

Meeting	SPA Complaints & Conduct Committee
Date	9 March 2020
Location	SPA Headquarters, Pacific Quay, Glasgow
Title of Paper	Review of Complaints Handling, Investigations and Misconduct Issues in Relation to Policing - Police Scotland Summary Update
Presented By	ACC Alan Speirs, Professionalism and Assurance
Recommendation to Members	For Discussion
Appendix Attached	No

PURPOSE

To provide Members of the Complaints and Conduct Committee with an update on progress of the recommendations outlined in the Independent Review of Complaint Handling, Interim Report produced by Dame Elish Angiolini.

Members are invited to discuss the information contained within the paper.

1. BACKGROUND

- 1.1 In June 2018, the then Cabinet Secretary for Justice, and the Lord Advocate invited Rt. Hon. Dame Elish Angiolini DBE QC to conduct an independent review on complaints against the police in Scotland.
- 1.2 The Interim Report, published in June 2019, identified a total of 30 Recommendations, 12 of these specific to Police Scotland.
- 1.3 It is anticipated the full report; expected to be published in September 2020; will seek to address practice, policy, procedure, legislation and regulations relative to the entire Complaint Handling Process.
- 1.4 Police Scotland are committed to working with partners to deliver on the recommendations contained within the report.

2. Progress Update

2.1 Governance (Recommendation 26)

Following publication of the Complaints Handling Review, the Strategic Oversight Group (SOG) was formed to direct and oversee progress. Police Scotland is represented on this group by the ACC Professionalism and Assurance, with the group meeting on a bi-monthly basis.

In August 2019, senior representatives from Police Scotland (PSD), PIRC and the SPA formed the National Complaint Handling Development Group (NCHDG), which sits under the governance of the SOG.

The purpose of the NCHDG is to drive delivery of the Complaint Handling Review recommendations; determine and develop matters of Complaint Handling policy and strategy; and discuss and agree outcomes on new or emerging Complaint Handling. This group meets every 6 weeks.

In addition, within Police Scotland, an internal Complaint Handling Review Working Group (CHRWG) has been established, meeting every 2 weeks. The CHRWG provides coordination and direction to support the discharge of the recommendations; share best practice and organisational learning.

The now established governance structure strengthens both the connection and consistency across all partner agencies, creating defined ownership, clear action allocation/escalation and effective lines of communication.

2.2 **Audit (Recommendation 5, 27)**

The Risk, Assurance and Inspection (RAI) team within Police Scotland have supported PSD in relation to future audit arrangements relative to complaint handling. A full review of the 6 stage complaints process has been carried out by the RAI team, in order to help address recommendation 5 regarding Frontline Resolution (FLR).

The FLR process and its effectiveness has been closely scrutinised with a suite of improvements identified. This remains work in progress with various elements at different stages of delivery and a staged proof of concept currently being rolled out. PIRC and SPA continue to be consulted and supportive of the transformation for FLR.

A proposal is also being developed for an annual multi-agency audit to mitigate risk, identify knowledge gaps and areas for development, in order to evidence improvement in complaint handling. This is being progressed by the NCHDG and will be presented to the SOG for approval.

2.3 **Training (Recommendation 2, 10, 12)**

The delivery of consistent and comprehensive training is being driven by a Police Short Life Training Working Group. This includes examining the existing PSD training structure, staffing (capacity and capability), facilities and funding in order to review, approve and prioritise activity in relation to all PSD training across Scotland.

Internal mediation and customer handling training is also being developed for rollout to National Complaints Assessment and Resolution Unit (NCARU) and will be utilised for wider staff training where required.

2.4 **Non-Criminal Allegations (Recommendation 1)**

Police are working with partners to establish a greater level of openness and transparency around the initial assessment and classification of complaints relating to Assault / Excessive Force.

2.5 **Early Officer Notification (Recommendation 6)**

Nationally consistent process established whereby officers are notified of a complaint at the earliest practicable point in close communication with PIRC.

2.6 **Systems Access (Recommendation 7)**

Discussions have taken place with PIRC regarding access requirements to Centurion for audit purposes. This will be progressed and incorporated into the proposal for an annual multi-agency audit.

2.7 **Website (Recommendation 8)**

External Police Scotland website streamlined to help members of the public navigate the site to easily access information on how to make a complaint and access the complaints form.

Ongoing work to streamline, revise and refresh the internal PSD webpages.

2.8 **PSD Structure (2, 4, 9, 12)**

Work ongoing to gain a comprehensive picture of complaint handling across all divisions, supported by in depth analytical work to identify the most effective and efficient complaint handling structures moving forward.

Integral to the delivery of recommendations 2, 4, 9 and 12 includes working closely with People and Development to ensure line managers are provided with the skills, knowledge and processes to line manage effectively and empower them to resolve all aspects of complaints and grievance with a proportionate response at the lowest level possible.

2.9 **Conclusion**

The above summary indicates the range of significant improvement activity being undertaken by police and partners involved in complaints, misconduct and investigations. This is extremely valuable in preparing the ground for the final published report in September 2020.

Improving public satisfaction in policing is paramount and Police Scotland will continue to demonstrate our commitment to efficiently and effectively manage, investigate and resolve complaints whilst fully contributing to the learning, development and education of our staff.

3. FINANCIAL IMPLICATIONS

3.1 There are no financial implications as a consequence of this report.

4. PERSONNEL IMPLICATIONS

4.1 There are no personnel implications as a consequence of this report.

5. LEGAL IMPLICATIONS

5.1 There are no legal implications as a consequence of this report.

6. REPUTATIONAL IMPLICATIONS

6.1 There are no reputational implications as a consequence of this report.

7. SOCIAL IMPLICATIONS

7.1 There are no social implications as a consequence of this report.

8. COMMUNITY IMPACT

8.1 There are no community impact implications as a consequence of this report.

9. EQUALITIES IMPLICATIONS

9.1 There are no equality implications as a consequence of this report.

10. ENVIRONMENT IMPLICATIONS

10.1 There are no environment implications as a consequence of this report.

RECOMMENDATIONS

Members of the Scottish Police Authority Complaints and Conduct Committee are invited to discuss the content of this paper.