complainers; and
- 11% of recommendations relate to the manner in which Police Scotland has recorded individual complaints.

¹² Case closed 1 April 2021 to 30 September 2021 (inc)