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ÙGH DARRAS POILIS NA H-ALBA

## Complaints and Conduct Committee Public Rolling Action Log

Action No	Action	Action Owner	Status	Expected Date of Completion	Update/Comments
MEETING HELD 6 June 2024					
20240509 -CCC-001:	<b>PIRC Report – PS Action Generated:</b> Provide an update in relation to the backlog of non-criminal complaints to the next committee meeting.	ACC Stuart Houston	OPEN	14 November 2024	<b>07.11.24:</b> Paper to be presented under agenda item 7. <b>Propose to close.</b>
20240509 -CCC-002:	<b>PIRC Audit:</b> Bring an update to the next committee meeting on recommendations and their progress to discharge.	Superintendent Kate Stephens	OPEN	14 November 2024	<b>07.11.24:</b> Paper to be presented under agenda item 7. <b>Propose to close.</b>
MEETING HELD 6 June 2024					
20240606 -CCC-001:	<b>ACTION LOG:</b> Following the closure of 20230106-CCC-002 ( <i>Consider an informal session on around Irregularity in Procedure and Quality of Services. Consider including a discussion document which could be linked into dip sampling and the PIRC Audit to</i>	CS Helen Harrison	OPEN	14 November 2024	<b>26.08.24:</b> A revised approach to complaint categorisation and triage, more aligned to PIRC categorisation, is being trialled and work will commence to consult with key stakeholders. A more detailed update will be brought

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	<i>bring all together as a package</i> ) Police Scotland to consider a critical assessment on current complaint categorisation types, approach to triage, including cases suitable to Front Line Resolution, any known issues and scope for improvement.				to the November 2024 committee meeting.  <b>07.11.24:</b> Paper to be presented under agenda item 7.  <b>Propose to close.</b>
<b>20240606 -CCC-002</b>	<b>PS Performance:</b> Future reports to specifically highlight/include the following: <ul style="list-style-type: none"> <li>Engagement with diversity and all staff associations in relation to discriminatory behaviour allegations and resulting learning.</li> <li>information on discriminatory allegations upheld and results of further analysis of those divisions identified as primary drivers of increases.</li> </ul>	ACC Stuart Houston	OPEN	14 November 2024	<b>26.08.24:</b> Detailed analysis work to be undertaken to identify learning and necessary engagement. Work will commence when capacity allows, and a more detailed update will be brought to the November 2024 Committee.  <b>07.11.24:</b> See appendix C of the PS Performance Report.  <b>Propose to close.</b>
<b>MEETING HELD 27 FEBRUARY 2024</b>					
<b>20242702 -CCC-001:</b>	<b>PS Performance Report:</b> Progress a joint deep dive between Complaints & Conduct and People Committee in respect of analysis of any disproportionality by protected characteristic within recruitment and selection checks (including vetting).	SPA Officials	OPEN	14 November 2024	<b>06.06.2024:</b> SPA Governance Support are currently engaging with members of both committees in order to progress this action. It is hoped that this deep dive will take place before October 2024.  <b>07.11.2024:</b> Joint committee workshop in diaries for the 16 <sup>th</sup> January and agenda planning underway.  <b>Propose to close.</b>

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MEETING HELD 14 NOVEMBER 2023					
<p><b>20231411 -CCC-001:</b></p>	<p><b>PS Performance:</b> Explore what the increased demand against the static or reduced workforce would mean from a risk based perspective in terms of achieving objectives.</p>	<p>DCC Alan Speirs</p>	<p>ONGOING</p>	<p style="text-align: center;"><del>27-02-23</del> 6-6-24 14 November 2024</p>	<p><b>27.02.24:</b> The Police Scotland quarterly report and standalone papers presented to the Committee for Q3 documents the significant increased demand across the department, not just in relation to complaints and conduct matters but also across a number of key areas (some of which are highlighted below), in addition to important ongoing scrutiny from HMICS, the PIRC and SPA to ensure processes and procedures are robust, fair and fit for purpose across an ever changing and demanding landscape:</p> <ul style="list-style-type: none"> <li>• The Historic Data Wash.</li> <li>• Sexual and Domestic misconduct case reviews.</li> <li>• 82 cases identified for review and risk mitigation by ACU following the HMICS review of Vetting in March 2023.</li> <li>• Increasing number of Gold Groups – leadership and actions as well as participation and work stream leads across Policing Together, VAWG and numerous SETM Governance Groups.</li> <li>• Key preventions activity– proactive work must continue to maintain our progress to reassure the workforce, staff associations, partners etc and to encourage reporting of behaviours which fall short of our values and standards.</li> <li>• Enhanced scrutiny and governance from PIRC (increasing their capacity and analytical capability) and SPA Complaints and Conduct Committee as well as press</li> </ul>

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					<p>articles and FOI requests outlining / ascertaining statistics around complaint handling times and backlogs.</p> <ul style="list-style-type: none"><li>• The use of Post Incident Procedures processes to balance the requirement for independent investigation of the death or serious injury of an individual either in custody or following police contact against the welfare of those officers/staff involved brings additional resource requirements.</li><li>• Force budgetary constraints and pressures resulting in revised operating models / capability across the broader organisation are likely to present further increased demand across complaints and conduct arenas.</li></ul> <p>Whilst additional resource was transferred into PSD to support the launch of the new PSD National Model in April 2021, there has been unprecedented demand on PSDs across the UK could not have been reasonably predicted.</p> <p>Internally, Police Scotland's PSD has realigned existing resource to create national criminal and non-criminal teams, thereby enhancing national consistency and creating expertise in these complex areas. More robust assessment, triage and supervisory processes are now in place and delivery of national joint training with PIRC continues to improve standards and promote efficiencies.</p>

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					<p>Whilst recent initiatives of increasing secondments into PSD to assist with demand and creating efficiencies in complaint handling by enhancing joint work with PIRC and SPA will provide some improvement, work is underway to establish longer term solutions to address demand and to positively impact on public trust and confidence.</p> <p><b>06.06.2024:</b> Paper to be presented under agenda item 11 for discussion which will inform future public reporting.</p> <p><b>06.06.2024:</b> The Chair advised that this action was linked to resource constraints within PSD and the level of demands coming in. The Chair noted the need to have a discussion on this in private and that this action should remain ongoing.</p> <p><b>26.08.24:</b> Approval has been obtained at the Revenue Investment Group to secure an uplift of Investigators into PSD to address non-criminal complaints. These positions have been advertised externally and interviews will be held with a view to successful applicants onboarding during October 2024.</p> <p><b>05.09.24:</b> PSD has engaged with the Service Design Team and work has commenced to capture the 'as is' position in a Current Operating Model. It is intended that this</p>

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					<p>template will inform our Target Operating Model in support of our long-term vision for Police Scotland.</p> <p><b>05.09.24:</b> Members agreed that the action should remain ongoing until they have further sight on this piece of work.</p> <p><b>07.11.24:</b> Paper to be presented under agenda item 7.</p> <p><b>Propose to close.</b></p>