

**COMPLAINTS AND CONDUCT COMMITTEE**  
**Rolling Action Log – Public Session**

Action No	Action	Action Owner	Status	Expected Date of Completion	Actual Date of Closure	Update/Comments
<b>Meeting held Tuesday 31<sup>st</sup> May 2022</b>						
20223105-CCC- 001	<b>SPA Quarterly Performance Report:</b> Link in with colleagues at Police Scotland around the accessibility of the SPA website following the work they have built on and their use of QR Codes.	Darren Paterson	OPEN			<b>09.08.22:</b> SPA website has been updated and now includes a QR code to direct complainers to the Police Scotland complaints webpages.  <b>Propose to close.</b>
20223105-CCC- 002	<b>SPA Quarterly Performance Report:</b> Produce a like for like comparison within the next committee annual report to allow members to understand the journey the Authority have been on.	Darren Paterson	OPEN			<b>09.08.22:</b> This action has been addressed at Item 10 of the agenda.  <b>Propose to close.</b>
20223105-CCC- 003	<b>PS Professional Standards Quarterly Performance Report:</b> Produce a bespoke report for the next committee, around Discriminatory Behaviour and	ACC Alan Speirs	OPEN	18-08-22		<b>10.08.22:</b> Agreed at agenda planning session, remains work in progress. ACC Speirs will provide committee with an update at next meeting.

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	Quality of Service, looking at the data from 2021/22 allowing for a deeper dive into a full years data.					<b>Propose ongoing.</b>
20223105-CCC- 004	<b>PS Professional Standards Quarterly Performance Report:</b> Provide the committee with further detail around which policies are the drivers for Irregularity in procedures based on a 5 year average.	ACC Alan Speirs	<b>OPEN</b>	18-08-22		<b>10.08.22:</b> Agreed at agenda planning session, remains work in progress. ACC Speirs will provide committee with an update at next meeting.  <b>Propose ongoing.</b>
20223105-CCC- 005	<b>PIRC Quarterly Report on Police Scotland Handling of Complaints:</b> Adapt the current PIRC report to include investigations, Statutory Referrals and other information around the recommendations with trackers which provide updates from Police Scotland.	Phil Chapman	<b>OPEN</b>	18-08-22		<b>29.07.22:</b> The previous PIRC report template has been updated to include the appropriate data and comments relating to Reviews and Investigations functions.  <b>Propose to close.</b>
20223105-CCC- 006	<b>PIRC Quarterly Report on Police Scotland Handling of Complaints:</b> Take forward a piece of work which will look at improving the 14 day deadline of submitting paperwork to the PIRC.	ACC Alan Speirs	<b>OPEN</b>	18-08-22		<b>10.08.22:</b> Joint PSOS and PIRC practitioners' forum scheduled for early Sept 2022. Update will be provided to committee at next meeting.  <b>Propose ongoing.</b>

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20223105-CCC- 007	<b>PIRC Quarterly Report on Police Scotland Handling of Complaints:</b> Consider training inputs to PSD and Local Divisions to assist with the handling of complaints responses.	Ilya Zharov	OPEN	18-08-22		<b>09.08.22:</b> PIRC delivered an input in June 2022 to the PSD Induction Training Day. A further PIRC/PSD liaison event is planned for September 2022.  <b>Propose to close.</b>
20223105-CCC- 008	<b>Joint Audit SPA/PIRC Update Report:</b> Provide the committee with the final report on completion of the Audit.	Ilya Zharov	OPEN	18-08-22		<b>09.08.22:</b> There is no tangible update due to the audit still being ongoing.  <b>Propose ongoing.</b>
20223105-CCC- 009	<b>Professional Boundaries:</b> Report back to the committee twice over the next 12 months on the progression of recommendations in relation to Professional Boundaries.	ACC Alan Speirs/ DS Catriona Hnederson	OPEN	15-11-22		<b>10.08.22:</b> Action not due
<b>Meeting held Wednesday 2<sup>nd</sup> March 2022</b>						
20220302-CCC- 001	<b>PS Professional Standards Quarterly Performance Report:</b> Return the results of analytical work being carried out within East Command to understand and	CS John Paterson	OPEN	31-5-22		<b>16.05.22</b> – Analytical work has been undertaken and a report will be shared with relevant divisions for their progression.  <b>31.05.22</b> - Although analytical work had

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	address increases, against previous year to date and 5-year average, in complaints in Fife and Contact, Command and Control (C3)					<p>been shared with divisions, the action was that it was shared with the committee and should remain open until members have sight of this work.</p> <p><b>09.08.22</b> – update included in Organisational Learning section of current report.</p> <p><b>Propose to close.</b></p>
20220302-CCC- 002	<p><b>Police Scotland Professional Standards Quarterly Performance Report:</b> Ensure that themes emerging from PIRC Complaint Handling Reviews and Statutory Referral investigations are discussed in greater detail at a forthcoming Complaints and Conduct Workshop.</p>	CS John Paterson	<b>OPEN</b>	19-10-22		<p><b>16.05.22</b> – Themes discussed at the CCC Workshop.</p> <p><b>31.05.22</b> - This was not at the workshop in March so should remain open until later in the year. Next Workshop scheduled for October.</p> <p>Action not due.</p>
<b>Meeting held Thursday 25 November 2021</b>						
20211125-CCC- 001	<p><b>Police Scotland Professional Standards Quarterly Performance Report:</b> Bring forward a report focusing on</p>	ACC Speirs	<b>OPEN</b>	31-5-22		<p><b>21.02.22:</b> Report delayed as per agenda setting meeting on 01 February 2022, item to be brought to committee on 31 May 2022.</p>

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	organisational learning and how that is communicated throughout Police Scotland. This report will be added to the work plan to come forward on a 6 monthly basis.					<p><b>16.05.22</b> – Organisational Learning section of the Q4 report has been enhanced to reflect updates from analytical work and actions.</p> <p>PSD have adopted an IT system (4Action) which will improve the effectiveness of monitoring organisational learning, identifying themes and trends and ensuring the effectiveness of actions/training. A 'Go live' date for the first feedback report is anticipated circa mid-June, which will seek to form the basis of analytical feedback for a number of meeting streams.</p> <p><b>31.05.22:</b> Further consideration to be had around how this information is fed back to the committee. Members agreed for the action to remain ongoing to allow further discussions to take place.</p> <p><b>09.08.2022:</b> agreed at agenda planning, work remains ongoing.</p> <p><b>Propose ongoing.</b></p>