

Statistical Update – Q1

1 April 2021 to 30 June 2021



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PIRC CHR Applications

Applications

	No of Applications		
	Q1 2021/20	Q1 2020/21	% change
Applications Received	53	72	-26%

Key points:

- We have received 53 applications requesting a complaint handling review during Q1 2021/22. This represents an approx. 26% decrease in comparison to Q1 2020/21.

Timescales

Initial Case-Papers:

- Police Scotland aim to provide us with the case papers within 14 days;
- During Q1, of the 38 sets of case papers received by the PIRC, the average time spent waiting on the case papers is **12.7 days**;
- **Police Scotland met the 14 day timescale in 66% of all case papers requested;**
- For cases in which Police Scotland were unable to provide the PIRC the case papers within 14 days, the average wait is **27 days**.

Information Requests during Review:

- For CHR's that were concluded during Q1, the average time spent waiting for information while the review was ongoing was **23.5 days**¹;
- In **6 cases** (or approx. 9% of all CHR's concluded²), the time spent waiting on information from Police Scotland to enable the review to proceed was in excess of **50 days or more**;
- For those case whereby the review was effectively 'paused' for more than 50 days, the average waiting time for information was **72 days**.

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

- Initial receipt of papers: 12.7 days
- Information awaited during review: 23.5 days
- Total time: **36.2 days or 1.2 months**

¹ Figures based on CHR's that have concluded during 1 April 2021 and 30 June 2021 (inc)

² Of the 70 CHR's that concluded during 1 April and 30 June 2021, 6 of them were delayed by more than 50 days waiting on information from Police Scotland. This equates to 8.49%.



CHR Reports

Cases Closed - National³

	Q1 2021/21	Q1 2020/21	% Change
No. of Cases	70	44	+59%
HoC Reviewed	260	168	+55%
Average HoC	4.0	3.8	+0.2

Key point:

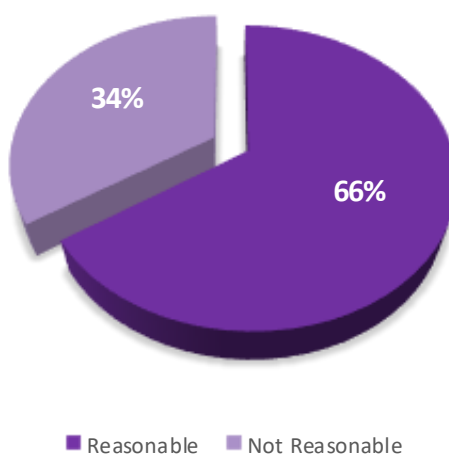
- There has been a substantial increase in the number of cases and complaints reviewed during Q1 of the current reporting period in comparison to Q1 for 2020/21. The lower figures for Q1 2020/21 reflect the early stages of the COVID-19 pandemic, during which both organisations required to make adjustments to working practice to ensure ‘business as usual’ could continue.

Outcome

Reasonable vs Not Reasonable

National – Q1

260 COMPLAINTS REVIEWED



³ 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 (inc).



Key points:

- During Q1, 66% of all complaints reviewed by the PIRC have been handled by Police Scotland to a reasonable standard⁴;
- By way of a comparator, the national % of complaints reasonably handled for Q1 2020/21 was 62%;
- Q1 2021/21 Regional Breakdown:
 - PSD East – 72% REA
 - PSD North – 69% REA
 - PSD West – 62% REA

CHR Disposal⁵ - National Q1

	Q1 2021/22	Q1 2020/21	% Change
Reconsideration Direction – Supervised	0	0	0
Reconsideration Direction - Unsupervised	7	5	+40%
Recommendations	94	45	+109%
Learning Points	34	7	+386%

Key points:

- There has been an increase in the number of reconsideration directions, recommendations, and learning points issued during Q1 2021/22 in comparison to Q1 for the previous financial year;
- This is because the PIRC has reviewed 46% more complaints in Q1 of 2021/22 in comparison to Q1 of 2020/21;
- Reconsideration Directions account for 8% of all individual heads of complaint that have not been reasonably handled⁶;
- Implementation Rates - All⁷:
 - Reconsideration Direction – Unsupervised 0%
 - Recommendations 23%
 - Recommendations Rejected 0%
 - Learning Points 24%
- Outcomes implemented within 56 days⁸:
 - Reconsideration Direction – unsupervised 0%
 - Recommendations 23%
 - Learning Points 18%

⁴ Cases closed between 1 April 2021 and 30 June 2021.

⁵ CHR's that have been issued 1 April 2021 to 30 June 2021

⁶ Of the 89 individual heads of complaint that have not been reasonably handled during Q1, 7 resulted in unsupervised Reconsideration Directions being issued. This equates to 7.8%

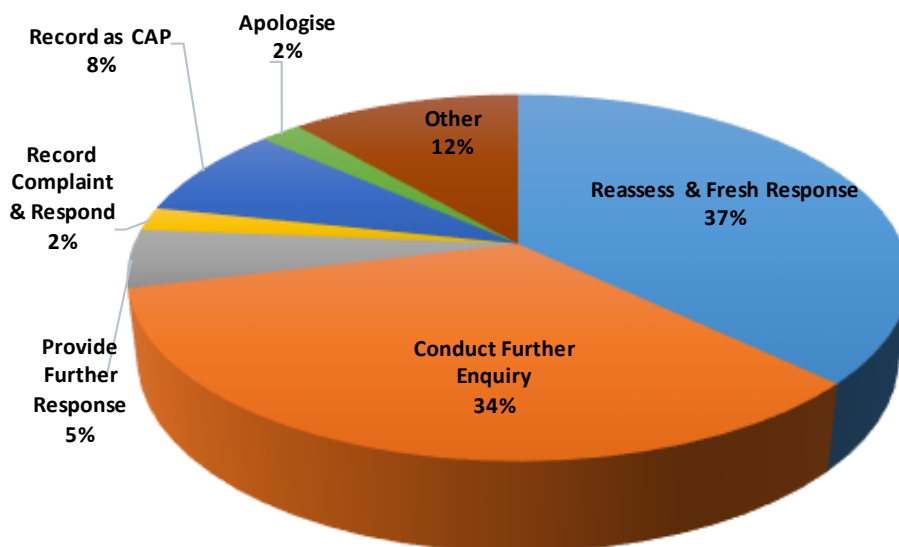
⁷ Based on CHR's that have been issued between 1 April 2021 and 30 June 2021. Cognisance has to be given to fact that Police Scotland are afforded 56 days in which to implement outcomes arising from CHR's.

⁸ 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 94 recommendations that have been issued during Q1, 22 were implemented within 56 days; and of the 34 LPs that have been issued during Q1, 6 have been implemented within 56 days.



Recommendations Made – Q1⁹

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;
- 41% of the recommendations arise from the quality of the final response letters that Police Scotland send to complainers; and
- 10% of recommendations relate to the manner in which Police Scotland has recorded individual complaints.

⁹ Case closed 1 April 2021 to 30 June 2021